

## 一般課程須知 General Course Guidelines

1. 學員須於第一堂出示收據予本會職員核查及保留收據至課程完畢。
2. 學員如需使用儲物櫃，請憑會友證於地下票務處租用六樓之儲物櫃 (每次 \$10)。參加者需自行保管一切隨身財物，如有遺失，本會所恕不負責。
3. 參加課程之兒童須有家長 / 監護人接送。
1. Members are required to present the receipt to YMCA staff/tutor for verification on the first lesson. Please keep the receipt until completion of the whole course.
2. Rental for 6/F locker is available at the Ticketing Office on G/F at \$10 per session. Members should take care of their belongings, our Centre will not be responsible for items lost.
3. Children attending the course must be accompanied by parents/guardians to the Centre.

## 報名須知 Enrollment Policy

1. 參加者必須為青年會有效會友。
2. 除另行訂明外，所有課程以先到先得形式接受報名。
3. 課程之詳細資料及收生安排請參閱相關季刊、海報或致電向職員查詢。
4. 親臨報名人士，每人每次可遞交不多於 3 份報名表格。費用可以現金、八達通、易辦事、信用卡或支票繳交，支票抬頭「香港中華基督教青年會」。
5. 報名後請保留收據以便查核，並請依已公佈的日期上課，恕不另行通知。
6. 一經報名，名額恕不接受轉由他人代替參加。
7. 若課程因人數不足或其他突發情況而被取消，學費將獲發還，負責職員將個別通知退款安排，學員需保留收據以作退款憑證。
8. 如因病患或私人理由而未能參加已報之課程，請參考課程退費安排。
9. 請仔細選擇最合適課程、日期及時間，如因私人理由要求轉班，須聯絡課程負責職員辦理手續，並需繳交每課程 \$60 行政費。所有更改必須按實際名額情況及行政安排許可下才可作實，無論更改接受與否，已繳交之款項概不發還。
10. 參加者如違反本會課堂守則或場地守則，經導師或中心職員勸喻無效後，本會有權終止其上課。所繳費用，概不發還。
11. 所有課程均以粵語授課。(個別課程可安排以其他語言授課)
12. 學員如要申請出席證明信，可到票務處辦理申請手續，費用 \$30(1/1/2024 起)，處理時間預計需最少七个工作日。
13. 本會所保留刊登參加者活動照片之權利，有關相片或錄像有可能公開展出、刊登或播放，若參加者不希望於訓練程序及活動時被拍攝，可直接向活動負責人反映，讓拍攝時不拍入鏡頭內。
14. 未經許可，上課期間嚴禁拍攝、錄影或錄音。
15. 本會所保留一切更改細則及資料之權利，如有修改，將不會另行通知。如有需要，可向會所查詢最新詳情。
1. All courses are for Chinese YMCA of Hong Kong members only. Members should show valid membership card for enrollment.
2. All courses are enrolled on a first-come, first-served basis unless otherwise specified.
3. For course details, please refer to the booklets, posters or call the hotline.
4. Each applicant may hand in not more than 3 application forms each time. Payments should be made in cash, Octopus, EPS, credit cards or cheques payable to "Chinese YMCA of Hong Kong".
5. Please keep the receipts for future checking. Members should attend the classes on schedule upon enrollment. No further notification will be issued.
6. Course fees are non-transferrable and no substitution of another person is allowed upon receipt of payment.
7. Course fee will be refunded in case of course cancellation or insufficient enrollment. Individual notifications of refund arrangement will be issued. Please keep the receipt for refund purposes.
8. If members fail to attend the course due to sickness or personal reasons, please refer to the Refund Policy.
9. Please choose the most appropriate course time and date. Course transfer upon personal request is subject to an administrative charge of \$60 per class. Please contact our staff before application. Course/programme transfer will be accepted only when there are vacancies available and administration arrangement allows. Administrative charges will not be refunded.
10. If a participant repeatedly violates the set rules and regulations, he/she will be rejected from attending the class. The paid fees will not be refunded.
11. Courses are conducted in Cantonese. (Alternative languages could be arranged for special request with Centre's approval)
12. Application for attendance certification letter should be submitted to G/F Ticketing Office. An administrative fee of \$30 (with effect from 1/1/2024) will be charged per certification letter. The expected time required of issuing certification letters is at least seven working days.
13. Chinese YMCA of Hong Kong reserves the right to use photos, videos and/ or sound recordings of participants taken in our training courses or programmes, for curriculum use and/ or promotional purposes. Participants who do not wish to be photographed or filmed should inform our staff in advance.
14. Photo taking, video or audio recording are strictly prohibited during the lesson.
15. Chinese YMCA of Hong Kong reserves the right to vary or modify any of the information, terms and conditions without any prior notification. If there is any inquiry, please contact the Centre for more details.

