Terms & Conditions of Service

Life Extension Company Limited

These Terms & Conditions of Service set out the basis on which Life Extension Company Limited ("Life Extension") arranges and provides healthcare services to its existing or prospective clients. Please read them carefully before requesting services.

1. Scope & Acceptance

These Terms & Conditions of Service (the "Terms") apply to all healthcare services arranged or provided by Life Extension for its clients. A request for service is formally accepted once a completed Service Request Form has been received and confirmed by Life Extension, or when requested services commence, whichever is earlier. By requesting or receiving services, the client confirms having read, understood and accepted these Terms.

Where Life Extension and a client have entered into a separate signed agreement for services, that agreement shall prevail over these Terms to the extent of any conflict, and these Terms shall apply to any matter not addressed in it.

2. Service Requests

Service Request Forms may be submitted through our website (www.life-extension.com.hk), by email with a scanned attachment (info@life-extension.com.hk), by WhatsApp (+852 6702 1252) or by fax (+852 3753 5133). Life Extension will confirm the attending healthcare professional, the scheduled times and the applicable charge rates before the service begins.

3. Charge Rates & Billing

Account statements detailing amounts due are processed and delivered to clients weekly or monthly. Where services are provided on a one-off basis, the statement is delivered for payment after the services have been provided. All professional services billed on an hourly basis are rounded up to the nearest quarter (1/4) hour, that is, 15, 30, 45 or 60 minutes.

Current charge rates for each category of healthcare professional are available from Life Extension on request and are confirmed to the client at the time of booking.

4. Payment

Payment should be settled on or before the due date shown on the invoice. Payment may be made by cheque (payable to "Life Extension Company Limited"), in cash, or by direct transfer to our bank account; please contact us for our bank account details or refer to your Life Extension invoice. All payments are accepted in Hong Kong dollars only.

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

Life Extension may require a deposit or payment in advance before the services commence, including in the case of a new client, a booking of significant value or duration, or a client whose account has previously fallen overdue. A deposit is applied against the invoices for the services, and any balance is refunded once the final invoice has been settled.

5. Late Payment

Any amount not paid by the due date shown on the invoice shall bear interest at the rate of one per cent (1%) per month, accruing daily from the due date until the date of actual payment in full, both before and after any judgment. The client shall also reimburse Life Extension for all reasonable costs incurred in recovering any overdue amount, including legal and debt collection costs.

Clients understand and acknowledge that, where an account remains overdue, Life Extension may on written notice suspend the services, and the attending healthcare professional may suspend or cease attending, until all outstanding amounts have been paid in full. Any such suspension will be made having regard to the patient's immediate care needs, and on reasonable notice.

Life Extension management may, at its sole discretion, waive or reduce any interest or charge under this clause. No such waiver shall operate as a waiver of any subsequent late payment or of any other right of Life Extension.

Where the client disputes any part of an invoice, the client shall notify Life Extension in writing within seven (7) days of the date of the invoice, giving reasons, and shall pay all undisputed amounts by the due date. The parties shall seek to resolve any disputed amount promptly. The client may not withhold payment of, or set off against, any amount due to Life Extension on account of any claim or alleged claim against Life Extension.

6. Cancellation, Delay & Changes

An administration fee equal to the greater of (i) the attending healthcare professional's current one (1) hour charge rate, or (ii) HK$300, will be charged for any cancellation of services made within twenty-four (24) hours of the scheduled start of service. This fee covers the administrative cost of rescheduling and compensates the scheduled healthcare professional in part for missed alternative opportunities.

Any delay of service, change of service location, or shortening of a scheduled shift may be treated as a cancellation of the service and charged accordingly.

Where the attending healthcare professional attends at the scheduled time and place but is unable to begin or continue the services because no person is present to admit him or her, because access to the location cannot be obtained, or because the patient is not available, the session is treated as a cancellation made within twenty-four (24) hours of the scheduled start and is charged on that basis. The attending healthcare professional will attempt to contact the client and will wait for a reasonable period, being not less than thirty (30) minutes, before leaving.

These charges are not refundable, save that Life Extension management may, at its sole discretion, waive or reduce them, for example where the client's medical condition has changed as indicated by the attending physician.

7. Night & Emergency Calls

Healthcare services required after 8:00 PM or before 8:00 AM, and requested with less than twenty-four (24) hours' advance notice, are charged as a full twelve (12) hour shift. Emergency calls made before 10:00 AM for same-day daytime service are charged at the full twelve (12) hour shift charge rate. For calls made after 10:00 AM, more than four (4) hours' advance notice is required to avoid the full twelve (12) hour shift charge rate. These charge rates reflect the need

to secure a healthcare professional for a full shift at short notice, and are confirmed to the client at the time of booking.

Taxi fare or other applicable transportation costs may be charged where a professional is called out, or finishes a shift, after 10:00 PM or before 8:00 AM, in order to ensure the safety of the attending healthcare professional. Receipts are provided by email or WhatsApp on request. Life Extension will seek the approval of the client before such charges apply.

8. Typhoons & Black Rainstorms

Healthcare services performed from the time a Typhoon Warning Signal No. 8 or above, a Black Rainstorm Warning Signal, or an "extreme conditions" announcement by the Government is in force, until such signal or announcement is cancelled or the shift is completed, are charged at twice (2x) the standard charge rates in order to secure a healthcare professional.

Taxi fare or other applicable transportation costs to and from the client's location may also be charged during such periods. Receipts are provided by email or WhatsApp on request. Life Extension will seek the approval of the client before such charges apply.

The safety of the attending healthcare professional and of the client takes priority. Attendance during such periods is subject to the agreement of the attending healthcare professional, and Life Extension may cancel or reschedule services where travel or attendance would be unsafe.

