EVERCARE
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10周年新客禮遇：HK$10 護士諮詢

1. 資格及適用範圍

- 本優惠適用於在推廣期內預訂合資格 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。
- 每位新客戶只可購買本優惠一次（1次），不得轉讓予其他人士、客戶、個案或預訂使用。
- 本優惠名額有限，先到先得。客戶須獲 Evercare 確認合資格居家護理服務預訂，並已收取 HK$10 諮詢費後，方視為成功獲得優惠名額。

2. 優惠詳情

- 新客戶預訂任何合資格 Evercare 自費居家護理服務後，可加 HK$10 購買一次（1次）30分鐘註冊護士網上諮詢服務。
- 諮詢將以網上形式於雙方同意的時間進行。客戶、服務對象、家屬或獲授權代表可按需要參與諮詢。
- 諮詢旨在根據客戶或家屬提供的資料，提供實用護理建議。實際建議內容將視乎服務對象的情況及諮詢時所提供的資料而定。
- 本諮詢並非醫療診斷、治療、處方、緊急服務、面對面臨床評估的替代方案，亦不保證任何健康或照顧結果。

3. 預約、有效期及出席安排

- 本優惠適用於2026年12月31日或之前作出的合資格預訂，惟優惠名額可能提前額滿，或 Evercare 可根據本條款及細則終止推廣。
- 諮詢必須於首次完成合資格居家護理服務後30個曆日內預約及完成，除非 Evercare 以書面另行同意。
- 客戶須提供 Evercare 合理要求的資料，以便安排諮詢，包括主要諮詢主題、聯絡資料及可安排的時間。
- 諮詢時間須視乎註冊護士的可用時段而定。如客戶要求的時間未能安排，Evercare 將盡合理努力提供其他可選時段。
- 如需更改諮詢時間，客戶須於原定諮詢時間至少24小時前通知 Evercare。更改安排須視乎名額及護士可用時段，並必須於優惠有效期內完成。
- 如客戶於諮詢時間前不足24小時取消、未有出席、無法聯絡，或遲到超過10分鐘，該次諮詢可視作已使用及失效。Evercare 可按個別情況酌情安排補約。
- 諮詢不可兌換現金、帳戶餘額、其他 Evercare 服務、折扣或任何其他優惠。

4. 付款、取消及退款

- HK$10 諮詢費須按 Evercare 的付款指示，與合資格居家護理服務預訂一併支付或於確認預訂前支付。
- 合資格居家護理服務預訂一經確認，HK$10 諮詢費將不獲退款；惟如 Evercare 取消諮詢且未能提供合理的替代時間，則屬例外。
- 如合資格居家護理服務預訂被取消、退款、未有完成或不再符合優惠資格，客戶將不再享有本優惠諮詢服務。如諮詢已完成，HK$10 推廣諮詢費仍須支付。
- 合資格居家護理服務仍須受 Evercare 一般服務協議、預約、付款、取消、退款及附加費條款約束。

5. 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。
- Evercare 就客戶資格、名額分配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。

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10th Anniversary Welcome Offer: Nurse Consultation

1. Eligibility and scope

- This offer is available to new clients who book an eligible self-funded Evercare homecare service 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.
- The offer is available only for 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.
- This offer is limited to one (1) purchase per new client. It is not transferable to another person, client, case or booking.
- This offer is subject to a limited quota and is available on a first-come, first-served basis. An offer place is confirmed only after Evercare confirms the qualifying homecare booking and receipt of the HK$10 consultation fee.

2. Offer details

- A new client who books an eligible self-funded Evercare homecare service may add one (1) 30-minute online consultation with an Evercare Registered Nurse for HK$10.
- The consultation will be conducted online at a mutually agreed appointment time. The client, care recipient, family member or authorised representative may join the consultation where appropriate.
- The consultation is intended to provide practical, general nursing guidance based on the information provided by the client or family. Clients must select one main consultation topic when arranging the consultation so that the Registered Nurse can focus on the relevant care needs.
- The consultation is not a medical diagnosis, medical treatment, prescription, emergency service, substitute for an in-person clinical assessment, or guarantee of any health or care outcome.

3. Booking, validity and attendance

- The offer is valid for qualifying bookings made on or before **31 December 2026**, unless the limited quota is filled earlier or Evercare ends the promotion in accordance with these Terms and Conditions.
- The consultation must be scheduled and completed within **30 calendar days** after the first completed qualifying homecare service, unless Evercare agrees otherwise in writing.

- The client must provide the information reasonably required for Evercare to arrange the consultation, including the preferred topic, contact details and availability.
- Consultation appointments are subject to Registered Nurse availability. Evercare will use reasonable efforts to offer an alternative appointment where the original requested time is unavailable.
- If the client needs to reschedule, the client must notify Evercare at least **24 hours** before the scheduled consultation time. Rescheduling is subject to availability and must remain within the validity period.
- If the client cancels with less than 24 hours' notice, does not attend, cannot be contacted, or is more than 10 minutes late for the scheduled consultation, the consultation may be treated as used and forfeited. Evercare may, at its discretion, offer a replacement appointment in exceptional circumstances.
- The consultation cannot be exchanged for cash, account credit, another Evercare service, a discount or any other benefit.

4. Payment, cancellation and refund

- The HK$10 consultation fee must be paid together with, or before confirmation of, the qualifying homecare booking, in accordance with Evercare's payment instructions.
- The HK$10 consultation fee is non-refundable once the qualifying homecare booking has been confirmed, except where Evercare cancels the consultation and is unable to provide a reasonable alternative appointment.
- If the qualifying homecare booking is cancelled, refunded, not completed, or otherwise becomes ineligible, the client will no longer be entitled to the promotional consultation. Any consultation already provided will remain chargeable at the promotional HK$10 fee.
- The qualifying homecare service remains subject to Evercare's usual service agreement, booking, payment, cancellation, refund and surcharge terms.

5. Exclusions and general terms

- This offer cannot be used together with any other discount, package, corporate rate, service credit, referral offer or concurrent promotion.
- Evercare's decision on eligibility, quota allocation 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.