## 報名安排 Enrollment Arrangement

1. 會友請按照各訓練班之報名日期於票務處或網上報名系統辦理報名手續。(網上報名只適用於部份恆常程序活動 / 訓練程序)
2. 於票務處報名時，每人每次可遞交不多於 3 份報名表格。
3. 部份課程設有舊生優先報名，新參加者可致電 2783 3600 查詢課程餘額。
4. 如課程開課後仍有餘額，可接受插班申請，唯參加者需支付該期全期學費及不設補堂。
1. Please apply the course(s) at G/F Ticketing Office or register online according to the enrollment schedule. (Online registration is applicable to a selection of regular programmes/ training classes only.)
2. Each applicant may hand in not more than 3 application forms each time.
3. Current Student Priority Enrollment is applicable to a selection of courses, new students may call 27833600 to check for vacancies.
4. Participants may join the course(s) after course commencement if vacancies are available. In such cases, payment has to be paid in full amount and no make-up classes will be arranged.

# 退費安排 Refund Policy

## 1. 課程取消：

- 由本會職員個別以電話通知安排轉班；或
- 退回課程全部費用（會友費用除外）

## 2. 開課後會友未能完成餘下課程：

- 因病患（必須附有註冊醫生證明，單次病假不構成退費原因）
  - 安排訓練班補課（只供游泳班學員、補課安排須於課程完結前進行）；或
  - 將退回餘下課程 50% 費用（餘下課程為申請退費日期之後的課程，申請日期前缺席課堂，包括已聯絡但未補堂之課程不計算在內，退費申請手續必須於課程完成日期前完成）
- 因私人理由不作退費及補課安排

## 3. 開課前會友未能參與已報名之課程：

- 因病患（必須附有註冊醫生證明）
  - 開課日期五日前申請可退回課程之全費
  - 開課日期前五日內申請可退回課程費用之 50%
- 因私人理由
  - 開課日期十四日前（游泳班課程為開課日期七日前）申請按課程費用扣除 \$120 行政費後退回
  - 開課日期前十四日內（游泳班課程為開課日期七日內）申請不作退費及延期安排

### 備註：

- 所有退款申請需經批核。收到申請後，本會職員會在完成退款批核手續後，通知申請人有關進一步的退款安排。申請人須在接獲通知後兩星期內，親臨本會所一樓辦事處簽署「退費申請表」及領取退款，逾期恕不辦理。（參加者申請退款須填寫退費申請表並帶同收據正本到會所辦理退款。）
- 退款方式
  - 金額 \$1000 以下之退費將以現金退回。
  - 金額 \$1000 或以上之退費將按報名時選擇的付款方式退回。
    - 現金、易辦事、八達通繳費：以現金退回費用，申請人須到本會所領款。
    - 支票繳費：當本會職員收到由本會財務部發出的支票後，會盡快通知申請人親臨本會所辦理退款手續。申請人須在接獲通知後半年內領回退款支票，逾期恕不受理。
    - 信用卡繳費：退款將直接退還到該信用卡戶口（由銀行安排透過信用卡戶口辦理退款，申請人無須再到本會所領款，退款程序一般需時約 2-3 個月）。

## 1. Cancelled Course

- applicants will be informed by phone respectively for course transfer arrangement.
- or, full refund will be made (except membership fee).

## 2. If members fail to complete the course:

- due to health reasons (must be certified by medical certificate; refund will not be made for single sick leave)
  - (For swimming courses only) make-up lessons can be arranged before the ending date of the course; or
  - 50% of the remaining course fee will be refunded. Remaining sessions refer to the sessions subsequent to the date of refund application; absent sessions before refund application or arranged make-up lessons not yet attended are not included. Refund process must be completed before the ending date of the course.
- due to personal reasons: No arrangement for refund/ make-up lessons will be made.

## 3. If members fail to attend the course:

- due to health reasons (Medical certificate must be provided),
  - Full refund will be made if the application is submitted prior to 5 days before the commencement of the course.
  - 50% of the course fees will be refunded for application made within 5 days before the commencement of the course.
- due to personal reasons,
  - course fees will be refunded after deduction of an administration fee of \$120, provided that the application is made prior to 14 days before the commencement of the course (prior to 7 days before the commencement of the course for swimming courses).
  - there shall be no refund or arrangement of make-up classes for applications made within 14 days before the commencement date of the course (within 7 days before the commencement date of the course for swimming courses).

### Remarks:

- Applicants will be notified when the refund application is approved. Upon receipt of notification, applicants have to come to our Center (1/F Office) within two weeks to sign the relevant documents and collect the refund. Late applications will not be processed. (All refund will not be processed without a completed refund application form and the official receipt of the class)
- Refund Method
  - For an amount below \$1000, the refund will be made in cash.
  - For an amount above \$1000, the refund method is adopted according to the payment method.
    - By cash, EPS or Octopus: The refund will be made in cash.
    - By cheque: The applicants will be notified when the refund cheque is issued. Upon receipt of notification, applicants have to come to our office within six months to collect the cheque. Late collections will not be processed.
    - By credit card: The refund will be credited back to the credit card account via the banks. Applicants do not need to come in-person to collect the refund. Processing time takes approximately 2-3 months.