9. Public Holidays

Healthcare services performed on public holidays, including Lunar New Year's Eve and the first three days of the Lunar New Year, are charged at twice (2x) the standard charge rates. The time and cost of transportation to and from the client's location is also included in the amount due, with receipts provided by email on request. Life Extension will seek the approval of the client before such charges apply. "Public holidays" means all general holidays gazetted by the Government of the Hong Kong Special Administrative Region. Life Extension management may, at its sole discretion, waive or reduce such charges.

10. Equipment & Supplies

Clients shall provide all equipment and consumable supplies necessary for the attending healthcare professional to perform the services satisfactorily, and shall keep the service location in a condition that is safe for the attending healthcare professional.

11. Instructions & Supervision

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

12. Consent & Authority

Where the person requesting the services or signing the Service Request Form is not the patient, that person warrants that he or she is authorised, whether as the patient's attorney or guardian, as the family member responsible for the patient's care or otherwise, to arrange the services on

the patient's behalf, to provide and receive the patient's medical and personal information, and to give consent to the services on the patient's behalf.

The client shall notify Life Extension promptly of any change in that authority, and of any question as to the patient's capacity to consent to the services. Where the patient is able to make his or her own decisions, the attending healthcare professional will have regard to the patient's own wishes and may decline to provide any service to which the patient does not consent. Life Extension may suspend the services where the authority warranted under this clause is absent or in doubt.

The client shall indemnify Life Extension against any claim, liability, loss or cost (including reasonable legal costs) arising from a breach of the warranty given in this clause, except to the extent that it results from the negligence or wilful misconduct of Life Extension or of the attending healthcare professional.

13. Client Information & Safety

The client shall provide Life Extension and the attending healthcare professional with the information reasonably required for the safe delivery of the services, including relevant medical conditions, medications, mobility and fall risks, known allergies and any infectious disease risk, and shall notify any change in that information promptly.

The services arranged by Life Extension are not emergency medical services. In a medical emergency, the client should call 999 or attend the nearest Accident & Emergency Department.

14. Clinical Scope

The services are provided in accordance with the care plan or service request agreed with the client. An attending healthcare professional provides only those services that fall within his or her professional registration, qualifications and scope of practice. Medication is administered only where doing so is within that registration and in accordance with the instructions of the prescribing practitioner. Healthcare professionals do not diagnose medical conditions, and nothing said or done in the course of the services is a substitute for the advice of the client's own doctor. Any request for services outside that scope should be directed to Life Extension and may require a different category of healthcare professional.

15. Money & Valuables

Clients are responsible for securing cash, jewellery, documents and other valuables at the location at which the services are delivered. Attending healthcare professionals do not handle client money, bank cards, passwords or banking arrangements, do not make purchases or withdrawals on a client's behalf, and do not sign documents for a client. Where shopping or the payment of expenses is required as part of the services, arrangements must be agreed with Life Extension in advance. Life Extension is not liable for the loss of cash or valuables that have not been secured. Any suspected loss or theft should be reported to Life Extension and to the Police as soon as possible.

16. Safe Working Environment & Right to Withdraw

The client shall provide a safe working environment for the attending healthcare professional. This includes safe premises and equipment, freedom from aggression, violence, harassment, discrimination or abusive conduct, and disclosure of any risk of infection at the location at which

the services are delivered. Attending healthcare professionals frequently work alone in private homes, and the client is responsible for conditions at that location.

An attending healthcare professional may leave, and Life Extension may withdraw a healthcare professional and suspend or terminate the services, with immediate effect and without notice, where there is aggression, violence, harassment or abusive conduct towards the healthcare professional, an unsafe condition at the location at which the services are delivered, an undisclosed risk of infection, or any unlawful activity. Services performed up to that point remain payable, no refund or credit is due in respect of the session so ended, and Life Extension may decline to accept any further service request from the client. Life Extension shall have no liability to the client for any withdrawal, suspension or termination under this clause.

17. Direct & Indirect Engagement of Professionals

Clients are required to pay an introduction fee for any healthcare professional referred by Life Extension and engaged by the client, whether as an employee, an independent contractor or otherwise, and whether on a full-time or part-time basis, in the same or a similar position (for example, the hiring of a nurse for an administrative position requiring nursing training). Introduction fees are also payable where a healthcare professional referred by Life Extension is subsequently engaged through a competing third-party agency, company or person.

Before pursuing any such engagement, the client expressly agrees to notify Life Extension management in writing of the client's intention to offer the attending healthcare professional such a position. Clients understand and acknowledge that a failure to give that written notice would otherwise deprive Life Extension of the introduction fee.

The introduction fee is equal to one (1) month's salary that a healthcare professional of the same profession and experience as the individual concerned would receive in the Hong Kong open market at the time of the engagement, as reasonably determined by Life Extension by reference to prevailing market rates and notified to the client in writing. Introduction fees accrue and become due in respect of any engagement made within one (1) year after the date on which the healthcare professional last performed a service for the client. Breach of this clause may result in legal and other associated costs becoming due and payable by the client.

18. Status of Healthcare Professionals

Life Extension is a licensed employment agency in Hong Kong (Employment Agency Licence No. 81749). Therapists, nurses, care workers and other healthcare professionals introduced by Life Extension are not its full-time or part-time staff or employees, but act as self-employed persons and independent contractors who are free to accept or decline any proposed engagement.

Life Extension undertakes reasonable background checks on the healthcare professionals it places, including verification of their professional registration where registration is required. Each healthcare professional is responsible for arranging his or her own insurance. A client who wishes to know what insurance a healthcare professional holds should ask that professional directly. Each attending healthcare professional is responsible for his or her own professional conduct and clinical judgment. Clients are responsible for supervising and assessing the conduct, performance and suitability of an attending healthcare professional in the course of the services, and should notify Life Extension promptly of any concern.

19. Liability

Life Extension shall perform its services with reasonable care and skill. Nothing in these Terms excludes or limits any liability for death or personal injury resulting from negligence, for fraud, or any other liability which cannot lawfully be excluded or limited.

