

Terms & Conditions of Service 服務細則及條款

As of 1 January 2022 由2022年1月1日起

Payment of Accounts 款項支付

Account statements detailing amounts due will be processed and delivered to customers either weekly or monthly, unless the services rendered are on a one-off basis, then they will be processed and delivered for payment after the provision of services. All professional services billed on an hourly basis will be rounded up to the nearest quarter (1/4) of an hour.

詳細賬單將於每週或每月截數後發送給客戶；對於一次性的服務，賬單將在服務提供後發送。各項按時數收費的專業服務會以小時為單位，並將向上調整至最接近的 1/4 小時（即 15/30/45/60 分鐘）計算。

Payments should be settled before the due date listed on the invoice, with payment by cheque (*made payable to "Life Extension Company Limited"*), cash or direct transfer to our bank account being accepted (please contact us for our bank account details or refer to your Life Extension™ invoice). All payments are accepted in Hong Kong Dollars only.

請於賬單到期日當天或之前支付。支票付款（抬頭請註明“*延年香港有限公司*”）、現金付款或銀行直接轉賬均可（請聯繫我們或參考賬單上的銀行帳戶資料）。本公司只接受港幣付款。

For visitors from overseas or under certain special circumstances, payment in cash in Hong Kong dollars will be required at the time of service.

海外旅客或特殊情況下，必須於提供服務期間以港幣現金即時付款。

Late Payment Charges 滯納金

Life Extension™ reserves the right to levy a surcharge of up to 5% for accounts unpaid after the due date indicated on the invoice, and up to 15% for accounts unpaid after ten (10) business days after such due date of the invoice. Any and all costs associated with the collection of past due accounts, including legal and applicable court costs, shall be the sole responsibility of the delinquent client, not Life Extension™.

對於逾期仍未支付的賬項，延年™保留權利對逾期未支付的賬項收取當中高達 5% 的滯納金。對逾期超過 10 個工作日仍未支付的賬項，延年™保留權利對逾期未支付的賬項收取當中高達 15% 的滯納金。任何及所有相關追收逾期應付賬項的費用，包括律師費及適用的訴訟費，必須由逾期付款客戶自行承擔，而不是延年™。

Clients understand and acknowledge that the attending healthcare professionals placed by Life Extension™ to perform services for the client may suspend or cease their services if accounts are delinquent until those outstanding accounts have been paid in full by the client.

客戶了解並同意如逾期未支付有關應付賬項，所有經延年™轉介的治療護理人員可暫停或停止工作，直到客戶全數支付所有賬單欠款為止。

Cancellation Charges / Service Request Forms 取消費用 / 服務申請表格

Requests for service shall be considered formally accepted once the "Service Request Form" is completed by the prospective client and received by Life Extension™. Service Request Forms may be submitted through our website (www.life-extension.com.hk), by fax transmission (+852 3753 5133) or by email with a scanned attachment (info@life-extension.com.hk). An administration fee equal to the greater of: (i) the attending healthcare professional's current "one hour" rate, or (ii) \$300, will be assessed for any cancellation of services within twenty-four (24) hours of the scheduled start of service. The administration fee shall not be refundable except at the sole discretion of Life Extension™ management.

當延年™收到服務申請表格時，即表示延年™已正式接納該申請。服務申請表格可於延年網站（www.life-extension.com.hk）填妥並遞交，亦可將已填妥的表格傳真至 +852 3753 5133 或將表格掃描並電郵至（info@life-extension.com.hk）。如客戶未能於服務開始 24 小時或之前提出取消服務申請，延年™將收取行政費用(i)相當於治療護理人員的一小時服務費用；或 (ii)\$300，以較高者為準。在一般情況下，該費用將不獲退還（延年™管理層保留最終決定權）。

An additional charge equivalent to one (1) hour of service in order to compensate the scheduled healthcare professional may be levied for services not cancelled at least twelve (12) hours prior to the scheduled start of such services.

此外，如客戶未能在服務預約時間最少 12 小時之前提出取消服務申請，延年™將額外收取相當於一小時服務費用以補償已預約的治療護理人員。

Delay of Service / Location Change / Shift Duration Alteration 服務延期 / 地點變更 / 服務時間變動

Any delay of service, change of service location, or a "shortened shift" duration may be considered to be a cancellation of service. An administration fee, equal to the greater of: (i) the attending healthcare professional's current "one hour" rate, or (ii) \$300, will be charged accordingly. Such fee may be waived only upon special circumstances (such as a change of client's medical condition as indicated by the attending physician), at the sole discretion of Life Extension™ management.

