EVERCARE
FAMILY FIRST

10周年新客禮遇：10% 服務現金券

1. 資格及適用範圍

- 本優惠適用於在推廣期內首次預訂合資格 Evercare 自費居家護理服務的新客戶。
- 就本優惠而言，「新客戶」指於合資格預訂日期前連續180個曆日內未曾使用任何 Evercare 服務的客戶。
- 本優惠只適用於合資格自費 B2C 居家護理服務，不適用於由長者社區照顧服務券計劃（「社區券」／「CCSV」）或任何其他政府資助計劃支付或資助的服務。
- 每位新客戶只可享用本優惠一次。服務現金券只供合資格客戶本人使用，不得轉讓、出售、兌換或轉予其他人士、客戶、個案或預訂使用。
- 「合資格預訂」指新客戶於推廣期內作出的首個合資格自費居家護理服務預訂，而有關服務已完成及相關款項已全數支付。

2. 優惠詳情

- 合資格客戶可獲相等於其首次合資格自費居家護理服務預訂中已實付合資格服務費用10%的服務現金券。
- 服務現金券金額將以HK$100為單位向下取整，每位合資格客戶最高可獲HK$1,000。
- 服務現金券將於首次合資格預訂的所有服務完成，並且 Evercare 收妥全數款項後發放。所有服務須於2026年12月31號前預定並於2027年3月31號前完成。
- 為免生疑問，已取消、已退款、未付款、未完成的服務，以及任何已獲豁免、折扣、服務現金券抵扣或客戶毋須實付的費用，均不會計入服務現金券的計算。
- 服務現金券只可用作抵扣客戶下一次合資格 Evercare 自費居家護理服務預訂，並受本條款及細則及 Evercare《服務協議》約束。
- 服務現金券並非現金，不設現金價值，不可兌換現金、退款或轉讓。

3. 推廣期及現金券有效期

- 本優惠適用於2026年12月31日或之前作出的合資格預訂。
- 合資格預訂必須以轉數快，銀行轉賬或支票于預訂服務時全數繳付。
- Evercare 發放服務現金券後將通知合資格客戶。
- 服務現金券必須於**2027年3月31日前**使用，用於客戶下一次合資格自費居家護理服務預訂。逾期未使用的服務現金券將自動失效，不可延期、結轉、退款或兌換。
- 客戶須於確認下一次合資格預訂時使用服務現金券；服務現金券不可追溯用於已確認、已完成或已付款的預訂。
- 如客戶取消、獲退款或未能完成已使用服務現金券的預訂，Evercare 可按相關取消及退款條款，酌情恢復、調整或取消服務現金券。

4. 合資格費用及使用方式

- 「合資格服務費用」指客戶於首次合資格預訂中，就合資格自費 B2C 居家護理服務實際支付的基本服務費用。
- 服務現金券只可用於抵扣下一次合資格自費 B2C 居家護理服務預訂的基本服務費用，不可用於抵扣附加費、交通費、耗材費、代墊款項、緊急預約費或其他雜項費用。

- 如服務現金券金額高於下一次預訂的合資格基本服務費用，未使用餘額將保留至有效期屆滿。
- 使用服務現金券不會減免或豁免 Evercare《服務協議》下適用的按金、附加費、取消費或其他應付費用。

5. 付款、取消及退款

- 合資格預訂及使用服務現金券的後續預訂，均須受 Evercare 一般服務協議、預約、付款、取消、退款及附加費條款約束。
- 合資格服務完成及 Evercare 收妥全數款項前，服務現金券不會發放。
- 如服務現金券發放後，首次合資格預訂的任何部分被取消、退款或調整，Evercare 可根據客戶最終實際支付的合資格服務費用，重新計算服務現金券金額。Evercare 可從未來預訂中扣減多發的服務現金券，或在適當情況下要求客戶退還相關差額。
- 如服務現金券的使用金額高於後續預訂的合資格基本服務費用，客戶無權要求退還差額。

6. 其他條款及細則

- 本優惠不可與其他折扣、套票、企業優惠、服務現金券、推薦優惠或同期推廣活動同時使用，除非 Evercare 以書面另行確認。
- 如 Evercare 合理相信出現錯誤、重複申請、濫用、欺詐、取消、退款，或客戶違反本條款及細則或 Evercare《服務協議》，Evercare 可拒絕發放、暫緩發放、取消或調整服務現金券。
- Evercare 就客戶資格、服務現金券計算、發放、使用及本條款及細則的詮釋所作出的決定為最終決定。
- 本條款及細則應與 Evercare《服務協議》一併閱讀。如兩者有任何不一致，本優惠條款及細則只會在規管本優惠所需的範圍內適用；其他事項則以《服務協議》為準。
- Evercare 保留隨時修改、暫停或終止本優惠的權利。