Subject to the preceding paragraph, Life Extension is not responsible for the acts, omissions, clinical decisions or professional expertise of the self-employed healthcare professionals it introduces, save to the extent that a loss results from Life Extension's own negligence.

Subject to the first paragraph of this clause, Life Extension shall not be liable for any indirect, special or consequential loss, or for any loss of profit, revenue, business or anticipated savings, and its total aggregate liability arising out of or in connection with the services shall not exceed the total fees paid by the client to Life Extension in the twelve (12) months immediately preceding the event giving rise to the claim.

Any claim against Life Extension arising out of or in connection with the services must be notified to Life Extension in writing within one (1) month of the date on which the client became aware, or ought reasonably to have become aware, of the incident giving rise to the claim, or such longer period as Life Extension may allow, and Life Extension shall have no liability in respect of a claim notified after that period. This paragraph does not apply to any liability referred to in the first paragraph of this clause, and does not affect the rights of any person who is not a party to these Terms.

20. Personal Data

Life Extension complies with the Personal Data (Privacy) Ordinance (Cap. 486) in respect of the personal data it collects. Personal data relating to a client or patient is used for arranging and delivering the services, for billing and for the related administrative and legal purposes described in our Privacy Policy Statement, which is available on our website. Such data is kept secure and is not retained for longer than is necessary for those purposes or for any applicable legal or professional record-keeping requirement.

Requests for access to or correction of personal data, and any question about our handling of personal data, may be sent to info@life-extension.com.hk.

21. Complaints & Incidents

Any concern about the services, or any incident involving a client, a patient or an attending healthcare professional, should be reported to Life Extension as soon as possible at info@life-extension.com.hk or +852 2790 7290. Life Extension will acknowledge a complaint within three (3) business days and will respond substantively as soon as practicable.

Life Extension keeps a record of each complaint and reported incident, including the date it was reported, the persons involved, the action taken and the outcome, and retains that record for at least two (2) years.

22. Changes to Charge Rates & Terms

Life Extension may change its charge rates and these Terms from time to time. The current Terms are published on our website (www.life-extension.com.hk) with the date from which they take effect, and apply to services requested on or after that date. Charge rates confirmed to a client at the time of booking apply to that booking.

23. Entire Agreement & Precedence

These Terms, together with the Service Request Form and any charge rates confirmed to the client at the time of booking, form the entire agreement between the client and Life Extension in respect of the services, and supersede any previous arrangement, representation or understanding, whether oral or in writing. Nothing in this clause limits any liability for fraud or fraudulent misrepresentation.

Where there is any conflict or inconsistency between them, the following order of precedence applies: (a) any agreement for services signed by both the client and Life Extension; (b) the Service Request Form; and (c) these Terms.

24. Third Party Rights

A person who is not a party to these Terms shall have no right under the Contracts (Rights of Third Parties) Ordinance (Cap. 623) to enforce any of them. This clause does not affect any right or remedy of a third party that exists or is available apart from that Ordinance.

25. Severability

If any provision of these Terms is held to be invalid, illegal or unenforceable, that provision shall, so far as possible, be modified to the minimum extent necessary to make it valid and enforceable while giving effect to its intention, failing which it shall be severed. The remaining provisions shall continue in full force and effect.

26. Governing Law

These Terms are governed by and construed in accordance with the laws of Hong Kong, and the courts of Hong Kong shall have exclusive jurisdiction over any dispute arising out of or in connection with them or the services.

27. Intellectual Property

The name “Life Extension”, the Life Extension logo and the other names, marks and materials used by Life Extension are protected by trade mark, copyright and other intellectual property laws in Hong Kong and in the Mainland of China, and in Hong Kong at common law, including the law of passing off. They may not be used, reproduced or registered by any other person without the prior written consent of Life Extension.

28. Language

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

Life Extension Company Limited | P.O. Box 91083, Tsim Sha Tsui Post Office, Kowloon, Hong Kong | +852 2790 7290 | info@life-extension.com.hk | www.life-extension.com.hk

服務細則及條款

延年香港有限公司

Terms & Conditions of Service — Traditional Chinese version

2026 年 9 月 24 日生效

本服務細則及條款載明延年香港有限公司（「延年」）為其現有及潛在客戶安排及提供醫護服務的基礎。客戶於要求服務前，請細閱本細則及條款。

1. 適用範圍及接納

本服務細則及條款（「本細則」）適用於延年為其客戶安排或提供的所有醫護服務。當延年收到並確認已填妥的服務申請表格時，或當所要求的服務開始提供時（以較早者為準），服務申請即正式獲接納。客戶要求或接受服務，即表示客戶已閱讀、明白並接納本細則。

如延年與客戶已就服務簽訂獨立的書面協議，則於任何抵觸之處，該協議優先於本細則；而該協議未有述明的事項，仍適用本細則。

2. 服務申請

服務申請表格可透過本公司網站（www.life-extension.com.hk）遞交，亦可將已填妥並掃描的表格以電郵（info@life-extension.com.hk）、WhatsApp（+852 6702 1252）或傳真（+852 3753 5133）方式送交。延年會於服務開始前，向客戶確認當值治療護理人員、服務時間及適用服務收費。

3. 服務收費及賬單

詳列應付款項的賬單，將於每週或每月截數後發送予客戶。就一次性提供的服務，賬單將於服務提供後發出。所有按小時計算的專業服務，均以向上調整至最接近的四分之一（1/4）小時計算，即 15、30、45 或 60 分鐘。

各職系治療護理人員的現行服務收費可向延年索取，並會於預約時向客戶確認。

4. 付款

客戶應於賬單所示到期日或之前支付款項。付款方式包括支票（抬頭請註明「延年香港有限公司」）、現金，或直接轉賬至本公司銀行賬戶；有關銀行賬戶資料，請與本公司聯絡或參閱延年賬單。本公司只接受港幣付款。

