

**賽馬會「a 家」樂齡科技教育及租賃服務**  
**Jockey Club “age at home” Gerontech Education and Rental Service**  
**輔助器材清潔消毒服務**  
**Assistive Equipment Cleaning and Disinfection Service**

**服務條款與細則**

**服務目標及內容**

1. 賽馬會「a 家」樂齡科技教育及租賃服務由香港社會服務聯會主辦，由聖雅各福群會負責於營運的樂齡科技清潔及保養服務中心內，提供輔助器材清潔消毒服務。
2. 輔助器材清潔消毒服務範疇包括輔助器材清潔、消毒、乾燥服務。

**定義**

3. 使用服務的機構下稱「機構」。
4. 賽馬會「a 家」樂齡科技教育及租賃服務下稱「本服務」。
5. 樂齡科技清潔及保養服務中心下稱「中心」。
6. 輔助器材清潔消毒服務下稱「清潔消毒服務」。
7. 由賽馬會「a 家」樂齡科技教育及租賃服務所提供的運送服務下稱「指定運輸」。
8. 服務協議下稱「協議」。

**服務費用**

9. 每批器材完成清潔消毒服務後，機構須按由本服務發出的發票支付服務費用。

**運送器材及使用服務**

10. 機構須按預約時間及地點等候提取 / 交還器材或自行將器材送抵中心 / 從中心收回。
11. 機構必須按協議內的服務時間表、總批數量及每批器材數量使用清潔消毒服務。
12. 如天文台懸掛八號或以上風球、紅色或黑色暴雨警告，送貨服務時間將會延遲或另作安排。
13. 本服務職員 / 指定運輸職員於提取或交還器材時，需當場查收器材項目及數量，機構需要簽署作實。
14. 本服務有權拒絕清潔及消毒已老化、破損或不適合進行清潔或消毒處理的器材。如上述情況的器材已經由指定運輸送抵中心，本服務可拒絕為該器材提供清潔消毒服務。但機構仍須支付該器材服務費的 40% 作為該器材的運輸及行政費。
15. 如機構要求本服務為已老化、破損或不適合進行清潔或消毒處理的器材提供清潔消毒服務，若器材因而導致器材損壞、褪色、皺縮或變形，本服務恕不負責。
16. 本服務將按器材質料、是否附上電池或火牛等因素而決定清潔消毒及乾燥的方法，當中包括以機械設備或人手方法處理，本服務的決定為最終決定。

**更改送貨/收貨日期**

17. 如機構要求更改提取或交還日期及時間，須於三個工作天前提出，於獲本服務職員確認後，將不收取額外費用；如本服務在沒有確認更改提取或交還日期及時間下，已安排運輸服務，本服務將向機構收取該次運輸費用。

**更改或終止服務協議**

18. 雙方有權更改或終止服務協議。機構如未能在服務時間表內提交協議器材數量予中心，本服務有權要求機構支付協議總額餘款。
19. 如機構送抵中心的器材數量超出協議內的總批數量，本服務有權要求機構支付額外的行政費用及運輸費用。

20. 如機構欲於總器材數量不變的情況下，減少協議內的總批數量，必須先與本服務職員商議。本服務有權拒絕機構的要求。
21. 如機構欲提供超出協議內的器材數量，必須先與本服務職員商議。本服務有權拒絕機構的要求。

### 個人資料的提供

22. 本服務將盡力遵守及執行《個人資料（私隱）條例》中所列載的規定，確保儲存的個人私隱及個人資料處理得到充份保護及有妥善的儲存方法。本服務在合理及可行的情況下確保不會被非授權人士或意外地被進入、處理、刪除或作其他用途。除非法律允許或要求，本服務不會在未徵得機構的同意下，向任何第三方披露由機構提供的個人資料。
23. 機構有權於日後要求查詢、更改、註銷個人資料或取消收取本會資訊，屆時請致電 3892 7000；電郵：cmsc@ageathome.hk；或郵寄致「新界火炭坳背灣街 27-31 號協興工業中心 14 樓 C 室 樂齡科技清潔及保養服務中心」作出申請。
24. 本服務於提供服務/活動時進行拍照及攝錄，所有服務/活動相片、短片及錄音將有機會放於主辦及營運機構和本服務網頁、Facebook、宣傳單張等，並用作服務記錄、推廣及檢討之用。