服務延期，地點變更或服務時間縮短或被視為取消服務。延年™將收取行政費用(i)相當於治療護理人員的一小時服務費用；或 (ii)\$300，以較高者為準。該費用或可於特別情況下（如客戶的身體狀況在其主診醫生的診斷下變更）而獲得酌情處理（延年™管理層保留獨有的酌情權）。

Night & Emergency Calls 夜間服務及緊急服務

Healthcare services that are required after 8:00 PM or before 8:00 AM and made with less than 24-hours advance notice will be charged to the client as a full twelve-hour shift. Emergency calls for healthcare professionals made before 10:00 AM for same-day daytime service will be charged at a full twelve-hour shift rate. For calls after 10:00 AM, more than four (4) hours advance notice is required to avoid the full twelve-hour shift rate.

客戶如需治療護理人員於晚上 8 時後或早上 8 時之前提供服務，並且少於 24 小時提前通知，服務費用將以全更（12 小時）計算。客戶如需治療護理人員於上午 10 時前提供當天的日間緊急服務，服務費用將以全更（12 小時）計算。上午 10 時後的緊急服務需提前 4 小時或以上預約，否則將按全更（12 小時）時段收費。

Taxi fare or other applicable transportation fee (with receipts provided by email or WhatsApp, if requested) may be charged for professionals called out or finishing their shifts after 10:00 PM or before 08:00 AM to ensure the safety of the attending healthcare professional.

如服務安排於晚上 10 時後及早上 8 時前開始或結束，客戶或需支付交通津貼包括的士車費用或其他交通工具費用（延年™可按客戶要求以電郵或 WhatsApp 提供車費收據），以保障當值治療護理人員的安全。

Typhoons & Black Rain 颱風及黑色暴雨警告

Healthcare services performed from the time of when a Typhoon Warning Signal no. 8 (or above) or a Black Rainstorm Signal is hoisted through the time when such signal is lowered, or the completion of the shift, will be charged at twice (2x) the standard rates in order to secure a healthcare professional.

倘若治療護理人員於懸掛八號或更高颱風警告或黑色暴雨警告信號期間提供服務，服務費用將按標準費用的兩倍（2x）收取，以保障治療護理人員。

Taxi fare or other applicable transportation fee (with receipts provided by email or WhatsApp, if requested) to and from the clients' location may also be charged during Typhoon Warning Signal no. 8 (or above) or a Black Rainstorm Signal.

於懸掛八號或更高颱風警告或黑色暴雨警告信號期間，客戶可能需承擔往來客戶服務地點的交通津貼包括的士車費或其他交通工具的費用（延年™可按客戶要求以電郵或 WhatsApp 提供車費收據）。

Public Holidays 公眾假期

Healthcare services performed during public holidays, including Lunar New Year Eve and the first three days of the Lunar New Year, will be charged at twice (2x) the standard rates, with the time and cost of transportation (with receipts provided by email, if requested) to and from the client location also included in the amount due. 'Public holidays' means all general holidays gazetted by the Hong Kong government. Such charges may be waived or reduced at the sole discretion of Life Extension™ management.

公眾假期的服務費用將按標準費用的兩倍（2x）收取，包括農曆新年前夕、農曆年初一、年初二及年初三。往來客戶住所的交通費用及額外的交通時間也應包含在應付金額之內（延年™可按客戶要求以電郵提供車費收據）。「公眾假期」是指香港政府憲報刊登的所有公眾假期。雙倍收費或可獲酌情處理，延年™管理層保留最終決定權。

Direct & Indirect Engagement of Professionals 直接及間接聘用專業人員

Clients are required to pay an introduction fee for all healthcare professionals referred by Life Extension™ and hired by the client in the same or a similar position (e.g. the hiring of a nurse for an administrative position requiring nursing training), whether on a full time or part time basis. Before pursuing such an engagement, the client expressly agrees to notify Life Extension™ management *in writing* of its intention to offer an attending healthcare professional such a position. Introduction fees will also be assessed for healthcare professionals referred by Life Extension™ but subsequently employed through a competing third-party agency, company, or person.

如客戶欲直接聘請延年™轉介的治療護理人員擔任相同/類似的職位(如聘請護士擔任相關醫療行政職位)，不論全職或兼職，均需向延年™支付介紹費。客戶亦明確地同意，需要於開始有關聘請程序前，以書面形式通知 Life Extension™管理層有關客戶欲直接或間接聘用治療護理人員的意向。如延年™的治療護理人員經第三方中介機構、公司或個人名義而受聘於同一客戶，客戶亦需向延年™支付相關介紹費。

Clients understand and acknowledge that failure to notify Life Extension™ management *in writing* of such an engagement will otherwise result in the loss of an introduction fee by Life Extension™. Introduction fees shall accrue and become due for a period of one (1) year after the date the healthcare professional last performed a service for the client. Breach of these terms may result in legal or other associated costs becoming due and payable by the client.