海外旅客或在若干特殊情況下，客戶須於服務提供時以港幣現金即時付款。

延年可要求客戶於服務開始前支付按金或預繳款項，包括新客戶、服務價值或時數較高的預約，或過往曾有逾期欠款的客戶。按金將用以抵銷服務賬單；如有餘額，將於最後一張賬單結清後退還。

5. 逾期付款

凡未於賬單所示到期日支付的款項，須按每月百分之一（1%）計算利息，由到期日起按日累計，直至全數清付為止（不論判決之前或之後）。客戶亦須向延年償付追收逾期款項所招致的一切合理費用，包括法律費用及收賬費用。

客戶了解並同意，如賬戶款項持續逾期未付，延年可發出書面通知暫停服務，而當值治療護理人員亦可暫停或停止出勤，直至所有欠款全數清付為止。任何該等暫停均會顧及病人即時的護理需要，並會給予合理通知。

延年管理層可全權酌情豁免或減收本條下的任何利息或費用。該等豁免並不構成對其後任何逾期付款或延年任何其他權利的放棄。

如客戶對賬單的任何部分有爭議，客戶須於賬單日期起七（7）日內以書面通知延年並說明理由，同時須於到期日或之前支付所有無爭議的款項。雙方應盡快解決有爭議的款項。客戶不得因任何針對延年的申索或聲稱的申索，而扣起或抵銷應付延年的任何款項。

6. 取消、延期及更改

如客戶於服務預定開始時間前二十四（24）小時內取消服務，延年將收取行政費用，金額為(i)當值治療護理人員現行一（1）小時服務收費，或(ii)港幣 300 元，以較高者為準。該費用用以支付重新安排服務的行政成本，並部分補償已預約的治療護理人員所失去的其他工作機會。

服務延期、服務地點變更或縮短已預約的服務時段，均可視為取消服務並按此收費。

如當值治療護理人員按預定時間及地點到達，但因無人在場讓其進入、無法進入服務地點，或病人不在場而未能開始或繼續提供服務，該節服務將視為於預定開始時間前二十四（24）

小時內取消，並按此收費。當值治療護理人員會嘗試聯絡客戶，並會等候合理時間（不少於三十（30）分鐘）後方會離開。

上述費用一概不獲退還，惟延年管理層可全權酌情豁免或減收，例如客戶的身體狀況在其主診醫生診斷下有所變更。

7. 夜間服務及緊急服務

如客戶要求於晚上 8 時後或早上 8 時前提供醫護服務，並於服務開始前少於二十四（24）小時提出，服務費用將按全更十二（12）小時計算。如客戶於上午 10 時前要求當天日間的緊急服務，服務費用亦按全更十二（12）小時的服務收費計算。上午 10 時後提出的要求，須提前超過四（4）小時預約，否則按全更十二（12）小時的服務收費計算。上述服務收費反映在短時間內調派治療護理人員當值全更的需要，並會於預約時向客戶確認。

如治療護理人員於晚上 10 時後或早上 8 時前出勤或收更，為保障其安全，客戶或須支付的士車費或其他適用的交通費用。本公司可按要求以電郵或 WhatsApp 提供收據。延年會於收取該等費用前徵求客戶同意。

8. 颱風及黑色暴雨

由懸掛八號或以上颱風警告信號、黑色暴雨警告信號，或政府公布「極端情況」生效起，至該信號或公布取消，或該更服務完成為止，期間提供的醫護服務按標準服務收費的兩倍（2x）計算，以確保能調派治療護理人員。

於該等期間，客戶亦或須支付往返服務地點的的士車費或其他適用的交通費用。本公司可按要求以電郵或 WhatsApp 提供收據。延年會於收取該等費用前徵求客戶同意。

當值治療護理人員及客戶的安全為首要考慮。於該等期間出勤須經當值治療護理人員同意；如前往或留守服務地點並不安全，延年可取消或重新安排服務。

9. 公眾假期

於公眾假期（包括農曆年除夕及農曆年初一至初三）提供的醫護服務，按標準服務收費的兩倍（2x）計算。往返服務地點的交通時間及費用亦計入應付款項，本公司可按要求以電郵提供收據。延年會於收取該等費用前徵求客戶同意。「公眾假期」指香港特別行政區政府憲報刊登的所有公眾假期。延年管理層可全權酌情豁免或減收該等費用。

10. 設備及消耗品

客戶須提供當值治療護理人員妥善提供服務所需的一切設備及消耗品，並須維持服務地點處於對當值治療護理人員安全的狀況。

11. 指示及監督

客戶了解並同意，下列人士有權向當值治療護理人員發出有效指示：(i)就為個別病人提供的服務而言，服務申請表格的簽署人、病人，及 / 或當值治療護理人員合理相信是慣常主管該病人日常護理的人士；及(ii)就為機構客戶提供的服務而言，服務申請表格或與延年訂立的任何合約的簽署人、該機構的行政人員、病人，及 / 或當值治療護理人員合理相信是於提供服務的機構或地點內慣常主管該病人日常護理的人士。

12. 同意及授權

如要求服務或簽署服務申請表格的人士並非病人本人，該人士保證其已獲授權（不論以病人的受權人、監護人、負責病人護理的家屬或其他身份）代病人安排服務、提供及接收病人的醫療及個人資料，並代病人就服務給予同意。

客戶須就上述授權的任何變更，以及病人是否有能力就服務給予同意的任何疑問，盡快通知延年。如病人有能力自行作出決定，當值治療護理人員會顧及病人本人的意願，並可拒絕提供病人不同意接受的任何服務。如本條所保證的授權並不存在或存疑，延年可暫停服務。

客戶須就違反本條所作保證而引致的任何申索、責任、損失或費用（包括合理法律費用）向延年作出彌償，惟因延年或當值治療護理人員的疏忽或故意不當行為所引致者除外。

13. 客戶資料及安全

客戶須向延年及當值治療護理人員提供安全提供服務所合理需要的資料，包括有關病情、藥物、行動及跌倒風險、已知過敏，以及任何傳染病風險，並須於該等資料有任何變更時盡快通知。

