



## Community Member/Tenant Member-CSE Sports Member

### Facilities available

<b>Suen Chi Sun Hall Multi-purpose Room</b>
Location: HKU Jockey Club Village II, 109 Pokfulam Road, Pokfulam, Hong Kong
<ul style="list-style-type: none"><li>• Multi-purpose room no. 2</li><li>• Mini-gym</li></ul>
<b>West Island School</b> (only limited timeslots available from Feb 2023 to Dec 2024)
Location: 250 Victoria Road, Hong Kong
<ul style="list-style-type: none"><li>• Badminton court (max. no. of users per court is 4)</li></ul>
<b>Stanley Ho Sports Centre</b>
Location: 10 Sha Wan Drive, Sandy Bay, Hong Kong
<ul style="list-style-type: none"><li>• Tennis courts (max. no. of users per venue is 4)</li><li>• Outdoor court (basketball/ volleyball/ handball/netball/5-a-side soccer-min. no. of user is 6)</li><li>• Golf sand bunker &amp; putting green</li><li>• Swimming pool (No booking is required)</li><li>• Fitness Centre</li><li>• Multi-purpose room</li><li>• Table tennis room (max. no. of users per venue is 4)</li><li>• Pickleball courts (max. no. of users per court is 4)</li></ul>

For the details of our rules and regulations governing the facilities, please visit the link:

<https://www.cse.hku.hk/facilities.asp?pageid=110>

### Booking Procedure

1. Holders of Community Member / Tenant Member-CSE Sports FAC cards are permitted to book CSE facilities by telephone (verification of identity is required) or in person.
2. Individuals will be limited to a maximum of 7 advance bookings with a one-week period as of the date of making the booking for off-peak hours (07:30 -16:30 during weekdays). Two hour advance bookings options are also available to individual members outside of the aforementioned days and times, (note: for advance booking of the earliest activity session in the morning, individual members will be allowed to make advance booking two hours prior to closure of the Sports Centre the preceding night). Individuals may, however, use additional sessions by turning up in person at the Sports Centre reception counter or by telephone and use facilities that are available at the (walk-in booking). If floodlight fee or guest fee must be paid for this additional booking, the individual has to show up in person at the counter to settle the fee.
3. Individual bookings are counted as 1 hour session for each.
4. Individual is not permitted to make more than 1 advance booking at the same facility per day.



5. Telephone booking can be made from 07:00 to 22:30 at both Suen Chi Sun Hall Multi-purpose Room & Stanley Ho Sports Centre. In-person booking can be made from 07:30 to 22:30 at Suen Chi Sun Hall Multi-purpose Room and 07:00 to 22:30 at Stanley Ho Sports Centre.
6. Bookings are accepted on a first-come-first-served basis.
7. If individual wishes to conduct activities which are not shown at the booking system, please contact Facility manager (Mr. Simon Wong, [simonlk@hku.hk](mailto:simonlk@hku.hk)) or Facility Operations Officer (Ms. Apple Chan, [clpapple@hku.hk](mailto:clpapple@hku.hk)) to get approval before making booking via the Booking system.
8. Individuals who wish to make bookings for Handball, Volleyball, Basketball, Netball, 5-a-side soccer must have a minimum of 6 participants when making advance booking.
9. The allocation of courts for badminton will be made on a sequential basis when bookings are made (court 1>court2>court3 etc.)
10. Equipment will be set up before members use the facilities. For booking involving complex set up, please allow at least 5 minutes set up time at the beginning of your booking.
11. Normally, a floodlight fee of \$30 per hour will be charged to individuals who book the tennis courts after 18:30. This charge is payable when checking-in to use the court. Please note that subject to weather conditions and the CSE's discretion, floodlight can be switched on earlier than 18:30 upon users' request and payment of the fee required. Likewise, the CSE would request users to pay for and use the floodlight earlier than 18:30 when the Centre finds the weather condition (e.g. on a very dark cloudy day) is unsafe for users to use the tennis court without floodlighting. The CSE reserves the right of barring individuals from using the tennis courts if they do not adhere to the Centre's floodlighting arrangement.
12. Members under this category (principal cardholders) are permitted to invite a maximum of 3 guests per visit at \$60 per head to use the sports facilities. During visits to Sports Centre, members should keep and take good care of the payment receipt of the guest ticket(s) at all times for checking by the CSE staff as and when necessary. **For Henry Fok swimming pool, the guest ticket is issued in terms of a QR code which can be scanned at the QR code reader located at the pool turnstile to gain access.** Students and staff should accompany with the guest at all times during the visit in the Sports Centres. For the details of the guest policy, please visit the link: <https://www.cse.hku.hk/membership.asp?pageid=115>

### Check-in

1. Individuals are required to check-in in person with presenting their Community Member / Tenant Member-CSE Sports cards at the reception counter.
2. Check-in must be made for each individual booking.
3. Check-in for bookings can only be made between 120 minutes before the starting time of a booking to 15 minutes after the starting time of the booking.
4. Courts that have not been checked in will be reallocated to other users 15 minutes after the starting time of the booking.
5. Individual users who fail to check-in for a booking will be subjected to a \$50 NO SHOW fine. All existing and future bookings will be suspended until the fine is settled.
6. Check-in but not using facilities will be treated as a no-show case and will be subjected to the same penalty. E-mail notification of such violation will be sent to the hirer automatically once identified.
7. Payment of the no-show fine should be made at the Suen Chi Sun Hall Multi-purpose Room or Stanley Ho Sports Centre reception counter. If you wish to make an appeal against the fine, please do not settle



the no show fine. Then, reply directly to the no-show fine notification e-mail, stating clearly the reasons within 7 days from the issuing date of the e-mail for CSE's consideration.

8. No appeal against the no-show fine will be accepted after 7 days from the date of the no-show fine notification e-mail and / or after the no-show fine has been settled.

### **Edit/Cancellation of bookings**

1. When members have to alter the any of their confirmed bookings, they can make the changes via telephone or in person at least 24 hours in advance. Here list all the possible scenarios for the reference of alteration:
  - a. Change the booking time of a confirmed booking with no change to the date and activity: Make a new booking with the same date and activity but choose a different timeslot. The system would then request you to make a swop with the former booking. Simply check the relevant booking and then submit the swop request.
  - b. Change the activity of a confirmed booking with no change to the date and time: Make a new booking with the same date and time but choose a different activity. The system would then request you to make a swop with the former booking. Simply check the relevant booking and then submit the swop request.
2. Members who cannot take up bookings should cancel their bookings via the booking system, by telephone or in person at the relevant Sports Centre: Stanley Ho Sports Centre (28194427) or Suen Chi Sun Hall Multi-purpose Room (39103568) at least 24 hours in advance.
3. In case of unstable or bad weather, members are required to call the relevant Sports Centre to confirm whether the facilities have been closed.
4. In the event of adverse weather, the sports facilities will be closed when a black rainstorm warning or typhoon No. 8 signal or higher is issued. The bookings will be cancelled automatically.

### **Regulations in case of system failure**

In the situation where the booking system has come to a halt due to network/host server problems, will members please take note to the followings,

1. No advance bookings will be taken until the system has been restored.
2. Members with outstanding bookings will still be able to use the facilities at the time that they had originally booked. Check-in must be made in person at the Sports Centre reception desks.

Further information or clarification of the above, may be obtained from the Stanley Ho Sports Centre reception counter at 2819-5450 or Suen Chi Sun Hall Multi-purpose Room at 3910-3568.

**CSE reserves the right to update or modify the above terms and conditions at any time without prior notice.**

December 2023