

長者家居護理及復康服務

服務條款及細則

1. 繳費方法：

1.1 銀行轉帳：

客戶可於銀行或櫃員機直接將所需款項存入基督教靈實協會帳戶內，戶口號碼：
808-606537-001。存款後請保留收據，並傳真至靈實全護通辦事處(傳真號碼：2177 0951)
以作繳費證明。

1.2 支票：

支票抬頭請寫上「基督教靈實協會」或 Haven of Hope Christian Service，並於支票背面寫
上客戶姓名。

1.3 客戶切勿以現金方式支付任何員工，靈實全護通總經理及業務拓展經理除外。

2. 客戶需於發出報價單後十天內繳交，所有服務不設退款。逾期繳交費用多於七天，家居護
理及復康服務將會停止。

3. 超時工作：家居護理及復康服務逾時工作 10 分鐘即作半小時計算收費，逾時 40 分鐘亦作
1 小時計算收費。

4. 取消服務：客戶取消家居護理及復康服務需於預定服務時間前最少 24 小時作出通知。
不足 24 小時通知，靈實全護通將收取服務費的 50%。已繳費用，將不作退回。

5. 如客戶於約定之服務時間爽約，客戶需支付該次服務費用，已繳費用將不會退還。

6. 如員工於服務時段內需要乘搭交通工具，車資會以實報實銷形式向客戶取回。

7. 偏遠地區：如服務地區屬於偏遠地區，靈實全護通會多收一至二小時服務費作為附加費。

8. 家居護理及復康服務職員會於指定時間及地點服務，如非已安排的時間及地點，他們有權
拒絕執行服務。

9. 如工作時間較長(4 小時或以上)，員工可於服務時間內享有 15 至 30 分鐘休息時間或膳食
時間。

10. 客戶可建議員工選擇，我們會盡量安排人手，但最終人手安排由靈實全護通決定。

11. 為確保服務質素及保障客戶利益，客戶切勿與靈實全護通員工私下安排家居護理及復康服
務。如因客戶自行與員工私下安排有關服務而造成任何意外或損失，靈實全護通概不負責。

12. 客戶需負責把貴重財物鎖好及存於安全地方。

13. 靈實全護通保留隨時更改條款及細則的權利。

14. 如有任何意見反映或投訴，可致電 2663 3001 與總經理聯絡。

本人_____，(身份證編號：_____)
同意並接受此服務條款。

簽署：_____

日期：_____

Home Care Service

Terms & Conditions

1. How To Settle Your Payment:
 - 1.1 By ATM: Payment can be made through ATM or bank deposit to Haven of Hope Christian Service at HSBC account no: 808-606537-001. Please fax the bank-in slip to Haven of Hope - Total Care at 2177 0951.
 - 1.2 By Cheque: Payment by cheque should be made payable to “Haven of Hope Christian Service”. Please remember to mark the client’s name at the back.
 - 1.3 Please do not pay cash to any of our staff except General Manager or Business Development Manager.
2. Please settle your payment within 10 days after we issued the invoice. No payment is received after 7 days of credit period, we would stop our service.
3. Over time: Overtime for 10 minutes would charge for half an hour, while overtime for 40 minutes would charge for one hour.
4. Cancellation of Service:

Notice of cancellation of service should be made to the Haven of Hope – Total Care less than 24 hours before the agreed service time. 50% service charge is required for notification less than 24 hours. All payments are not refundable.
5. If customer does not show up for arranged service, we would also charge the customer. All payments are not refundable.
6. If home care staff has to travel during service period. Customer has to pay for the traveling cost.
7. For far away districts, Haven of Hope - Total Care would charge 1 to 2 more hour service charge.
8. Home care staff provide services as they are arranged. Staff could refuse any service if the venue or times that are not arranged before.
9. If service period last for 4 hours or more, staff could grant 15 – 30 minutes to take rest or have lunch.
10. Customer could make advice in selecting staff, we would arrange suitable staff for our customer. Total Care has the right to make the final decision.
11. To ensure service quality and maximum your protection, please do not privately arrange services with our staff without our consent. In case of accident or loss due to this cause, Haven of Hope – Total Care shall not be obligated.
12. Please make sure your valuables are stored properly.
13. Haven of Hope – Total Care reserves the right to amend the terms and conditions from time to time.
14. For any opinion or comment, please call our General Manager at 2663 3001 ◦

I, _____ (HKID no: _____) agree and accept terms and conditions as above.

Signature: _____ Date: _____