

YLW Friends Terms of Services Agreement

By becoming an YLW Friend you agree to provide Basic Services to travelers charging no more than the current rates posted on the YLW web site,

You will provide the Basic Services in courteous manner and to the best of your abilities, always acting in traveler's best interest,

When you deal with YLW travelers you will wear a badge with your legal name (written in Chinese and pīnyīn), English name and YLW logo (with your unique number, template will be e-mailed to you),

When you wait for YLW travelers at the train station or the airport you will carry a sign with YLW logo (which will be no more than 50cm by 50cm and no less than 30 cm by 30 cm in size, file will be e-mailed to),

When you provide services which are not listed on the YLW web site (the Basic Services) you will not use YLW logo, suggest in any way or make travelers believe that your service(s) are approved by YLW web site,

You will respond to e-mails and return telephone calls (in China) no later than 24 hours after you receive them,

You agree to provide proof of your student status once a year if you have less than 20 positive feed-back recommendations posted on the YLW web site; YLW Friends who have over 20 positive recommendations don't have to provide that proof (they can provide services to travelers even after they graduate if they wish so),

If your name is removed from the YLW web site you agree to surrender your YLW ID card and you agree not to use YLW signage for any of your subsequent activities,

If you decide to stop providing services to travelers through the YLW web site you will notify YLW of your decision in writing,

You will communicate any concerns or irregularities that you might have to do with your service and dealings with the travelers (who made contact with you through the YLW web site) directly to YLW staff.

(YLW Friend's Signature)

(Date)

YLWFriend 服务条款。

1. 成为一个 YLWFriend，你同意不超过 YLW 网站所公布的当前费用标准来提供基本服务，
2. 你将用有礼貌的态度提供基本的服务，并尽其所能，始终为旅游者最大利益着想，
3. 当你与旅游者共处时，你将携带一个具有你法定姓名（用汉语和拼音表示），英语名字和 YLW 标志(有你的独特的号码，模板会发送到你的电子邮件)的徽章，
4. 当你在火车站或机场等待 YLW 旅游者时，你会携带一个有 YLW 标志的招牌（大小不会超过 50cm X 50cm, 也不会小于 30cm X 30 cm, 文件会发送到你的电子邮箱），
5. 当你提供不列在 YLW 网站的基本服务时，你不会使用 YLW 标志，不会暗示或让旅游者认为你的服务与 YLW 网站有关，
6. 你会在收到电子邮件或接到电话（在中国）后，不迟于 24 小时内回复，
7. 如果你在 YLW 网站上得到的肯定推荐少于 20 条，你需要一年一次提供你的学生身份的证明；如果获得 20 条以上的正面推荐就无需提供此证明（如果你希望，你甚至可以毕业后仍向旅游者提供服务），
8. 如果你的名字被 YLW 网站移除，你必须交出你的 YLW 身份证件并同意今后不在你的任何活动中使用 YLW 标志，
9. 如果你决定不再通过 YLW 网站为旅游者服务，你会书名通知 YLW 你的决定，
10. 你会把与提供服务并为（通过 YLW 网站与你联系的）旅游者服务的有关的任何顾虑和任何可能违反服务条款的事直接告诉 YLW 工作人员。