### 免責聲明

25. 機構應於了解、明白及接受協議所有條款及細則後簽訂協議。
26. 本服務將盡力提供專業的清潔消毒服務。機構同意及確認，器材有機會在一般的清潔、消毒及乾燥程序下導致褪色或皺縮。
27. 本服務有權拒絕接收任何器材作清潔消毒服務。
28. 本服務不能保證可以完全清除器材上的污漬。
29. 對於任何遺留於器材上的私人或不能清洗的物品（如金錢、珠寶等）之損失，本服務恕不負責。
30. 如機構的器材因使用清潔消毒服務而損壞，本服務將向機構退回該件器材的服務費，或 / 及向機構作出該器材的賠償，而每一件器材的最高賠償額為本服務就該器材所收取的服務費之兩倍（上述第 15 條之情況除外）。本服務保留一切最終決定權。
31. 運送中或已送抵中心的器材，如遇有颱風、火災、社會運動、工業行動、交通問題、政府行動、盜竊、電力或系統出現故障、延誤、中斷等等 / 或其他不受本服務控制範圍下所發生的情況而導致器材遺失、損毀或損壞，本服務恕不負責。
32. 本服務擁有此「服務條款與細則」之更改權及可就一切服務安排作出更改、刪除或補充，恕不另行通知。
33. 以上條款及細則，如中文版與英文版有任何抵觸，以中文版為準。如有任何爭議，本服務保留一切最終詮釋權及決定權。

## Terms and Conditions of Service

### Goal and Content

1. The Jockey Club “age at home” Gerontech Education and Rental Service is organized by the Hong Kong Council of Social Service, provides Assistive Equipment Cleaning and Disinfection Service at Gerontech Cleaning and Maintenance Service provided by the St. James' Settlement.
2. Service scope of Assistive Equipment Cleaning and Disinfection Service includes cleaning, disinfection and drying services.

### Definition

3. The organization which purchase Assistive Equipment Cleaning and Disinfection Service (hereinafter “Organization”)
4. The Jockey Club “age at home” Gerontech Education and Rental Service (hereinafter “The Service”)
5. Gerontech Cleaning and Maintenance Service (hereinafter “Centre”)
6. Assistive Equipment Cleaning and Disinfection Service (hereinafter “Cleaning and Disinfection Service”)
7. The delivery service which provided by The Jockey Club “age at home” Gerontech Education and Rental Service (hereinafter “Designated Delivery Service”)
8. This Service Agreement (hereinafter “Agreement”)

### Service Fee

9. The Organization shall pay the service fee after each batch of Cleaning and Disinfection Service completed according to the invoice which issued by The Service.

### Delivery of Equipment and Use of Service

10. The Organization shall collect / return the Equipment; or send / pick up the equipment by the Organization according to the appointment time and place.
11. The Organization shall use the Cleaning and Disinfection Service according to the service schedule, total batch number and equipment quantity of each batch of this Agreement.
12. When Typhoon Signal No. 8 or above, Rainstorm Red or Black Warning is hoisted by the Hong Kong Observatory, the delivery service shall be delayed or arranged alternatively.
13. The staff of The Service / the staff of Designated Delivery Service shall check the item and quantity on the equipment prior to delivery. The Organization shall sign for receipt.
14. The Service shall reserve the right to refuse any equipment which has been deteriorated, damaged or is not suitable to proceed for the Cleaning and Disinfection Service at the Centre. If the equipment has been delivered to the Centre, even The Service refuses to provide Cleaning and Disinfection Service, the Organization shall pay 40% of service fee of that equipment as administration and delivery fees.
15. If the Organization requests The Service provides Cleaning and Disinfection Service for the equipment which has been deteriorated, damaged or is not suitable to proceed for the cleaning and disinfection at the Centre, The Service is not liable for equipment discoloring, shrinking, or otherwise changing as a result of cleaning and disinfection procedures.
16. This Service will determine the cleaning, disinfection and drying methods (by using machinery or manual) according to factors such as equipment materials, whether batteries or chargers are attached. The decision of The Service is final.

