

Terms & Conditions

Any person applying for, accessing, or participating in Project Grief & Heal 2026 (“**Programme**”) in any way (each a “**Participant**”), is deemed to have read, accepted, agreed to be bound by these Terms & Conditions.

Participation in the Programme does not create any obligation on Alongside Limited (“**Alongside**”) to provide, arrange, guarantee, or continue any referral of services. All involvement in the Programme is subject to Alongside’s sole discretion.

1. Nature of the Programme & Scope of Service

- 1.1 The Programme is an initiative operated by Alongside to facilitate referral to short-term, trauma-informed psychological and psychiatric support (“**Services**”) for individuals emotionally or mentally affected by the Wang Fuk Estate catastrophe.
- 1.2 The Programme functions solely as a referral and facilitation platform to assist with connecting Participants to independent clinical psychologists and/or psychiatrists (together, “**Service Providers**”), who may choose, at their own discretion, whether to accept a referral and to offer the Services.
- 1.3 Alongside does not guarantee any referral, any acceptance by a Service Provider, or the provision of any Services. Application for the Programme, whether by submission of a registration form or otherwise, does not constitute acceptance into the Programme, and does not guarantee that any referral, matching, or Services will be provided immediately or at all.
- 1.4 Alongside is **not** a medical clinic, healthcare provider, counselling centre, or psychiatric or psychological service provider. Alongside does **not** offer diagnosis, treatment, medical advice, counselling, therapy, or any form of clinical care.
- 1.5 The Programme covers consultation fees only for sessions arranged through the Programme, subject to such limits, caps, conditions, or funding availability as Alongside may impose or vary from time to time at its sole discretion. Any additional investigations, reports, medication, or treatment recommended by Service Providers are not included, and are the Participant’s sole responsibility.
- 1.6 The Programme is **not** an emergency or crisis service and does not replace long-term or ongoing psychiatric or psychological care.
- 1.7 All referrals and services under the Programme are available only within the Hong Kong Special Administrative Region of the People’s Republic of China (“**Hong Kong**”).

2. Eligibility & Acceptance into the Programme

- 2.1 Participation in the Programme is intended for individuals aged 18 or above who are emotionally or mentally affected by the Wang Fuk Estate catastrophe.

- 2.2 Eligibility for the Programme is determined at Alongside's sole discretion. Submission of a form or participation in any part of the Programme does not create any entitlement or expectation to receive Services.
- 2.3 Participation is voluntary. A Participant may withdraw from the Programme at any time; however, withdrawal does not oblige Alongside to reinstate, replace, or extend the Programme.
- 2.4 Participants are required to follow all Programme rules and instructions as communicated by Alongside from time to time. These rules may be updated periodically to ensure safety, effectiveness, and smooth operation. Alongside may suspend or discontinue Programme participation where a Participant does not follow such rules.

3. Role of Alongside & Absence of Contractual Relationship

- 3.1 Alongside's role is limited to receiving applications, assessing suitability for referral, facilitating potential matching, coordinating administrative matters, and covering consultation fees within the Programme limits.
- 3.2 Participation in the Programme does not create any contractual relationship between Alongside and any Participant.
- 3.3 There is no doctor-patient relationship between Alongside and the Participants. Any professional or therapeutic relationship is established solely between the Participant and the Service Provider. Alongside is not involved in the substance, oversight, supervision, or delivery of any Services.
- 3.4 Alongside makes no representation, promise, warranty, or guarantee about the availability, quality, suitability, appropriateness, timing, outcome, or continuation of any Services.
- 3.5 Service Providers retain full independence and professional discretion, including whether to accept a referred Participant, whether to offer Services, how Services are delivered, and whether continuation or termination of Services is clinically appropriate.

4. Matching & Session Allocation

- 4.1 Participants may not select their preferred Service Provider. All matching is performed at Alongside's sole discretion, and is subject to, among other things, the availability and acceptance of the Service Provider.
- 4.2 Where feasible, a Participant may be allocated one unit of four individual sessions. Allocation is subject to Programme capacity, Service Provider acceptance, and funding availability.
- 4.3 A second unit of four sessions may be considered only where a Service Provider professionally recommends continuation and where Programme capacity, budgets, and resources permit. No further units are guaranteed.

- 4.4 Submission of an application does not guarantee appointment availability, the commencement of Services, or the timing of any sessions.
- 4.5 Repeated non-attendance, prolonged inactivity, inappropriate or disruptive behaviour, or failure to engage may result in discontinuation of Programme participation at Alongside's sole discretion.

5. Confidentiality & Safety

- 5.1 All clinical information shared within the context of Services remains confidential between the Participant and the Service Provider, in accordance with the Service Provider's professional, ethical, and legal obligations.
- 5.2 Alongside receives only limited non-clinical administrative information from the Service Providers, namely:
 - confirmation of whether a Participant has completed a unit of sessions (or a part thereof); and
 - whether the Service Provider recommends an additional unit.Alongside does not receive any clinical notes, diagnoses, or sensitive health information.
- 5.3 Service Providers may disclose information only where required by law or necessary for safety, such as imminent risk of self-harm, harm to others, child protection concerns, or compliance with lawful authority.
- 5.4 The Programme is not a crisis or emergency service. Participants are solely responsible for seeking emergency medical or psychiatric assistance, including attending a hospital Accident & Emergency Department, where necessary.

6. Disclaimers & Limitations of Liability

- 6.1 Any dispute, complaint, or concern regarding Services must be resolved directly between the Participant and the Service Provider. Alongside does not mediate disputes and bears no responsibility for such matters.
- 6.2 To the fullest extent permitted by law, Alongside is not liable for any injury, psychological or emotional distress, loss, damage, cost, or claim arising from participation in the Programme or from reliance on Services or the Programme.

7. Programme Limitation & Adjustments

- 7.1 Alongside may modify, suspend, restrict, or terminate the Programme or any part of it, including any referral pathways, any matching arrangements, or any fee support at any time and without prior notice.
- 7.2 Participation in the Programme does not guarantee clinical improvement or any particular therapeutic outcome. The effectiveness, impact, or appropriateness of any Services varies according to individual circumstances and is solely within the professional judgment of the Service Provider.

7.3 Participants may, from time to time, be invited to complete non-identifiable surveys or evaluation tools for service review, monitoring, or Programme improvement.

8. No Agency, No Partnership, No Employment

8.1 Nothing in these Terms or in the Programme shall be construed as creating any agency, partnership, joint venture, employment, fiduciary, or representative relationship between:

- (i) Alongside and any Participant; or
- (ii) Alongside and any Service Provider.

8.2 Alongside does not act as agent for Participants or Service Providers. Alongside does not have authority to act on behalf of, bind, represent, or negotiate for any Participant or Service Provider, and no Participant or Service Provider may rely on any representation to the contrary.

8.3 No Participant or Service Provider has any authority to act on behalf of, bind, represent, negotiate for, or hold themselves out as having authority to act for Alongside.

9. Governing Law & Jurisdiction

9.1 These Terms & Conditions are governed by and construed in accordance with the laws of Hong Kong.

9.2 Any disputes arising in connection with these Terms shall be subject to the exclusive jurisdiction of the Hong Kong courts.