## 服務使用者意見表 Service User's Feedback

歡迎會友就著本會所提供之服務或活動提出意見或建議，所收集之意見或建議將會作為日後策劃服務或活動時參考之用，使本會所的服務更能切合大家的需要。All members are welcome to give us opinions and suggestions which will be conducive to service design to meet your needs.

我對九龍會所的服務或活動有以下的意見或建議：

I have the following opinions or suggestions about the services and activities of Kowloon Centre :

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姓名 Name : \_\_\_\_\_ 聯絡電話 Contact Number : \_\_\_\_\_

是否 YMCA 會友 Are you YMCA member ?  是 Yes  否 No

填寫後可透過郵寄、傳真、電郵或親臨本會所遞交此意見表。如有任何查詢，歡迎聯絡會所主管或當值職員。

You can send this form to us by mail, fax, e-mail or in person. If you have any enquiries, please feel free to contact our centre-in-charge or duty officer.

電郵 Email : kc@ymca.org.hk

電話 Tel : 2783 3636







傳真 Fax : 2388 1123

地址 Address : 九龍油麻地窩打老道 23 號活動樓 1 樓 1/F Activity Building, 23 Waterloo Road, Yau Ma Tei, Kowloon

( 謝謝閣下的寶貴意見及建議 Thank you for your valuable opinions )

## 惡劣天氣安排 Inclement Weather Policy

- 當天文台懸掛黑色暴雨、八號或以上風球，或政府公布極端情況生效，課堂即時暫停及取消，本會所將不另行通知，而取消之課堂恕不補課或退款，本會所保留最終決定權。When Tropical Storm Warning Signal No. 8 (or above) or the Black Rainstorm Warning Signal is hoisted or when "extreme conditions" is in force, all classes or activities will be suspended immediately. There will not be any arrangement for make-up class or refund. Our Centre reserves the right of final decision.
- 當黑色暴雨、八號或以上風球（及政府公布取消極端情況）於上課時間開始兩小時前除下，該節課堂將會照常上課。如天文台除下有關訊號之時間距離會所關閉時間不足三小時，當日會所將不會開放，所有服務暫停。當日餘下課堂則全部取消，本會所將不另行通知，取消之課堂恕不補課或退款，本會所保留最終決定權。When Tropical Storm Warning Signal No. 8 (or above) or the Black Rainstorm Warning Signal (and the "extreme conditions" warning) is cancelled 2 hours before class commencement time, the session will be conducted as usual and no make-up class or refund will be arranged. If the warning is cancelled less than 3 hours before closing time, all classes will be suspended and our Centre will remain closed on that day. There will not be any arrangement for make-up class or refund. Our Centre reserves the right of final decision.
- 如已預約之場地設施（6/F 綜合體育館及 7/F 壁球室）因上述情況而關閉，會友可補訂七日內可供預約之時段，或於三十天內（包括原本用場當日）就未能使用的段節申請退款。時間更改只安排一次，一經確定，不作退費。If a confirmed booking of 6/F Multipurpose Gymnasium or 7/F Squash Courts has to be cancelled due to the above mentioned reasons, members may apply for reallocation to any available session(s) within 7 days or refund of the facility booking charges for the unused session(s) within 30 days, inclusive of the day of the original booking. Once the reallocation is confirmed, no further changes or refund is allowed.

會所服務類別 Types of Services	 黃色暴雨警告 Amber Rainstorm warning	 紅色暴雨警告 Red Rainstorm warning	 黑色暴雨警告 Black Rainstorm warning	 三號風球 Tropical Cyclone warning No.3	 八號或以上風球 Tropical Cyclone warning No.8 or above	 極端情況 "Extreme Conditions"
會所開放 Centre Service	●	●	✗	●	✗	✗
室內活動 In-door Activities	●	●	✗	●	✗	✗
戶外活動 Out-door Activities	◆	✗	✗	◆	✗	✗

● 如期舉行 Proceed as normal    ◆ 視乎情況而定 Depends on situation    ✗ 停止服務、取消或改期 Service cancelled or postponed



慶祝回歸 27 周年，九龍會所在 7 月 1 日舉行【康盛生活運動同樂日】，當日活動免費開放，有不同運動項目，包括健步足球、手綿球、地壺球、躲避盤、匹克球及芬蘭木柱體驗。當日活動順利進行，感謝會友支持，特別鳴謝九龍第二十一旅童軍協助升旗儀式。