### Change of Time for Delivery/Collection

17. In the event that the Organization requests to change the date of delivery/collection, it shall make such request three working days in advance. Upon obtaining confirmation from the staff of The Service, no extra fees shall be charged. Otherwise The Service shall charge extra delivery fee for any unconfirmed changed date or failure to receive the delivery as scheduled.

### Modification or Termination of Service Agreement

18. The Organization and The Service have the right to modify or terminate the Agreement. If the Organization shall not provide sufficient quantity of equipment as agreed upon the service schedule, The Service shall reserve the right to request the Organization to pay the balance of the total amount of the Agreement.
19. The Service reserves the right to request the Organization paying additional administration and delivery fees for the extra batch under the Agreement.
20. If the Organization requests less number of batches in the agreement while the total quantity of equipment remains unchanged, the Organization shall negotiate with The Service staff. However, The Service reserves the right to make final decision.

21. If the Organization requests to provide more quantity than agreed, the Organization shall negotiate with The Service staff. However, The Service reserves the right to make final decision.

#### **Provision of Personal Data**

22. The Service undertakes to comply with the requirements of the Personal Data (Privacy) Ordinance to ensure that personal data kept are sufficiently protected, accurate and securely kept. Under reasonable and feasible situation, the Service shall ensure not to allow unauthorized or accidental access, handling, deletion of such data or using them for other purposes. Unless allowed or required by laws, The Service shall not disclose any personal data which provided by the Organization to any third party without prior consent from the Organization.
23. The Organization shall be entitled to enquire, modify, cancel the personal data or unsubscribe from receiving the information from us. If the Organization wish so doing, please apply with the Service by calling 3892 7000; sending an email to [cmsc@ageathome.hk](mailto:cmsc@ageathome.hk); or mailing to Gerontech Cleaning and Maintenance Service Centre at Unit C, 14/F, Unison Industrial Centre, 27-31 Au Pui Wan St., Fo Tan, Sha Tin, New Territories.
24. All photos, videos, audio recording taken by The Service during the provision of services/activities may be posted on the web page, Facebook, promotional pamphlets, etc. of The Service organizer or operators. They may also be used for the purpose of service record, promotion and review.

#### **Disclaimer**

25. The Organization shall sign and enter into the Agreement upon comprehending, understanding and accepting all terms and conditions and pay the service fees.
26. The Service shall strive to provide high quality Cleaning and Disinfection Service. The Organization shall understand and agree that the equipment may discolor or/and shrink in the normal cleaning, disinfection and drying process.
27. The Service reserves the right to refuse to receive any equipment for Cleaning and Disinfection Service.
28. The Service shall not guarantee the removal of all stains.
29. The Service is not responsible for the loss of or damage to any personal or non-cleanable items left in the equipment such as money, jewelry or any other item.
30. In the rare instance that the equipment is damaged by The Service, we shall issue a refund of the service fee of that damaged equipment, and/or make compensation for that damaged equipment to the Organization. The maximum compensation amount for each damaged equipment is an amount equivalent to two times of the service fees of that damaged equipment (except for above condition 15). The Service reserved the right of final decision.
31. The Service shall not be liable for any damage or loss to the equipment which in transit or delivered to the Centre caused by insects, or due to typhoon, fire, social movements, industrial actions, transportation issue, government actions, thefts, electricity or system failure, delay or outage...etc., or any cause beyond the control of The Service.
32. The Service shall have the right of modifying the terms and conditions of Cleaning and Disinfection Service and can modify, delete or supplement all arrangements of service without prior notice.
33. In the event of discrepancies between the Chinese and English version of the above terms and conditions, the Chinese version shall prevail. In the event of any disputes, The Service shall reserve all final right of interpretation and decision.