

CHUBB®

Chubb 1792 Club

House Rules

Chubb 1792 Club House Rules

Welcome to the Chubb 1792 Club! We are delighted to have you as one of the users of our exclusive VIP center.

The Chubb 1792 Club (the “Club”) is owned and operated by Chubb Life Insurance Hong Kong Limited. The following House Rules (the “Rules”) have been established by the Club to provide our guests with an exceptionally friendly, safe and clean experience. Any person entering the Club agrees to abide by these Rules. We reserve the right to enforce the Rules with appropriate measures and may remove a person not abiding by these Rules as well as reasonable standards and policies according to applicable laws and regulations.

To ensure a pleasant experience for everyone, please adhere to the following house rules:

1. **Access and Appointment requirements:** The Club operates by appointment only. You must be accompanied by a relationship manager, broker, or agent. An authorized staff of the Club may take such action as is necessary to verify any visitors' identity for admission purpose at the point of entry.
2. **Dress Code:** Smart casual attire is always required. Please refrain from wearing beachwear, flip-flops, or overly casual clothing.
3. **Respectful Behavior:** You are expected to treat each other with respect and courtesy. Harassment, discrimination, or disruptive behavior will not be tolerated.
4. **Noise Levels:** Please keep noise to a minimum to maintain a serene environment.
5. **Food and Beverages:** Outside food and beverages are not permitted. Please enjoy our curated menu and beverage selections available within the Club. Please note that if alcohol consumption appears to be excessive, we reserve the right to take appropriate measures, including asking you to leave the premises if necessary. Smoking of cigarettes, pipes or cigars (including electronic cigarettes) is strictly prohibited.
6. **Use of Facilities:** Any damage to the Club's facilities, whether accidental or willful, is within the responsibility of the registered individual. With regards to groups, we reserve the right to charge the lead relationship manager, broker, or agent for any damage caused by any member of the booking group. Please report any damages or issues to the front-line staff immediately.
7. **Sales Activities:** All insurance sales activities (including without limitation to conducting Financial Needs Analysis, providing insurance advice and recommendations, presenting product proposals and materials and assisting clients or prospects in completing insurance applications) must be carried out by designated sales representatives (agents or technical representatives of broker companies) who must be licensed insurance intermediaries. For the avoidance of doubt, non-sales personnels, including but not limited to the receptionist, customer service and cashier staff, are not

authorized to perform any sales-related functions. All regulated activities must be conducted by licensed insurance intermediaries only.

8. **Privacy Policy:** We are committed to safeguarding your personal data and implementing and complying with the data protection principles under the requirements of the Personal Data (Privacy) Ordinance (Cap. 486) and other applicable laws. For details, please refer to our **Privacy Policy**.
9. **Children, Guests and Pets:** Children under the age of 18 must be always accompanied by an adult user. Pets are not allowed in the Club except for guide dogs or other service animals.
10. **Operating Hours:** The Club operates from 9:00am to 6:00pm, Monday to Saturday. Please plan your visits accordingly to accommodate your schedule.
11. **Security Measures:** For your safety, CCTV is installed at the front of the house and in meeting room areas. Access control card readers are installed for several areas of the Club, including the main entrance, storage area, server room and agency office. Panic buttons are installed. Please report any suspicious activity to the reception staff immediately.
12. **Artwork Display:** Please do not touch or handle any of the artwork on display. This helps preserve the integrity and condition of each piece. Photography of the artwork is permitted for personal use only, without the Club's consent. Flash photography and the use of tripods or other equipment are not allowed unless granted with the Club's permission. Children must be supervised at all times to ensure they adhere to these rules and respect the artwork. For the safety of the artwork, security measures are in place. Please cooperate with any requests from our front-line staff or security personnel. Any accidental damage to the artwork should be reported to our front-line staff immediately.
13. **Fire and other emergencies safety policy:** In the event of a fire or other emergency, please immediately notify our front-line staff. The Club is fully equipped with smoke detectors. We reserve the right to take action against any visitor attempting to tamper with any detection and fire extinguisher equipment throughout the Club. We reserve the right to charge you for any damage incurred to the property of the Club.
14. **Illness and epidemics:** We reserve the right to refuse your visit arriving with potentially contagious diseases. In cases sickness occurs during the visit, we ask you to notify the front-line staff. During epidemics, we will employ precautionary measures according to our judgment or as required by the government authorities.
15. **Lost & found policy:** The Club assumes no liability for lost, misplaced, stolen, or damaged valuables or belongings. In case you notice having left behind something of value to you, please reach out to us immediately and we will try to assist you in locating your lost item. Any property left behind by you will be stored for a period of 14 days. While we will make our best efforts to reunite lost property with their owners, we accept no responsibility in replacing lost items and encourage you to ensure they have all their belongings before leaving the Club.

16. **Compliance with Laws:** You must comply with applicable laws and regulations while on the premises.
17. **Feedback and Suggestions:** We welcome your feedback! Please share any suggestions or concerns with our front-line staff to help us improve your experience.
18. **Right to Refuse Service:** The Club reserves the right to refuse service or revoke your right for any violation of the Rules.

These Rules shall be governed by and construed in accordance with laws of Hong Kong. Any legal action, suit, or proceeding in any way arising out of or in connection with these Rules shall be submitted to the exclusive jurisdiction of the courts of Hong Kong.

We reserve the right to change, alter, add, delete, suspend, revise, and update all or any of these Rules at our absolute discretion without giving any reasons or prior notice.

Thank you for being a part of the Chubb 1792 Club. We look forward to providing you with an exceptional experience in our spacious and thoughtfully designed environment!