



HEBE HAVEN YACHT CLUB
白沙灣遊艇會

10th August 2017

Dear Members,

Notice of Revision to the Club's Bye-Laws

The General Committee has approved the following revision to the Club's bye-laws at its meeting held on 27th July 2017:

SECTION 1 – HOUSE AND GENERAL

- 14.1 Employees may not be abused or reprimanded by a Member. The use of foul language and aggressive or bullying behaviour to any Club employee will not be tolerated and will be considered as grounds for possible suspension or expulsion.
- 14.2 For a serious offence the General Manager or designate may suspend any member immediately, pending an investigation within 2 working days. The General Manager or designate may also issue a warning to a Member for inappropriate conduct towards staff.
- 14.3 Complaints against Club employees or Club services may be forwarded in writing, or if urgent, referred immediately to the General Manager or the Manager on duty. Matters requiring the attention or action of the General Committee will be passed to the General Committee by the General Manager after investigation. Alternatively, Members may send written complaints direct to the General Committee.
- 14.1 會員不得辱罵或譴責會所員工。本會不容許會員用粗言穢語辱罵、恐嚇或欺凌會所員工。此等行爲將可能被視作暫停會籍或開除會籍的理由。
- 14.2 會員如嚴重違規，會所總經理或其代表可以即時暫停其會籍，並於2個工作天內進行調查。如會員對待會所員工有行爲不當，總經理或其代表亦可以向該會員發出警告信。
- 14.3 會員如欲投訴會所員工或會所服務，可以書面轉發。又或在緊急情況下，立即通知會所總經理或當值經理。所有需要執行委員會處理或決定的事宜，總經理會於調查後轉發給執行委員會。或者，會員可直接向執行委員會作出書面投訴。

The revised bye-laws will take effect from 17th August 2017.



Paul Arkwright
Honorary General Secretary
The Hebe Haven Yacht Club Limited