

# Beitou Resort Management Guidelines

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## I. General Provisions

1. These Management Guidelines were established by the Taipei Rapid Transit Corporation (hereinafter the "TRTC") for the management of Beitou Resort and related matters.
2. Scope of application and management unit  
These Management Guidelines shall be applicable to facilities including the Recreation Center, classrooms and venues, Metro Inn, Evacuation Experience Center, and the TRTC Beitou Customer Service Center. With the exception of the classrooms, venues, and Evacuation Experience Center being managed by the TRTC Human Resources Division Talent Development Center, the managing unit for all other venues within Beitou Resort shall be the TRTC Lifestyle Business Division Property Management Center.
3. The most up-to-date operating hours for the Resort, facilities, and equipment, in addition to session times and fees, will be announced on the official website, and shall prevail in any case of discrepancy.
4. Application procedures and use of facilities
  - (1) Users may apply to use facilities in advance or purchase tickets on-site
  - (2) Submit applications for the following using the Taipei City Government's City Services Platform:
    - i. Evacuation Experience Center Group Visits .
    - ii. Beitou Resort Venue Rentals (includes the TRTC Beitou Customer Service Center).
    - iii. Beitou Resort Basketball and Badminton Court Long-term Rental.
  - (3) The management reserves the right to approve the application. Upon approval, the user shall pay a deposit to complete the application process and to reserve the facilities. The management reserves the right to alter facility reservations before the user has successfully paid the deposit.
  - (4) If a Recreation Center venue is used for personal training sessions, these courses must be handled in accordance with the "Precautions for Renting Beitou Resort Venues for Personal Training." In addition, for long-term rentals of the Recreation Center's basketball or badminton courts, users shall comply with the "Terms and Conditions for the Long-Term Rental of the Beitou Resort Basketball and Badminton Courts."
  - (5) Groups intending to tour the TRTC Interactive Emergency Evacuation Exhibition

Center are required to apply for touring at least 7 working days before the scheduled visiting date. The management shall confirm the number of visitors in the group and the time of visit to arrange tickets.

- (6) The Recreation Center on the second floor of the TRTC Beitou Customer Service Center is reserved for the residents of Tauyuan Village at Beitou District and accepts applications in March, June, September, and December for facility reservations for the next quarter. Users must be residents of the Tauyuan Village in the Beitou District.
5. Application for facilities and usage restrictions
- (1) Facilities are not available for public service election campaigns.
  - (2) If the user is found to have deviated from the proposed reservation purpose of the facilities or in violation of This Guideline during usage of the facilities, the management may suspend all activities of said user and cancel the lease of the facilities without refund; users shall comply with the decision and not claim compensation.
  - (3) Posters, slogans or banners may be posted at designated locations on the site, if applicable. Users may not post any posters, slogans, or hoist banners at unauthorized locations and shall keep the facilities in working condition. Contents of promotions or advertisements may not defy administrative neutrality of civil servants or violate applicable laws.
6. Payment for using the facilities
- (1) Users shall pay a fee for the use of the facilities in accordance with the rates stated in the "Beitou Resort Venue Rental Fee Rates Table."
  - (2) Deposit payment
    - i. All parties applying to use the facilities of the resort shall make a 30% deposit of the total fee within 5 days of the approval by the management.
    - ii. Application procedures and reservations are only considered complete upon receipt of the deposit. The management reserves the right to make changes to applications if the user fails to make the deposit within the stipulated time.
    - iii. No deposit is required for the reservation of the basketball court, badminton court, Interactive Emergency Evacuation Exhibition Center, the Recreation Center on the second floor of the TRTC Beitou Customer Service Center.
  - (3) Usage fees for the facilities shall be settled in full before the usage date. Should the user fail to settle the fee before this date, the TRTC will forfeit the deposit unconditionally and cancel the reservation of the site.
  - (4) If users are public service agencies, public schools, government-owned enterprises or parties subsidized by the aforementioned institutions, they may petition the management for deferred payment of the fees due to the lead-time for the drawdown of budgeted funds at the time of application.
  - (5) For groups or individuals applying to tour the Interactive Emergency Evacuation Exhibition Center, the management shall confirm the exact number of visitors in the

