



**愛護理服務集團有限公司**  
**iLoveCare Service Group Limited**

香港 九龍 尖沙咀 梳士巴利道 18 號  
維港文化匯 K11 辦公大樓 7 樓  
Level 7, K11 Atelier, Victoria Dockside,  
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電話 Tel: (852) 5584 6684  
電郵 E-mail: [Service@iLoveCare.com.hk](mailto:Service@iLoveCare.com.hk)  
網址 Web: <http://www.iLoveCare.com.hk>

**iLoveCare Service Group Limited** (“iLoveCare”)  
**Terms & Conditions of Service**

**愛護理服務集團有限公司** (“愛護理”)  
**服務條款及條件**

**Payment of Accounts**

**款項支付**

*iLoveCare* accepts cash (Hong Kong Dollars), bank transfer or cheque for payment only.

愛護理只接受以現金(港幣)、銀行轉賬或支票繳付款項。

Payment for *iLoveCare*'s service must be settled on or before the due date listed on the invoice.

繳付給愛護理服務之款項必須於發票上指定的到期日當天或之前繳付。

For one-off basis service, payment for *iLoveCare*'s service will be processed upon before the service or completion of service.

Account statements with detailing amounts will be processed and delivered to clients bi-weekly.

對於一次的服務，繳付給愛護理服務之款項將在服務開始前或結束後處理。賬項報表及詳細金額將會每兩星期處理後發送給客戶。

All *iLoveCare*'s service billed on an hourly basis will be rounded up to the nearest whole hour.

各項按時計費的愛護理服務，服務時間將以四捨五入方式調整至最接近之整數小時。

*iLoveCare* reserves the right to bill any undercharge.

賬單如有漏算，愛護理保留追討該款項之權利。

**Late Payment Charges**

**逾期罰款**

*iLoveCare* reserves the right to levy a surcharge up to 25% of the total overdue amount for accounts unpaid after due date indicated on the invoice or completion of *iLoveCare*'s service, and up to 45% of the total overdue amount for accounts unpaid seven (7) business days after due date indicated on the invoice or completion of *iLoveCare*'s service.

於發票上標明之到期日後或愛護理服務結束後逾期仍未繳付的賬項，愛護理將保留徵收相等於該仍未繳付賬項總額最高百分之二十五的逾期罰款之權利。如逾期超過七個工作天仍未繳付的賬項，將徵收相等於該仍未繳付賬項總額最高百分之四十五的逾期罰款。



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### **Cancellation Fee**

#### **取消費用**

Once the *iLoveCare's* Service Application Form or application for *iLoveCare's* service through email or instant communication software or mobile application is completed by the prospective client and received by *iLoveCare*, application for service shall be considered formally accepted by *iLoveCare*. A cancellation fee of HKD\$1,800.00 per service per day or up to 35% of the total amount of the service fee, whichever is higher, will be charged by *iLoveCare* for any cancellation of *iLoveCare's* service after submission of the *iLoveCare's* Service Application Form or the application through email or instant communication software or mobile application or *iLoveCare's* webpage. The cancellation fee is non-refundable, including for resumption of service request after cancellation.

當愛護理收到由潛在客戶填妥之愛護理服務申請表或透過電子郵件或即時通訊軟件或手機應用程式或愛護理網頁申請愛護理服務時，即表示愛護理已正式接納該服務之申請。如於遞交愛護理服務申請表或透過電子郵件或即時通訊軟件或手機應用程式申請後取消已申請愛護理之服務，愛護理將收取每天港幣一千八百圓正作為取消每一項的服務費用，或相等於該賬項總額最高百分之三十五作為取消每一項的服務費用，以較高者為準。該取消費用將不可退回，或換取任何服務。

Any fee already paid in advance for the application of *iLoveCare's* service is non-refundable, regardless of any circumstances.

不論任何情況，任何已繳付用作申請愛護理服務之費用將不獲退款。

For not cancelled *iLoveCare's* service at least seventy-two (72) hours prior to the scheduled start of such service by email, an additional charge equivalent to one (1) hour of service or HK\$800.00 will be levied, whichever is higher.

如未能在不少於預定愛護理服務時間開始七十二小時前透過電郵提出取消服務，將額外收取相當於一小時服務費用或港幣八百圓正，以較高者為準。

### **Postpone of Service**

#### **延遲服務**

An administrative fee of HK\$800.00 will be charged by *iLoveCare* for any postpone of *iLoveCare's* service. The administrative fee may be waived only upon special circumstances or change of client's medical condition as indicated by the attending physicians, which the final decision is determined by *iLoveCare*.

愛護理將收取港幣八百圓正作為延遲愛護理服務之行政費用。該行政費用將根據客戶的身體狀況或其主診醫生的指示而獲得酌情處理，並最終由愛護理決定。



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#### **Night Service and Emergency Service**

##### **夜間服務及緊急服務**

Client will be charged as a full twelve (12) hour shift for the of *iLoveCare*'s service in the period after 5:00pm and before 9:00am.  
客戶如於下午五時至上午九時期間申請愛護理服務，將被收取相等於十二小時的全額費用。

Emergency service (less than 24 hours advance notice) made before 9:00am or after 5:00pm will be charged at a full twelve-hour shift rate. For emergency service after 12:00noon, more than five (5) hours advance notice is required. Otherwise, full twelve-hour shift rate will be charged.

客戶如需上午九時前或下午五時後提供緊急服務（少於二十四小時前預約），應按十二小時支付全額費用。中午十二時後的緊急服務需提前五小時或以上預約，否則應按完整時段收費。

Additional HK\$500.00 will be charged as transportation fares for *iLoveCare*'s service before 8:00am and after 8:00pm.

如需上午八時前或晚上八時後提供愛護理服務，客戶需額外繳付港幣五百圓正作為交通費用。

#### **Typhoon & Black Rainstorm**

##### **颱風及黑色暴雨警告**

When typhoon signal no. eight (8) or above is indicated, *iLoveCare*'s service will be double as the standard charge rate.

懸掛八號或以上颱風訊號期間的愛護理服務費用將按標準服務費用的兩倍收取。

Additional transportation fares (such as taxi fares) or other available means of transportation to and from the client's location will be charged when providing *iLoveCare*'s service during black rainstorm or typhoon no. eight (8) or above.

黑色暴雨或八號或以上颱風訊號期間提供愛護理服務，將會收取往來客戶地點的交通費用(例如的士)或其他交通費用。

#### **Public Holiday**

##### **公眾假期**

*iLoveCare*'s service during public holiday will be charged double as the standard rates, with the time of transportation to and from the client's location also included in the amount due. 'Public holidays' means all general holidays gazetted by the Hong Kong government.

公眾假期期間愛護理服務的費用將按標準服務費用的兩倍收取，往來客戶地點的交通費用也會包含在應付金額之內。而“公眾假期”是指香港政府憲報刊登的所有公眾假期。



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**Direct Engagement**

**直接聘用**

Client is required to pay an introduction fee for all *iLoveCare*'s professionals referred by *iLoveCare* and hired directly by the client. The introduction fee is determined by *iLoveCare*.

客戶直接聘用由愛護理轉介的專業人士時，必須向愛護理繳付介紹費。介紹費由愛護理決定。

此中文服務條款及服務條件以英文版本為譯本，如中、英文兩個版本有任何抵觸或不相符之處，應以英文版本為準。

This Terms and Conditions have been translated into Chinese. If there is any inconsistency or ambiguity between the English version and the Chinese version, the English version shall prevail.

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