

## SAHK

### Jockey Club Rehabilitation Products Rental Centre

### Rental Service (“RS”) Terms and Conditions

#### Definitions:

#### 1. **Renter:**

<u>Type 1</u>	<u>Type 2</u>	<u>Type 3</u>
Rehabilitation product users - aged 18 or above; and - with valid HKID card; and - <u>non</u> -mentally incapacitated persons	For rehabilitation product users: - under the age of 18; or - without a valid HKID card; or - mentally incapacitated Rental of rehabilitation products by user’s father/mother/relative/guardian	Rental of rehabilitation products in the name of organisation/company

2. **Contact Person:** The referrer of the organisation to which the Renter belongs to or the representative of the organisation/company responsible for handling the rental of rehabilitation product(s).

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(Below collectively referred to as “Renter”)

#### Application for Rental of Rehabilitation Products:

- The Renter must read and comply with the RS Terms and Conditions stipulated by the Centre before submitting the application.
- (1) For Type 1 and Type 2 Renters:
  - A completed Service Request Form, HKID card (face-to-face presentation or photocopy is acceptable) and a copy of residential address proof in Hong Kong (e.g. official letter from the Government/water/electricity/gas/telephone bill, etc.) issued within the latest 3 months are required to be submitted to the Centre for processing the application.
- (2) For Type 3 Renters:
  - The Business Registration number and the contact person’s identity proof of the relevant organisation/company (e.g. name card/email from the respective organisation/company, etc.) will be required for processing the application.
- The rental period and fees for all rehabilitation products are calculated on a weekly (7-day) basis, including rental period of less than 7 days.
- Our professional staff (Occupational Therapist/ Prosthetist-orthotist) will provide free assessment and consultation services to assist the Renter in selecting suitable rehabilitation products. However, the Centre reserves the right to decide whether to rent out the rehabilitation equipment or not.
- The Centre reserves the right to accept or refuse any rental of rehabilitation product without explanation or reason.

#### Pick-up and Use of Rehabilitation Products:

- The Renter should sign the rental agreement and pay the relevant rental fee(s), deposit and transportation fee(s) (if any) before collecting the rehabilitation product(s).
- Before renting out the rehabilitation product(s), the Centre will conduct quality and safety inspection for the product. However, the Renter must also conduct such inspection and sign the relevant document(s) when collecting the rehabilitation product(s).
- The Renter must keep the original receipt(s) of the rental fee(s) and deposit(s) for the rehabilitation product(s).
- The Renter shall not lend, rent or sell the Centre’s rehabilitation product(s) to any other person, nor shall he/she remove, install or modify any fixtures/equipment on the rehabilitation product(s).
- Please use the rehabilitation product(s) with care and avoid damaging them.
- In case of any special condition(s) or abnormality during the use of rehabilitation product(s), the Renter should stop using the product(s) immediately and call the Centre for follow-up action as soon as possible.
- Renters should call the Centre at least 3 working days in advance to apply for rental renewal of rehabilitation product(s). The renewal is subject to stock availability.

#### Return of Rehabilitation Products:

- The Renter is required to perform basic cleaning before returning the rehabilitation product(s) to the Centre.
- The Renter must return the rehabilitation product(s) to the Centre on time (on or before 12:00 noon on the last day of the rental period).
- The deposit can only be fully recovered upon presentation of proof of deposit receipt(s) when returning the rehabilitation product(s). The Centre reserves the right to charge overdue fee(s), maintenance fee(s) or forfeit the deposit(s).
- If the rehabilitation product(s) is/are not returned within 7 days after the rental period, it will be considered as lost. The Centre reserves the right to report to the police and recover the maximum amount of compensation from the Renter as stipulated in the contract.

#### Others:

- If the Renter violates the RS Terms and Conditions, the Centre reserves the right to terminate the rental service at any time and immediately recover the rehabilitation product(s) and reserves all rights to take any reclamation action.
- The Centre reserves the right to amend these RS Terms and Conditions. In case of any dispute, the decision of the Centre shall be final.