延年安排的服務並非緊急醫療服務。如遇醫療緊急情況，客戶應致電 999 或前往最近的急症室求醫。

14. 臨床服務範圍

服務按與客戶議定的護理計劃或服務申請提供。當值治療護理人員只會提供其專業註冊、資歷及執業範圍以內的服務。只有在其專業註冊範圍內，並按處方醫生的指示下，方會施藥。治療護理人員不會診斷任何醫療狀況；於服務過程中所說或所作的任何事項，均不能取代客

戶本身醫生的意見。任何超出上述範圍的服務要求，應向延年提出，並可能需要由另一職系的治療護理人員提供。

15. 金錢及貴重物品

客戶須自行妥善保管服務地點內的現金、首飾、文件及其他貴重物品。當值治療護理人員不會處理客戶的金錢、銀行卡、密碼或銀行事務，不會代客戶購物或提款，亦不會代客戶簽署文件。如服務需要代購物品或代支費用，必須事先與延年協定。就未有妥善保管的現金或貴重物品的損失，延年概不負責。如懷疑有任何損失或盜竊，應盡快向延年及警方報告。

16. 安全工作環境及撤回服務的權利

客戶須為當值治療護理人員提供安全的工作環境，包括安全的處所及設備、免受侵犯、暴力、騷擾、歧視或辱罵行為，並須披露服務地點的任何傳染風險。當值治療護理人員經常獨自在私人住所工作，客戶須就該地點的環境狀況負責。

如出現針對治療護理人員的侵犯、暴力、騷擾或辱罵行為、服務地點存在不安全情況、未有披露的傳染風險，或任何違法活動，當值治療護理人員可離開，而延年亦可立即撤回治療護理人員並暫停或終止服務，無須事先通知。已提供的服務仍須支付費用；就因此結束的該節服務，不獲退款或記賬；延年並可拒絕接受該客戶其後的服務申請。就本條下的任何撤回、暫停或終止，延年對客戶概不承擔任何責任。

17. 直接及間接聘用專業人員

如客戶聘用或聘請經延年轉介的治療護理人員擔任相同或類似職位（例如聘請護士擔任需要護理訓練的行政職位），不論以僱員、獨立承包人或其他身份，亦不論全職或兼職，客戶均須支付介紹費。如經延年轉介的治療護理人員其後經競爭的第三方中介機構、公司或個人而受聘於該客戶，客戶亦須支付介紹費。

在進行任何該等聘用前，客戶明確同意須以書面通知延年管理層，說明客戶有意向該當值治療護理人員提供該職位。客戶了解並同意，如未有作出該書面通知，將令延年損失有關介紹費。

介紹費相等於與有關人士屬相同專業及經驗的治療護理人員，於聘用時在香港公開市場可得的一（1）個月薪金，並由延年參考當時市場水平合理釐定及以書面通知客戶。凡於治療護理人員最後一次為該客戶提供服務之日起一（1）年內作出的聘用，介紹費均會累計並到期應付。違反本條可能導致客戶須支付法律費用及其他相關費用。

18. 治療護理人員的身份

延年為香港的持牌職業介紹所（職業介紹所牌照號碼 81749）。經延年轉介的治療師、護士、護理員及其他治療護理人員，並非延年的全職或兼職員工，而是以自僱人士及獨立承包人身份工作，並可自由接受或拒絕任何建議的工作。

延年會對其轉介的治療護理人員進行合理的背景審查，包括在須予註冊的情況下核實其專業註冊。每名治療護理人員須自行安排其本身的保險。如客戶欲了解治療護理人員所持有的保險，應直接向該人員查詢。每名當值治療護理人員須就其本身的專業操守及臨床判斷負責。客戶須於服務過程中監督及評估當值治療護理人員的操守、工作表現及適合程度，並應盡快向延年反映任何關注。

19. 責任

延年會以合理的謹慎及技術提供其服務。本細則並不排除或限制因疏忽而導致死亡或人身傷害的任何責任、因欺詐而產生的責任，或法律上不容許排除或限制的任何其他責任。

在上一段的規限下，就延年所轉介的自僱治療護理人員的作為、不作為、臨床決定或專業能力，延年概不負責，惟因延年本身的疏忽所引致的損失除外。

在本條第一段的規限下，延年不會就任何間接、特殊或相應而生的損失，或任何利潤、收入、業務或預期節省的損失承擔責任；延年就服務所引起或與之有關的責任總額，以引致申索的事件發生前十二（12）個月內客戶已支付予延年的服務費用總額為上限。

任何針對延年並因服務所引起或與之有關的申索，須於客戶知悉或理應知悉引致申索的事件之日起一（1）個月內（或延年容許的較長期間內）以書面通知延年；逾期通知的申索，延年概不承擔責任。本段不適用於本條第一段所述的任何責任，亦不影響並非本細則訂約方的任何人士的權利。

20. 個人資料

延年就其所收集的個人資料，遵守《個人資料（私隱）條例》（第 486 章）。有關客戶或病人的個人資料，用於安排及提供服務、賬務，以及本公司《私隱政策聲明》（載於本公司網站）所述的相關行政及法律用途。該等資料會妥善保存，並不會保留超過上述用途，或任何適用法律或專業紀錄保存規定所需的期間。

查閱或改正個人資料的要求，以及有關本公司處理個人資料的任何查詢，可電郵至 info@life-extension.com.hk。

21. 投訴及事故

對服務的任何關注，或涉及客戶、病人或當值治療護理人員的任何事故，應盡快以電郵（info@life-extension.com.hk）或致電（+852 2790 7290）向延年報告。延年會於三（3）個工作日內確認收到投訴，並會盡快作出實質回覆。

