

## Rules

Persons using the facilities or enjoying the services shall abide by these Rules at all times. Staff members have full authority to enforce these Rules. AMIGOS By HKMC may vary these Rules from time to time at its sole discretion. Copies of these Rules are available for inspection on request at our reception.

### 1. Interpretations

- 1.1 In these Rules the following expressions shall have the following meanings unless the context otherwise requires:
- AMIGOS** means AMIGOS By HKMC.
  - AMIGOS By HKMC** means “AMIGOS By HKMC” and the Company operating “AMIGOS By HKMC”.
  - Company** means HKMC Premier Solutions Limited, a subsidiary of The Hong Kong Mortgage Corporation Limited and includes its successors and assigns.
  - Member** means any member of AMIGOS.
  - Membership** means membership of AMIGOS.
  - Premises** means AMIGOS premises located in Units 01-03, 22/F, 909 Cheung Sha Wan Road, Lai Chi Kok, Kowloon, Hong Kong.
  - Staff** includes any staff member assigned, and any agent designated or authorized by AMIGOS.

### 2. General Rules

#### 2.1 Access to Premises

- (a) Members and their guests may be allowed to enter to the Premises during opening hours by prior arrangement or appointment, subject to AMIGOS absolute discretion and must observe the relevant terms and conditions. Opening hours of the Premises: Monday to Friday (except public holidays), 9:30 am to 12:30 pm and 2:00 pm to 5:00 pm. AMIGOS reserves the right to change the opening hours of the Premises at any time without prior notice.
- (b) Members and guests are required to present identification documents showing their name to the Staff for registration upon entry to the Premises.
- (c) AMIGOS reserves the right to close or restrict any area of the Premises or to otherwise reserve or restrict use of the facilities or enjoyment of services.
- (d) No Member or guest may bring into the Premises anything which may pose a danger or threat to the health or safety of other Members, guests and Staff.

#### 2.2 Guest Privileges

Guests should reach the age of 12 or above. All guests must be accompanied by the Member, unless given prior approval by AMIGOS. A Member is responsible for the conduct of his/her guest while at the Premises.

#### 2.3 Attire

Neat and tidy attire in the Premises is required at all times. Members and/ or guests whose dress does not meet the criteria of “neat and tidy” may be asked to leave the Premises.

#### 2.4 Food and Beverages

- (a) Food and beverages that are served in the Premises are available for immediate consumption within the Premises only. Members and guests should refrain from taking them away.
- (b) No outside food is allowed in the Premises.

#### 2.5 Smoking

Smoking (including electronic cigarette) is not allowed in the Premises.

## **2.6 Dogs and Pets**

Dogs (except guide dogs) or other pets are not permitted at the Premises. Members and guests are responsible for damage caused by an animal owned by the Member or guest or under the Member's or guest's control.

## **2.7 Electronic devices**

- (a) No electronic devices transmitting audible sound shall be used in the Premises unless the sound is transmitted through personal headphones.
- (b) Mobile phones may be operated in the Premises only if they are used on silent or vibration mode and the volume of conversations is low while in the Premises.
- (c) No recording device (audio, video or otherwise) shall be used within the Premises unless the express prior consent of the person or persons being recorded is obtained.

## **2.8 Business transactions and Fund Raising**

Members and guests are prohibited from conducting business, sales and fund raising activities at the Premises.

## **2.9 Gambling**

Gambling is not permitted in the Premises.

## **2.10 Gratuities/Advantages**

The giving of gratuities to the Staff or soliciting/accepting any advantage (including gifts or special favours) from the Staff is prohibited.

## **3. Liability**

- 3.1 Members and their guests assume sole responsibility for their property. AMIGOS and Staff shall not be liable for any personal injury, property loss or damage suffered by the Members or guests and assumes no responsibility for any claims, losses, costs, expenses or damage of whatever nature resulting from such personal injury, property loss or damage.
- 3.2 Members should indemnify AMIGOS to the full extent of the financial liability incurred by AMIGOS relating to any injury or damage to any person or property caused by themselves.

## **4. Enquiries, Complaints and Suggestions**

- 4.1 AMIGOS adheres strictly to its enquiries and complaints handling policy in handling all customer enquiries and complaints. Upon receipt of any enquiry or complaint, AMIGOS will look into the matter and provide with a response within 30 days of receiving such enquiry/complaint if it has been provided with contact details.
- 4.2 Members can direct their suggestions in writing, by phone or by using a standard comment form available at the Premises.

## **5. Consequence of failure to comply with Rules**

- 5.1 Any Member or guest who appears to be in breach of these Rules may, if necessary, be asked to leave the Premises.
- 5.2 AMIGOS shall have the right to terminate with immediate effect the Membership of any Members where there is any breach of these Rules.

## **6. Conduct within the Premises**

- 6.1 Members should maintain courtesy towards fellow Members, guests and Staff, look after facilities, and respect others' privacy and equal right to enjoy facilities.
- 6.2 Members are responsible for their own conduct and for the conduct of their guests. Any Member whose conduct or whose guest's conduct shall be deemed by AMIGOS to be endangering the welfare, safety, harmony or reputation of AMIGOS or its Members, may be required to leave the Premises, suspended from using the facilities or enjoying the services and/or have all privileges associated with Membership suspended or terminated by AMIGOS.

## 7. Interpretation

- 7.1 AMIGOS shall have the sole right to interpret and implement these Rules and its interpretation shall be binding on all Members, guests and Staff.