客戶了解並同意如客戶未有以書面通知延年™有關直接或間接聘用，將導致延年™損失相關介紹費。介紹費會以累計並在治療護理人員為該客戶提供最後一天服務之日起一（1）年內到期。違反有關條款，客戶有機會需要支付律師費及其他相關到期費用。

Please contact us in advance for the applicable fees for each category of healthcare professional.

請提前聯繫我們商討不同職系之治療護理人員的介紹費事宜。

Equipment / Client Supervision 設備 / 客戶監督

Clients utilizing the services of healthcare professionals introduced by Life Extension™ shall provide all necessary equipment and consumable supplies in order for the attending healthcare professionals to perform their services satisfactorily for the client.

客戶應為所有延年™轉介的治療護理人員提供所有必須相關設備及消耗品，以便相關治療護理人員為客戶提供優質服務。

Clients understand and acknowledge that the following persons have the authority to issue valid instructions to the attending healthcare professionals who are providing services: (i) for services provided to individual patients, the signatory of the Service Request Form, the patient, and / or persons whom the attending healthcare professional reasonably believes to be in-charge of the patient's regular care; and, (ii) for services provided to institutional clients, the signatory of the Service Request Form or any contract with Life Extension™, a member of the institution's administration, the patient, and / or any persons whom the attending healthcare professional reasonably believes to be in-charge of the patients' regular care at the institutional facility or location at which care is delivered.

客戶了解並同意下列人士有相關權限向提供服務的治療護理人員發出有效指示: (i) 個別病人 – 服務申請表格的簽署人，病人及/或合理相信是慣常主管病人日常護理的人士；及 (ii) 機構服務 – 服務申請表格的簽署人或任何以機構成員 / 病人身份簽訂合同者及/或提供服務的治療護理人員合理相信是慣常於機構或地點內主管病人日常護理的人士。

Formal Disclaimer / No Liability 免責聲明

Life Extension™ is an employment agency only. Therapists, nurses, care workers and other healthcare professionals introduced by Life Extension™ are not its full-time or part-time staff or employees, but rather act as self-employed persons and independent contractors. Clients understand that healthcare professionals introduced by Life Extension™ are free to accept or decline any proposed services for any client. Life Extension™ undertakes reasonable background checks on the healthcare professionals placed by it as agent *but does not accept any responsibility or liability, legal or otherwise, for the conduct, performance, actions or omissions, or professional expertise of the therapists, nurses, care workers and other healthcare professionals placed by it.* It is the client's sole responsibility to supervise and assess the conduct, performance, actions or omissions, and professional expertise of the attending therapists, nurses, care workers and other healthcare professionals.

延年™僅為一間職業中介公司。所有經本公司轉介的治療師、護士、護理員及其他護理人員均不是延年™的全職或兼職員工，其身份僅為自僱人士及獨立締約方。客戶理解相關治療護理人員可自由接納或拒絕介紹的服務機會。延年™已對所有治療護理人員作合理的背景調查。本公司無需就治療護理人員於執行任何延年™轉介的工作時的操守、工作表現、行為或疏忽及專業知識承擔法律上或其他任何責任或義務。客戶需自行負責監督及評估所有治療師、護士、護理員及其他護理人員於執行延年™轉介的工作時的操守、工作表現、行為或疏忽及專業知識。



Note on Engagement Terms 有關聘用條款備註

Rates, terms and conditions may be changed without prior notice. Life Extension™ general service rates and terms in effect at the time that service is rendered will be considered final. Before engaging Life Extension™ services, current rates, terms and conditions should be read carefully (details can be found on our website: www.life-extension.com.hk). By engaging Life Extension™ services, it is understood that clients have read, understand, are bound by and have accepted our most recent rates, terms and conditions, including these Terms & Conditions of Service.

延年™ 或不會預早通知客戶有關服務收費，服務細則及條款的變動。所有服務收費及條款將根據提供服務時的資料作準。客戶於使用本公司的服務前，請小心閱讀延年™ 提供的最新服務收費表及服務細則及條款（詳情請參閱本公司的網頁：www.life-extension.com.hk）。當客戶同意使用延年™ 的服務時，即表示客戶已詳細閱讀，接受及遵守本公司的最新服務收費及服務細則及條款（包括此服務細則及條款）。

Language 語言

In case of any inconsistency between the English and Chinese versions of these Terms & Conditions of Service, the English version shall prevail.

如本服務細則及條款的中文及英文版本出現抵觸，應以英文版本為準。