延年就每宗投訴及已報告的事故均會備存紀錄，包括報告日期、涉及人士、已採取的行動及結果，並會保存有關紀錄最少兩（2）年。

22. 服務收費及條款的修訂

延年可不時修訂其服務收費及本細則。現行的本細則會連同生效日期於本公司網站（www.life-extension.com.hk）公布，並適用於該日或之後提出的服務要求。於預約時向客戶確認的服務收費，適用於該次預約。

23. 完整協議及優先次序

本細則連同服務申請表格，以及於預約時向客戶確認的服務收費，構成客戶與延年之間就服務的完整協議，並取代雙方此前的任何安排、陳述或諒解（不論口頭或書面）。本條並不限制因欺詐或欺詐性失實陳述而產生的任何責任。

如上述文件之間有任何抵觸或不一致之處，適用的優先次序為：(a)由客戶與延年雙方簽署的服務協議；(b)服務申請表格；及(c)本細則。

24. 第三者權利

並非本細則訂約方的人士，無權依據《合約（第三者權利）條例》（第 623 章）強制執行本細則的任何條文。本條並不影響第三者在該條例以外存在或可行使的任何權利或補救。

25. 可分割性

如本細則的任何條文被裁定為無效、不合法或不可強制執行，該條文應在可能範圍內，並在維持其原意的前提下，作出使其有效及可強制執行所需的最低限度修改；如未能如此修改，則該條文應予分割。本細則其餘條文繼續完全有效。

26. 適用法律

本細則受香港法律管轄並按香港法律詮釋，香港法院對因本細則或服務所引起或與之有關的任何爭議，具有專屬司法管轄權。

27. 知識產權

「Life Extension」名稱、延年標誌，以及延年使用的其他名稱、標記及資料，均受香港及中國內地的商標、版權及其他知識產權法律保護，並在香港受普通法（包括假冒法）保護。未經延年事先書面同意，任何其他人士不得使用、複製或註冊。

28. 語言

本服務細則及條款的中文本與英文本如有任何不一致之處，概以英文本為準。

延年香港有限公司 | 香港九龍尖沙咀郵政局郵政信箱 91083 號 | +852 2790 7290 | info@life-extension.com.hk | www.life-extension.com.hk

服务细则及条款

延年香港有限公司

Terms & Conditions of Service — Simplified Chinese version

2026 年 9 月 24 日生效

本服务细则及条款载明延年香港有限公司（“延年”）为其现有及潜在客户安排及提供医护服务的基础。客户在要求服务前，请细阅本细则及条款。

1. 适用范围及接纳

本服务细则及条款（“本细则”）适用于延年为其客户安排或提供的所有医护服务。当延年收到并确认已填妥的服务申请表格时，或当所要求的服务开始提供时（以较早者为准），服务申请即正式获接纳。客户要求或接受服务，即表示客户已阅读、明白并接纳本细则。

如延年与客户已就服务签订独立的书面协议，则在任何抵触之处，该协议优先于本细则；而该协议未有述明的事项，仍适用本细则。

2. 服务申请

服务申请表格可通过本公司网站（www.life-extension.com.hk）递交，亦可将已填妥并扫描的表格以电子邮件（info@life-extension.com.hk）、WhatsApp（+852 6702 1252）或传真（+852 3753 5133）方式送交。延年会在服务开始前，向客户确认值班治疗护理人员、服务时间及适用服务收费。

3. 服务收费及账单

详列应付款项的账单，将于每周或每月结算后发送给客户。就一次性提供的服务，账单将在服务提供后发出。所有按小时计算的专业服务，均以向上调整至最接近的四分之一（1/4）小时计算，即 15、30、45 或 60 分钟。

各职系治疗护理人员的现行服务收费可向延年索取，并会在预约时向客户确认。

4. 付款

客户应于账单所示到期日或之前支付款项。付款方式包括支票（抬头请注明“延年香港有限公司”）、现金，或直接转账至本公司银行账户；有关银行账户资料，请与本公司联系或参阅延年账单。本公司只接受港币付款。

海外旅客或在若干特殊情况下，客户须在服务提供时以港币现金即时付款。

延年可要求客户在服务开始前支付押金或预缴款项，包括新客户、服务价值或时数较高的预约，或过往曾有逾期欠款的客户。押金将用以抵销服务账单；如有余额，将在最后一张账单结清后退还。

5. 逾期付款

凡未在账单所示到期日支付的款项，须按每月百分之一（1%）计算利息，自到期日起按日累计，直至全数清付为止（不论判决之前或之后）。客户亦须向延年偿付追收逾期款项所招致的一切合理费用，包括法律费用及收账费用。

客户了解并同意，如账户款项持续逾期未付，延年可发出书面通知暂停服务，而值班治疗护理人员亦可暂停或停止出勤，直至所有欠款全数清付为止。任何该等暂停均会顾及患者即时的护理需要，并会给予合理通知。

延年管理层可全权酌情豁免或减收本条下的任何利息或费用。该等豁免并不构成对其后任何逾期付款或延年任何其他权利的放弃。

如客户对账单的任何部分有争议，客户须自账单日期起七（7）日内以书面通知延年并说明理由，同时须在到期日或之前支付所有无争议的款项。双方应尽快解决有争议的款项。客户不得因任何针对延年的索赔或声称的索赔，而扣起或抵销应付延年的任何款项。

6. 取消、延期及更改

如客户在服务预定开始时间前二十四（24）小时内取消服务，延年将收取行政费用，金额为(i)值班治疗护理人员现行一（1）小时服务收费，或(ii)港币 300 元，以较高者为准。该费用用以支付重新安排服务的行政成本，并部分补偿已预约的治疗护理人员所失去的其他工作机会。

服务延期、服务地点变更或缩短已预约的服务时段，均可视为取消服务并按此收费。

如值班治疗护理人员按预定时间及地点到达，但因无人在场让其进入、无法进入服务地点，或患者不在场而未能开始或继续提供服务，该节服务将视为在预定开始时间前二十四（24）

