

常見問題

1) 請問中心國定假日會開放嗎?

中心除了在除夕夜至年初二會休息外，其他日子都會開放營業，營業時間是早上 6 點至晚上 10 點。

特別日子，包括：年廿九、年初三至四的營業時間會有所不同，歡迎留意中心臉書公告。

2) 請問要怎樣預約球場?

中心提供球場兩天前預約服務，您可以透過櫃台、中心 App 或 17Fit 網站預約當天至後天的場館，預約後必須於租用時間前最少 20 分鐘到中心櫃台完成繳費手續，逾時會取消有關預約。

另外，預約場館後如無法前來使用，請務必在租用時間最少 3 小時前致電中心取消，否則會被列入爽約紀錄。若顧客 1 個月內有 2 次的爽約紀錄 (含 2 次)，次月會被暫停所有 App 預約權限 (包含：場地和課程預約)。

3) 請問接受信用卡付款嗎?

中心的場館票券、課程都接受現金、信用卡、Apple Pay 付款。

4) 請問兒童票與學生票有什麼分別?

兒童票適合身高 120cm 以下的兒童購買；學生票則適合持有有效學生證正本人士購買 (含小學、國中、高中及大學學生)。

5) 請問體適能中心有什麼器材呢?

體適能的器材主要分為有氧及重訓部分。有氧器材包括跑步機、跨步機、划船機、直立式腳踏車、臥式腳踏車、階梯機等等，重訓部分有自由重量的啞鈴、舉重、機械性有引體上升機、腳推機、胸推機、滑輪下拉機等等。

6) 請問有 inbody 檢測嗎? 費用是多少?

中心有 Inbody 270 機提供 Inbody 檢測，費用是 200 元。請在 1 樓客服櫃台繳費後，憑發票到 4 樓體適能中心檢測即可。

7) TRX 懸吊教室、飛輪中心平常會開放使用嗎?

TRX 懸吊教室及飛輪中心只會在上課時間開放給報名課程的學生。如對課程有興趣，可以參考我們的期刊。

8) 請問體適能中心入場的衣著規定?

進入體適能中心必須穿著乾淨的運動衣服及運動鞋子，切勿穿著裙子、牛仔褲、拖鞋、涼鞋、皮鞋、木履及高跟鞋。請勿攜帶體積大於 A4 尺寸的包包進入體適能中心，請存放於體適能心外面放置的投幣式置物櫃內。

為維護環境、保持個人衛生及尊重每一位入場使用者，體適能使用者必須攜帶運動毛巾入場，使用運動器材後，請協助擦拭乾淨器材上的汗珠，以便他人使用。

9) 請問您們有有盥洗、更衣室嗎？

中心的游泳池、2 樓及 4 樓都設有更衣室及淋浴間，客人可於運動後使用。

10) 請問課堂會有體驗課嗎？

一般來說，我們會在開辦新課程前，開設體驗課讓學員體驗，學員於體驗課程當天報名期課更可享受折扣優惠。

11) 請問要怎樣預約攀岩體驗課程？

中心建議您最少在您希望的上課日期前最少 5 天，致電 05-2165788 與我們的工作人員查詢時間，中心會再幫您跟教練確認時間，並請於日子確認後，於上課前 24 小時到櫃台繳交費用，方算成功預約。

您也可以直接在 Facebook 傳訊息給我們詢問，但請留下聯絡電話，好讓我們跟您聯絡安排。

12) 請問游泳班最小幾歲可以上課？

我們的游泳班幼兒課程適合足 4 歲以上的幼兒報名上課。

13) 報名期課後我想要退費，可以怎樣做？

報名期課後如有事需要退費，需到一樓客服櫃台辦理。

退費比例如下：

- 1) 自報名後至開課前辦理退費，退還繳交費用之九成。
- 2) 自開課日算未逾全期 1/3 者(雙月課為第 3 堂上課前一天、單月課為第 2 堂上課前一天)，退還繳交費用之五成。
- 3) 自開課日算超過全期 1/3 者(雙月課為第 3 堂上課當天、單月課為第 2 堂上課當天)，恕不退費。

如刷卡付款者，需信用卡持有人攜帶原信用卡親臨櫃檯辦理，未帶原信用卡恕無法辦理。若開立公司統一編號發票者，請於退費時攜帶公司大小章或公司統一發票章辦理。如未攜帶發票，恕無法退費。

學員因懷孕、生病或職務調動等不可抗力因素致無法上課需辦理退費時，請

務必於當期課程結束前，攜帶醫師開立之診斷證明或公司開立之調職(調班)證明辦理，本中心將視相關證明上開立之日期、扣除實際已上堂數費用後退回剩餘金額。如未攜帶相關證明或未於期限內，恕無法退費。



Frequency Asked Questions

1) Does sports center open on public holiday?

