



Yau Yat Chuen Garden City Club Ltd.
又一村花園俱樂部有限公司

檔案編號：022/24

2024 年 9 月 5 日

致尊敬的會員：

俱樂部發現有會員或其附屬會員證之持有人於俱樂部公眾地方對當值職員放聲指罵的情況出現。此舉不但對其他在俱樂部使用設施的會員造成滋擾，也對當時正在服務的員工帶來不必要的壓力。

按照俱樂部會章附則及守則規定：

- 在任何情況下，會員、附屬會員證持有人或其來賓不得對俱樂部之員工予以責罵或懲罰。
- 每位會員須確保其附屬會員證持有人、來賓，以及經俱樂部部授權使用俱樂部任何設施之人士，均須遵守俱樂部守則。

俱樂部一直致力為會員及員工締造一個和諧共融的消閒和工作環境，同時，亦相信會員與員工能互相尊重，以禮相待。我們明白會員對俱樂部的設施、守則甚至員工的服務水平或持不同意見，唯會員應以恰當的方法，透過正式及常設的渠道，以書面向管理層表達，俱樂部必然會認真了解事件並按照設立的意見及投訴程序作出跟進。

俱樂部再次重申，如會員或其附屬會員證持有人在俱樂部內的行為對其他會員或職員構成影響，俱樂部均視為不恰當的行為。倘若發現有違反會章附則及守則的情況出現，俱樂部定必按照規章制度作出跟進及紀律處分。

如有疑問，請致電 2397 4311 與會員事務部直接聯絡。

謹此通知！

又一村花園俱樂部
管理層 謹啟



Yau Yat Chuen Garden City Club Ltd.
又一村花園俱樂部有限公司

Circular No.: 022/24

September 5, 2024

Dear Valued Members,

The Club management has observed instances where members or their supplementary card holders have been verbally abusive and used profanity towards the Club's employees in the public areas of the Club. Not only does this behavior cause disturbance to other members who are utilizing the Club's facilities, but it also imposes unnecessary duress upon the serving personnel.

In accordance with the Club's General By-laws and Rules:

- **Under no circumstances shall members, Supplementary Card Holders, or their guests reprimand or in any way punish any employees of the Club for alleged misconduct.**
- **Each member is obliged to ensure that his/her supplementary card holder(s) ("Supplementary Card Holder(s)"), guests(s) and others authorized by the Club to use any facilities of the Club shall abide by and be subject to the Rules of the Club to the extent the same are applicable to them.**

The Club has consistently strived to foster a harmonious and inclusive environment for both members and employees, premised on the principle of mutual respect and courteous treatment. We acknowledge that members may harbor differing opinions regarding the Club's facilities, regulations, or the service quality provided by our employees. However, we urge members to express such views through the proper, formal channels by submitting written feedback to the management. The Club management will thoroughly investigate the matter and respond in accordance with the established feedback and complaint procedures.

The Club reiterates that any behavior by a member or their supplementary card holders that adversely impacts other members or employees will be deemed as inappropriate conduct. Should there be any instances of violations against the Club's General By-laws and Rules, the Club will be compelled to undertake follow-up actions and disciplinary measures as per the governing regulations.

For any inquiries, please do not hesitate to contact the Membership Affairs Department directly at 2397 4311.

Thank you!

The Management
Yau Yat Chuen Garden City Club