小时内取消，并按此收费。值班治疗护理人员会尝试联系客户，并会等候合理时间（不少于三十（30）分钟）后方会离开。

上述费用一概不获退还，但延年管理层可全权酌情豁免或减收，例如客户的身体状况在其主诊医生诊断下有所变更。

7. 夜间服务及紧急服务

如客户要求在晚上 8 时后或早上 8 时前提供医护服务，并在服务开始前少于二十四（24）小时提出，服务费用将按整班十二（12）小时计算。如客户在上午 10 时前要求当天日间的紧急服务，服务费用亦按整班十二（12）小时的服务收费计算。上午 10 时后提出的要求，须提前超过四（4）小时预约，否则按整班十二（12）小时的服务收费计算。上述服务收费反映在短时间内调派治疗护理人员值班整班的需要，并会在预约时向客户确认。

如治疗护理人员在晚上 10 时后或早上 8 时前出勤或下班，为保障其安全，客户或须支付出租车费或其他适用的交通费用。本公司可按要求以电子邮件或 WhatsApp 提供收据。延年会在收取该等费用前征求客户同意。

8. 台风及黑色暴雨

自悬挂八号或以上台风警告信号、黑色暴雨警告信号，或政府公布“极端情况”生效起，至该信号或公布取消，或该班次服务完成为止，期间提供的医护服务按标准服务收费的两倍（2x）计算，以确保能调派治疗护理人员。

在该等期间，客户亦或须支付往返服务地点的出租车费或其他适用的交通费用。本公司可按要求以电子邮件或 WhatsApp 提供收据。延年会在收取该等费用前征求客户同意。

值班治疗护理人员及客户的安全为首要考虑。在该等期间出勤须经值班治疗护理人员同意；如前往或留守服务地点并不安全，延年可取消或重新安排服务。

9. 公众假期

在公众假期（包括农历除夕及农历年初一至初三）提供的医护服务，按标准服务收费的两倍（2x）计算。往返服务地点的交通时间及费用亦计入应付款项，本公司可按要求以电子邮件提供收据。延年会在收取该等费用前征求客户同意。“公众假期”指香港特别行政区政府宪报刊登的所有公众假期。延年管理层可全权酌情豁免或减收该等费用。

10. 设备及耗材

客户须提供值班治疗护理人员妥善提供服务所需的一切设备及耗材，并须维持服务地点处于对值班治疗护理人员安全的状况。

11. 指示及监督

客户了解并同意，下列人士有权向值班治疗护理人员发出有效指示：(i)就为个别患者提供的服务而言，服务申请表格的签署人、患者，及/或值班治疗护理人员合理相信是惯常主管该患者日常护理的人士；及(ii)就为机构客户提供的服务而言，服务申请表格或与延年订立的任何合同的签署人、该机构的行政人员、患者，及/或值班治疗护理人员合理相信是在提供服务的机构或地点内惯常主管该患者日常护理的人士。

12. 同意及授权

如要求服务或签署服务申请表格的人士并非患者本人，该人士保证其已获授权（不论以患者的受权人、监护人、负责患者护理的家属或其他身份）代患者安排服务、提供及接收患者的医疗及个人资料，并代患者就服务给予同意。

客户须就上述授权的任何变更，以及患者是否有能力就服务给予同意的任何疑问，尽快通知延年。如患者有能力自行作出决定，值班治疗护理人员会顾及患者本人的意愿，并可拒绝提供患者不同意接受的任何服务。如本条所保证的授权并不存在或存疑，延年可暂停服务。

客户须就违反本条所作保证而引致的任何索赔、责任、损失或费用（包括合理法律费用）向延年作出赔偿，但因延年或值班治疗护理人员的疏忽或故意不当行为所引致者除外。

13. 客户资料及安全

客户须向延年及值班治疗护理人员提供安全提供服务所合理需要的资料，包括有关病情、药物、行动及跌倒风险、已知过敏，以及任何传染病风险，并须在该等资料有任何变更时尽快通知。

延年安排的服务并非紧急医疗服务。如遇医疗紧急情况，客户应致电 999 或前往最近的急诊室求医。

14. 临床服务范围

服务按与客户议定的护理计划或服务申请提供。值班治疗护理人员只会提供其专业注册、资历及执业范围以内的服务。只有在其专业注册范围内，并按处方医生的指示下，方会给药。治疗护理人员不会诊断任何医疗状况；在服务过程中所说或所作的任何事项，均不能取代客

户本身医生的意见。任何超出上述范围的服务要求，应向延年提出，并可能需要由另一职系的治疗护理人员提供。

15. 金钱及贵重物品

客户须自行妥善保管服务地点内的现金、首饰、文件及其他贵重物品。值班治疗护理人员不会处理客户的金钱、银行卡、密码或银行事务，不会代客户购物或取款，亦不会代客户签署文件。如服务需要代购物品或代支费用，必须事先与延年约定。就未有妥善保管的现金或贵重物品的损失，延年概不负责。如怀疑有任何损失或盗窃，应尽快向延年及警方报告。

16. 安全工作环境及撤回服务的权利

客户须为值班治疗护理人员提供安全的工作环境，包括安全的处所及设备、免受侵犯、暴力、骚扰、歧视或辱骂行为，并须披露服务地点的任何传染风险。值班治疗护理人员经常独自在私人住所工作，客户须就该地点的环境状况负责。

如出现针对治疗护理人员的侵犯、暴力、骚扰或辱骂行为、服务地点存在不安全情况、未有披露的传染风险，或任何违法活动，值班治疗护理人员可离开，而延年亦可立即撤回治疗护理人员并暂停或终止服务，无须事先通知。已提供的服务仍须支付费用；就因此结束的该节服务，不获退款或记账；延年并可拒绝接受该客户其后的服务申请。就本条下的任何撤回、暂停或终止，延年对客户概不承担任何责任。