- group and the time of visit to arrange tickets for the group on the day of visit on the site.
- (6) Using the TRTC Beitou Customer Service Center shall pay a fee to the management for the usage of the air-conditioning system calculated by consumption period.
  - (7) Current employees and retirees of TRTC qualify for employee discounts when using any Beitou Resort facilities.
  - (8) The aforementioned fees shall be paid directly to the managing unit in cash, by credit card, through other payment methods, or by wire transfer to the company's designated account.
7. Change in the reservation day and cancellation of reservation
- (1) Training Room
    - i. In the event of natural disasters or other forms of force majeure, or for reasons accountable to the TRTC, to the effect that reserved facilities become unavailable to the user's intended purpose, the user may apply to move the reservation to another date. If such a change is not possible, the TRTC shall refund the payment already effected bearing no interest. Users shall not disagree with such decision nor claim compensation.
    - ii. Users may apply to reduce the reserved duration or purpose of facility usage, pending approval of the TRTC in which case the TRTC shall withhold a portion of the deposit in line with the changes. The TRTC shall not confiscate the deposit if the changes caused no reduction of the fee for using the facilities.
    - iii. Users who cancel their reservations shall lose a certain percentage of their deposit, based on how far in advance the managing unit is notified of the cancellation. If rental fees have already been paid in full, the portion in excess of the deposit will be refunded:
      - (i) Cancellations made 4 months prior to the first day of the reservation will forfeit 20% of their deposit.
      - (ii) Cancellations made between 3 to 4 months prior to the first day of the reservation will forfeit 30% of their deposit.
      - (iii) Cancellations made between 2 to 3 months prior to the first day of the reservation will forfeit 40% of their deposit.
      - (iv) Cancellations made between 1 to 2 months prior to the first day of the reservation will forfeit 50% of their deposit.
      - (v) Cancellations made less than 1 month prior to the first day of the reservation will forfeit their full deposit.
  - (2) When altering the lease terms for long-term reservations of the basketball and badminton courts of the Recreation Center, users should comply with the "Important Notice for Long-term Reservation of the Basketball Court and Badminton Court at

Beitou Resort”.

- (3) Groups applying to tour the Interactive Emergency Evacuation Exhibition Center shall confirm with the management for cancellations of existing reservations, and may cancel their reservations upon approval of the management.
  - (4) Metro Inn users wishing to reschedule their reservation times should apply as stipulated in the TRTCs "Beitou Resort Venue Rental Application Form."
8. When returning the equipment, facilities, devices or items, users must confirm to the management that they are in good working condition.

## II. The Recreation Center

9. Membership IDs may only be used by their owners. Parties using borrowed or unauthorized IDs must pay the difference in entry price and a surcharge. The following types of membership IDs are available for application in accordance with the rules specified hereunder:

### (1) Membership types

There are three types of membership IDs, namely, Priority Members, Preferred Members and Regular Members. They are applicable to the following people:

- i. Priority Members
  - (i) Residents of Tauyuan Village, Yide Village and Fengnian Village in the Beitou District of Taipei.
  - (ii) Seniors over the age of 65 and aborigines over the age of 55 who are domiciled in Taipei City.
  - (iii) Physically and mentally impaired persons plus one guardian.
- ii. Preferred Members
  - (i) Residents with domicile addresses in the Beitou District of Taipei.
  - (ii) Spouses and next of kin of employees of Taipei City Government agencies at all levels and schools in Taipei.
  - (iii) Taipei City Councilors and their assistants, Taipei City Council staff.
  - (iv) Regular Members may upgrade to Preferred status and enjoy the entitled privileges after paying an upgrade fee. The management shall set and announce the rate of the upgrading fees upon approval. The same procedure is applicable to any amendment thereto.
- iii. Regular Members  
All members other than the aforementioned types of membership.

### (2) Application Procedure

According to the "Taipei City Government Single Identification Service Operation Points", members of Beitou Resort are included in the single identification service, and the public must apply online on the Taipei City Government Citizen Service Platform, and will be issued to the member after being approval and confirmation of membership of the management of the TRTC.

### (3) Employee ID

- i. Employees of the TRTC and the Taipei City Government agencies at all levels, and volunteers recognized by government agencies (including auxiliary police and firemen) may apply for membership accounts and the barcode ID by presenting their employee ID issued by the employers.
- ii. Employees of the TRTC and the DORTS, Transit Police, and the volunteers of the TRTC will be issued employee membership. All other personnel will be issued the Preferred Membership.