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10th Anniversary Welcome Offer: 10% Care Credit

1. Eligibility and scope

- This offer is available to new clients who make their first qualifying booking for eligible self-funded Evercare homecare services during the promotional period.
- For the purpose of this offer, a “new client” is a client who has not used any Evercare service in the 180 calendar days immediately before the date of the qualifying booking.
- This offer applies only to eligible self-funded B2C homecare services. It is not valid for services funded through the Community Care Service Voucher Scheme (“CCSV”) or any other government-subsidised programme.
- Each new client may receive this offer once only. The care credit is personal to the eligible client and may not be transferred, sold, exchanged or assigned to another person, client, case or booking.
- A qualifying booking means the new client’s first eligible self-funded homecare booking made during the promotional period, for which the relevant services have been completed and payment has been received in full.

2. Offer details

- Eligible clients will receive care credit equal to 10% of the eligible service fees actually paid for their first qualifying self-funded homecare booking.
- The care credit amount will be rounded down to the nearest HK$100 and is capped at HK$1,000 per eligible client.
- The care credit will be issued only after all services under the qualifying booking have been completed and Evercare has received payment in full. All requested service must be booked by 31 December, 2026 and completed by 31 March, 2027.
- For the avoidance of doubt, cancelled, refunded, unpaid or uncompleted services, as well as any fees that are waived, discounted, paid using care credit, or otherwise not paid by the client, will not be included when calculating care credit.
- The care credit may be used only towards the client’s next eligible self-funded Evercare homecare booking, subject to these Terms and Conditions and Evercare’s Service Agreement.
- The care credit is not cash, has no cash value and cannot be exchanged for cash, refunded or transferred.

3. Promotional period and credit validity

- This promotion applies to qualifying bookings made on or before **31 December 2026**. All service booked should be completed on or before 31 March, 2027.

- The qualifying booking must be paid in full upon booking by FPS, Bank Transfer or Cheque.
- Evercare will notify the eligible client once the care credit has been issued.
- The care credit must be applied to the client's next eligible self-funded homecare booking on / before 31 March 2027. Any unused care credit will expire automatically after the validity period and will not be extended, carried forward, refunded or exchanged.
- The care credit must be applied when the next eligible booking is confirmed. It cannot be applied retrospectively to a booking that has already been confirmed, completed or paid.
- If the client cancels, receives a refund for, or otherwise does not complete the booking to which the care credit has been applied, Evercare may reinstate, adjust or cancel the care credit at its discretion, subject to the relevant cancellation and refund terms.

4. Eligible fees and use of credit

1. "Eligible service fees" means the base fees actually paid by the client for eligible self-funded B2C homecare services under the qualifying booking.
2. The care credit may be applied only to the base fees of the next eligible self-funded B2C homecare booking. It cannot be used for surcharges, transport charges, consumables, reimbursement items, urgent booking fees or other incidental charges.
3. If the care credit exceeds the eligible base fees of the next booking, the unused balance will remain available until its expiry date.
4. Use of the care credit does not reduce or waive any applicable deposit, surcharge, cancellation charge or other amount payable under Evercare's Service Agreement.

5. Payment, cancellation and refund

- The qualifying homecare booking and any booking using care credit remain subject to Evercare's usual service agreement, booking, payment, cancellation, refund and surcharge terms.
- Care credit will not be issued until the qualifying services are completed and payment has been received in full.
- If any part of the qualifying booking is cancelled, refunded or adjusted after care credit has been issued, Evercare may recalculate the care credit using the final eligible service fees actually paid. Evercare may deduct any over-issued care credit from a future booking or require repayment where appropriate.
- Care credit does not entitle the client to a refund where the amount of care credit applied exceeds the eligible base service fees of a subsequent booking.

6. Exclusions and general terms

- This offer cannot be used together with any other discount, package, corporate rate, service credit, referral offer or concurrent promotion, unless Evercare confirms otherwise in writing.
- Evercare may refuse, withhold, cancel or adjust care credit where it reasonably believes there has been an error, duplicate claim, misuse, fraud, cancellation, refund or breach of these Terms and Conditions or Evercare's Service Agreement.
- Evercare's decision on eligibility, credit calculation, credit issue, credit use and interpretation of these Terms and Conditions is final.
- These Terms and Conditions should be read together with Evercare's Service Agreement. If there is any inconsistency, these promotional terms apply only to the extent necessary to govern this offer; otherwise, the Service Agreement applies.
- Evercare reserves the right to amend, suspend or terminate this promotion at any time.