17. 直接及间接聘用专业人员

如客户聘用或聘请经延年转介的治疗护理人员担任相同或类似职位（例如聘请护士担任需要护理训练的行政职位），不论以雇员、独立承包人或其他身份，亦不论全职或兼职，客户均须支付介绍费。如经延年转介的治疗护理人员其后经竞争的第三方中介机构、公司或个人而受聘于该客户，客户亦须支付介绍费。

在进行任何该等聘用前，客户明确同意须以书面通知延年管理层，说明客户有意向该值班治疗护理人员提供该职位。客户了解并同意，如未有作出该书面通知，将令延年损失有关介绍费。

介绍费相等于与有关人士属相同专业及经验的治疗护理人员，在聘用时于香港公开市场可得的一（1）个月薪金，并由延年参考当时市场水平合理厘定及以书面通知客户。凡在治疗护理人员最后一次为该客户提供服务之日起一（1）年内作出的聘用，介绍费均会累计并到期应付。违反本条可能导致客户须支付法律费用及其他相关费用。

18. 治疗护理人员的身份

延年为香港的持牌职业介绍所（职业介绍所牌照号码 81749）。经延年转介的治疗师、护士、护理员及其他治疗护理人员，并非延年的全职或兼职员工，而是以自雇人士及独立承包人身份工作，并可自由接受或拒绝任何建议的工作。

延年会对其转介的治疗护理人员进行合理的背景审查，包括在须予注册的情况下核实其专业注册。每名治疗护理人员须自行安排其本身的保险。如客户欲了解治疗护理人员所持有的保险，应直接向该人员查询。每名值班治疗护理人员须就其本身的专业操守及临床判断负责。客户须在服务过程中监督及评估值班治疗护理人员的操守、工作表现及适合程度，并应尽快向延年反映任何关注。

19. 责任

延年会以合理的谨慎及技术提供其服务。本细则并不排除或限制因疏忽而导致死亡或人身伤害的任何责任、因欺诈而产生的责任，或法律上不容许排除或限制的任何其他责任。

在上一段的规限下，就延年所转介的自雇治疗护理人员的作为、不作为、临床决定或专业能力，延年概不负责，但因延年本身的疏忽所引致的损失除外。

在本条第一段的规限下，延年不会就任何间接、特殊或相应而生的损失，或任何利润、收入、业务或预期节省的损失承担责任；延年就服务所引起或与之有关的责任总额，以引致索赔的事件发生前十二（12）个月内客户已支付给延年的服务费用总额为上限。

任何针对延年并因服务所引起或与之有关的索赔，须在客户知悉或理应知悉引致索赔的事件之日起一（1）个月内（或延年容许的较长期间内）以书面通知延年；逾期通知的索赔，延年概不承担责任。本段不适用于本条第一段所述的任何责任，亦不影响并非本细则订约方的任何人士的权利。

20. 个人资料

延年就其所收集的个人资料，遵守香港《个人资料（私隐）条例》（第 486 章）。有关客户或患者的个人资料，用于安排及提供服务、账务，以及本公司《私隐政策声明》（载于本公司网站）所述的相关行政及法律用途。该等资料会妥善保存，并不会保留超过上述用途，或任何适用法律或专业记录保存规定所需的期间。

查阅或改正个人资料的要求，以及有关本公司处理个人资料的任何查询，可电邮至 info@life-extension.com.hk。

21. 投诉及事故

对服务的任何关注，或涉及客户、患者或值班治疗护理人员的任何事故，应尽快以电子邮件（info@life-extension.com.hk）或致电（+852 2790 7290）向延年报告。延年会在三（3）个工作日内确认收到投诉，并会尽快作出实质回复。

延年就每宗投诉及已报告的事故均会备存记录，包括报告日期、涉及人士、已采取的行动及结果，并会保存有关记录最少两（2）年。

22. 服务收费及条款的修订

延年可不时修订其服务收费及本细则。现行的本细则会连同生效日期在本公司网站（www.life-extension.com.hk）公布，并适用于该日或之后提出的服务要求。在预约时向客户确认的服务收费，适用于该次预约。

23. 完整协议及优先次序

本细则连同服务申请表格，以及在预约时向客户确认的服务收费，构成客户与延年之间就服务的完整协议，并取代双方此前的任何安排、陈述或谅解（不论口头或书面）。本条并不限制因欺诈或欺诈性失实陈述而产生的任何责任。

如上述文件之间有任何抵触或不一致之处，适用的优先次序为：(a)由客户与延年双方签署的服务协议；(b)服务申请表格；及(c)本细则。

24. 第三方权利

并非本细则订约方的人士，无权依据香港《合约（第三者权利）条例》（第 623 章）强制执行本细则的任何条文。本条并不影响第三方在该条例以外存在或可行使的任何权利或补救。

25. 可分割性

如本细则的任何条文被裁定为无效、不合法或不可强制执行，该条文应在可能范围内，并在维持其原意的前提下，作出使其有效及可强制执行所需的最低限度修改；如未能如此修改，则该条文应予分割。本细则其余条文继续完全有效。

26. 适用法律

本细则受香港法律管辖并按香港法律诠释，香港法院对因本细则或服务所引起或与之有关的任何争议，具有专属管辖权。

27. 知识产权

“Life Extension”名称、延年标志，以及延年使用的其他名称、标记及资料，均受香港及中国内地的商标、著作权及其他知识产权法律保护，并在香港受普通法（包括假冒法）保护。未经延年事先书面同意，任何其他人士不得使用、复制或注册。

28. 语言

本服务细则及条款的中文本与英文本如有任何不一致之处，概以英文本为准。

延年香港有限公司 | 香港九龙尖沙咀邮政局邮政信箱 91083 号 | +852 2790 7290 | info@life-extension.com.hk | www.life-extension.com.hk