(4) Employee families

- i. Spouses and next of kin of the employees of the TRTC, the DORTS, and Transit Police shall present photocopies of the employee ID, photocopies of the front and back sides of their own ID cards, or identification documents for proof of family relationship, and one 1 inch photograph for application. They shall fill in an application and submit it to the management for approval and issuance of membership.
- ii. Employee membership will be issued for the families of the employees.

(5) Other regulations

- i. Employee family membership is valid for two years and renewal of new membership is free of charge. Missing membership IDs may be replaced on application.
- ii. Members who forgot to bring their membership IDs to enter the facilities may confirm their registrations with the management to confirm the validity of their membership and purchase tickets directly upon confirmation.

10. The regulations governing the use of facilities of the Recreation Center

- (1) The sessions, times, and rental fees for the various facilities and equipment shall be announced by the managing unit after internal approval, and the same shall apply when amendments are made.
- (2) Members shall present their own membership IDs and the invoice for reserving the facilities for inspection at the reception desk before using the facilities. Another form of ID should be presented for registration for borrowing balls and equipment.

III. Training Room

11. Opening hours

- (1) Mornings: 8:00 am - 12:00 pm.
- (2) Afternoons: 1:30 pm - 5:30 pm.
- (3) Evenings: 6:00 pm - 10:00 pm.

12. Regulations governing the decoration of the site and late return of the facilities

- (1) The management does not provide any decoration services (including setting the tables and chairs). Users must arrange the tables and chairs by themselves within no more than 30 minutes.
- (2) Users shall return the facilities in due time (including returning the facilities to original condition) and shall terminate use and return the facilities to the management

immediately upon notice. Users failing to respond to the management's notice will lose their right to reserve the facilities for one year as penalty by the TRTC.

- (3) Users may request extra time to decorate the site, rehearse or extend usage time of the facilities by applying with the management in advance with additional payment corresponding to the extension time.

#### IV. Metro Inn

13. Smoking, gambling, use of gas stoves, high-load electrical appliances, carrying pets (except guide dogs) and engaging in illegal activities are strictly prohibited in the Metro Inn
14. Room key cards should be taken good care of; the user will be charged for any damage to or lost key cards. Any loss or damage of the facilities, equipment, accessories, walls, bedding, etc. inside or outside rooms will be borne by the user at the original price. In the event of vomiting or other behavior that causes defacement of guest rooms or public spaces, cleaning fees will apply.
15. Metro Inn guests may use the swimming pool, the gym, and children's playground free of charge during opening hours.

#### V. Interactive Emergency Evacuation Exhibition Center

16. Users shall pay applicable fees as required. Two teachers or parents may be admitted free of charge as leaders of public or private school trips (including kindergartens). The leader of a group of more than 30 people is also admitted free of charge under the group ticket. Only one of the above is available at one time.
17. Group applicants shall present their IDs on the day of visit and confirm the identity and number of group members. All tours of the Beitou Depot are led by the TRTC. One teacher must be available for every 10 pupils under the age of 12 (below elementary school level).
18. The tour method is mainly announced on the official website.

#### VI. Entrance code and parking rules

19. Users of the facilities shall duly observe the entrance code enforced by the TRTC's Beitou Depot and its management. No entrance is granted to any area without the permission of the resort management.
20. Parking Rules
  - (1) Groups and members using the facilities shall park their motor vehicles at designated parking areas or lots. No parking service is available if the parking lot is full.
  - (2) Parking is charged at a flat rate. Physically and mentally impaired visitors are admitted free of charge with the presentation of valid certification documents. Such documents shall be placed on the dashboard of the vehicles for identification.
  - (3) All drivers shall observe the speed limit inside the resort and follow the road signs. Entry of restricted areas or parking lots, parking outside designated areas, occupation of disabled parking without permit and overnight parking (not applicable to persons

currently residing at the Metro Inn on site) is strictly prohibited.

- (4) Warnings will be issued to violators of the above rules. Those who fail to respond or refuse to comply after a second warning will be banned from the depot parking space. Motor vehicles not removed from the site will be towed. In the event of human injury, casualty or property damage caused by the above violations of traffic rules, the groups and group members using the facilities shall be fully responsible.

## VII. Miscellaneous

21. These Guidelines shall come into full force as of the day of approval by the President of the resort. The same principles applies to any amendment hereto.