We open whole year except Chinese New Year's Eve, first and second day of the Chinese New Year. Our opening time is from 0600AM to 2200PM. Special days including the second last day of the Chinese New Year, third and fourth day of the Chinese New Year will have slight changes to the opening hour. Please visit our facebook for the updates.

2) How can I reserve basketball, badminton, table tennis court and billiards room?

We provide two-day advance reservations. You can reserve today, tomorrow and the day after tomorrow's venue at our customer service counter, App or 17Fit website. We will cancel your booking if you did not settle the payment 20 minutes before the booking appointment at our customer service counter.

Please notify us at least three hours prior to your booking appointment if you cannot make it. If you have not inform us for the cancellation of the reservation, we will record it and count it as a missed appointment. If you have two times missed appointments within one month, you will be banned from using the App for registration of venue and course at the following month.

3) Do you accept credit card?

We accept cash, credit cards and Apple Pay for the payment of entrance fee, venue fee and courses.

4) What is the difference between a Child Ticket and Student Ticket?

Children under 120cm are eligible to consume a Child Ticket. Children and young people are required to consume a student ticket when presenting the original copy of a valid student card.

5) What facilities do the fitness center provide?

Our gym room provides varieties of machines from cardiovascular to resistance. Cardiovascular machines include treadmill, step machine, roving machine, exercise bike, stair mill and so on. Resistance machines include weights, lat pull down machine, leg extension machine and chest press machine and so on.

6) Do you provide Inbody testing? How much for using the Inbody testing machines?

We have Inbody 270 machine. Customers can take Inbody testing by paying 200

dollars at the customer service counter on the first floor and visit the fitness center on fourth floor for testing.

7) Are TRX extension room and spinning room open for public use?

Our TRX extension room and spinning room open for corresponding courses only. Students who have registered the corresponding courses could use the facilities during lessons. Please feel free to view our newsletter if you are interested in our courses.

8) Is there any outfit requirement for entering the fitness center?

Customers are required to wear clean and tidy sportswear and sports shoes when entering the fitness center. No skirts, dress, jeans, slippers, sandals, black shoes, clogs and high heel shoes are allowed. Please do not bring bags larger than A4 size into the fitness center. Please store in the coin locker.

To maintain a hygiene and clean environment, users are required to bring along their own towel to enter the fitness center. Please help to dry the sweat on the equipment or machines after use.

9) Do you have any washroom and changing room?

Washrooms and changing rooms are situated within the swimming pool, on second and fourth floor. Customers are free to use the washrooms and changing rooms after exercise.

10) Are there any trial lessons?

Trial lessons will only be available for new courses. Students can enjoy discount on registration of the 2-month courses on the day of the trial lesson.

11) How to make a climbing course appointment?

Customers are advised to make a climbing course appointment at least five days before the preferred date. Please contact us at 05-2165788 and our staff will help arranging the date and time with the coach. Please settle the payment at least 24 hours before the arranged date and time to secure the booking.

Customers can also send an inbox message to us in facebook with contact number and our staff will contact you shortly.

12) What is the age requirement for attending the toddler swimming course?

Children age 4 or older are eligible for attending the toddler swimming course.

13) What should I do if I want to apply a refund for the course fee?

All refund procedure could only be processed at the customer service counter at our first floor.

The refund policy are as follows:

- 1) 90% of the course fee you paid will be refunded if you cancel it before the first lesson
- 2) 50% of the course fee you paid will be refunded if you cancel it at least one day before the third lesson of the 2-month course OR second lesson of the 1-month course
- 3) No refund will be offered if you cancel it on the date of the third lesson of the 2-month course OR second lesson of the 1-month course.

Please bring along the credit card you used for the original payment for the refund procedure. No refund could be done if you forget to bring your credit card. Please be reminded to bring along you company chops if you have applied a uniform invoice for the course payment. No refund could be done if you forget to bring the company chops and the uniform invoice.

Please bring along a valid doctor certification or company letter if you wish to apply for a course refund due to pregnancy, illness, work transfer or any force majeure causes. Refund amount will be calculated according to the letter dated on the certification or letter and the lessons you had attended. If you cannot provide a proof of the above or do not apply for the refund before the end of the course, no refund will be entertained.