

Notice for Booking Visits at the Wuling Minimum-Security Prison, Agency of Corrections, Ministry of Justice

1. To reduce the waiting time for the public during visits and to achieve the goal of convenient services, this notice is formulated according to the "Implementation Guidelines for Booking Visits at Correctional Facilities of Correctional Department, Ministry of Justice" issued by the Correctional Department of Ministry of Justice.
2. Applications for visits can be processed on the day of the visit at the correctional facility. General visits and visits using communication equipment can also be booked in advance.
3. Requirements for Booking Visits
 - (1) General Visits: Booking is limited to the prisoner's spouse, family, or relatives who have visited the prison at least once. However, online bookings are exempt from the prior visit requirement.
 - (2) Visits Using Communication Equipment: Booking shall be done according to Article 7 of the "Regulations for Using Communication Equipment for Visits at Prisons and Detention Centers".
4. Booking Methods
 - (1) In-Person: Bookings can be made at the prison's visit room during designated times and locations.
 - (2) By Phone: Call the visit registration office at 089-581014#329.
 - (3) Online: Visit the "Ministry of Justice Correctional Department Convenience Service Portal" at [\[https://service.mjac.moj.gov.tw\]](https://service.mjac.moj.gov.tw)(<https://service.mjac.moj.gov.tw>).
5. Booking Period is as follows; yet, it can be exempted if approved by the facility officials.

- (1) General Visits: Applications shall be submitted from seven days before the visit date until 3 PM two days before the visit date.
- (2) Visits Using Communication Equipment: Applications shall be submitted within the period specified in Article 9, Paragraph 1 of the relevant regulations.

If the deadline falls on a public holiday or other non-working day, the deadline will be moved to the last working day before the holiday. General visits and visits using communication equipment are counted separately. Online applicants can check the progress and results of their booking application on the website. Applicants shall complete their current visit before booking the next one.

6. Notification of Booking Results

The system will notify applicants of the booking results via email. Text message notifications for mobile visits will be sent at 16:00 PM the day before the scheduled visit. If adjustments or cancellations are necessary due to special circumstances, the prison will notify the applicant appropriately.

7. Cancellation of Booked Visits: If the applicant cannot attend the booked visit, they shall cancel by 15:00 PM the day before the visit via the website or by phone (089-581014 ext. 322) on the day of the visit. If the deadline falls on a public holiday or other non-working day, the cancellation shall be made on the last working day before the holiday.

If the applicant fails to attend the booked visit three times within the last six months, the prison may refuse to accept bookings from that applicant for three months from the date of the last missed visit.

8. Arrival for Visits: Except for phone and mobile visits, applicants shall check in 30 minutes before the visit time with the necessary identification documents. The prison may adjust visit slots based on the actual situation on the day of the visit.
9. Identity Verification: Applicants shall use their true identity for bookings. If false, forged, or altered identities are discovered, the booking will be immediately canceled.

10. Available Booking Slots

General Visits: One-third of the total available visit slots per session (2 out of 6 slots) are open for booking. The booking system may adjust visit times based on the day's visit conditions to ensure smooth operations.

11. The booking system does not apply to visits on public holidays or other non-working days.