

“Coucou Hotpot • Tea Break Exclusive Offers” Terms and Conditions

1. This promotional / redemption event (the “**Event**”) is organized and operated under and part of the “hello Hang Lung Malls Rewards Program (hello 恒隆商場獎賞計劃)” (the “**hello Program**”), an integrated membership program managed and operated by Hang Lung Real Estate Agency Limited (“**HLREAL**”) (by itself and for and on behalf of Hang Lung Properties Limited) and which covers Coucou Hotpot • Tea Break which is situated at Shop B03, B/F, Gala Place, 56 Dundas Street, Mongkok, Hong Kong (“**Coucou Hotpot • Tea Break**”).
2. The Event is held between 4 May 2023 and 4 June 2023 (both days inclusive) (the “**Promotion Period**”).
3. The terms and conditions (the “**hello Program T&C**”) of the hello Program which can be accessed via the “Hang Lung Malls App (恒隆商場手機應用程式)” (the “**Hang Lung Malls App**”) or at www.hanglungmalls.com/en/tnc apply to the Event, save that in the event of any discrepancy or inconsistency between (i) the hello Program T&C; and (ii) these Terms and Conditions, (ii) shall prevail. Unless otherwise defined, capitalized terms defined in the hello Program T&C shall have the same meanings when used in these Terms and Conditions.
4. **The Event**

Event Mechanism
Upon conducting and successfully registering in accordance with the hello Program T&C one (1) Eligible Transaction with a transaction amount of HK\$1,000 or more at Coucou Hotpot • Tea Break, a Member can redeem two (2) HK\$100 Coucou Hotpot • Tea Break e-Coupons* (the “ e-Coupon(s) ”), provided that such Eligible Transaction is conducted during the Promotion Period. Each Member is entitled to redeem a maximum of two (2) e-Coupons from the Event. * The e-Coupons can only be used at Coucou Hotpot • Tea Break (Gala Place Store) from Sundays to Thursdays and are applicable to A La Carte Menu items and for dine-in only. The e-Coupons cannot be used on set menus and in conjunction with other promotions. 1 e-Coupon can be used for each restaurant bill only.

- (i) In order to reach the transaction amount threshold, a Member can conduct only one (1) Eligible Transaction at Coucou Hotpot • Tea Break and upload through the Hang Lung Malls App one (1) sales receipt and corresponding electronic payment slip, provided that the Eligible Transaction is conducted during the Promotion Period.
- (ii) A total quota of 800 sets of e-Coupons (each set contains two (2) e-Coupons) to be redeemed under this Event apply and they are available for redemption on a first-come, first-served basis while stocks last.
- (iii) Under normal circumstances, all sales receipts and the corresponding electronic payment slips will be approved within fourteen (14) calendar days from the registration thereof. After such approval, two (2) e-Coupons will be issued and uploaded to a Member’s “My Wallet” section in the Hang Lung Malls App.

- (iv) To participate in this Event, all Eligible Transactions must be conducted at or after 00:00am on 4 May 2023 and at or before 11:59pm on 4 June 2023 and must be registered in accordance with the hello Program T&C (i.e. a Member must within seven (7) calendar days of the relevant transaction (inclusive of the day of the relevant transaction) register such Eligible Transaction)). For illustration purposes, if the Eligible Transaction is conducted on 4 May 2023, it must be registered at or before 11:59pm on 10 May 2023.
 - (v) The e-Coupons are valid for use until 14 July 2023 and will not be reissued after their expiry.
 - (vi) Terms and conditions apply to the e-Coupons. For details, please refer to such terms and conditions. The e-Coupons can only be used at Coucou Hotpot • Tea Break (Gala Place Store).
 - (vii) Eligible Transactions can also be conducted by Members with the benefits of other shopping privileges, including but not limited to those under "Birthday Bonus Point".
5. HLREAL may stamp all sales receipts and electronic payment slips which are presented in person at a Concierge Counter. All sales receipts and electronic payment slips which have been presented at a Concierge Counter (whether stamped or not) or uploaded through the Hang Lung Malls App for registering Registered Spending, earning hello Points and/or participating in the Event will not be accepted again for the same purpose.
 6. Split payment receipts will not be accepted. Payment receipts issued by the same merchant for the same goods and services cannot be split into more than one (1) sale receipts and/or electronic payment slip. Therefore, the transaction amount on the sales receipts and the corresponding electronic payment slips must be the same.
 7. If applicable to the Event, if an Eligible Transaction is paid by installments, only the transaction in respect of the first installment will entitle the Member to participate in the Event.
 8. If applicable to the Event, all coupons / certificates / vouchers (electronic, digital or otherwise) and Benefits to be granted or offered under the Event shall not be varied, returned, replaced, cancelled, transferred, resold, refunded or exchanged for cash or discount or other products.
 9. HLREAL reserves the absolute right to suspend, vary or cancel any benefits, discounts, offers, privileges, promotions, rewards, services and the like (collectively, the "**Benefits**") to be granted or offered under the Event at any time without any prior notice.
 10. HLREAL may record the Event for marketing and promotional purposes and any other purposes it deems fit. Photos, videos, audio-records and any other types of medium taken of customers/Members (whether they participate in the Event or not and whether edited and with or without other persons or not) (collectively, the "**Materials**") by or for and on behalf of HLREAL may be used, presented, published and disseminated in or through publications, newspapers, magazines, radio and television broadcasts, websites, mobile applications, emails, outdoor advertisements any other types of medium by HLREAL and/or third parties as authorized by HLREAL and may be transferred by HLREAL to any other third party it deems fit for the aforementioned purposes, without the payment of any remuneration, royalty payments or any fees to such customers/Members. HLREAL has the absolute right to use the Materials. All intellectual property rights and proprietary rights of the Materials shall at all times be wholly and absolutely owned by HLREAL and/or third parties as directed by HLREAL. Such customers/Members are deemed to agree, confirm, warrant and undertake that they shall wholly waive and forever abandon all rights to pursue and be estopped from pursuing any action, claim,

right, demand and set-off against HLREAL arising out of, or in connection with, the use of the Materials in accordance with this Section 10, whether in contract, tort, at common law, in equity, under statute or otherwise, in whatsoever jurisdiction.

11. Unless any Benefits are expressly and specifically stated to be supplied / provided / manufactured by HLREAL, the Benefits are not supplied / provided / manufactured by HLREAL. HLREAL does not in any way warrant the quality and condition of or any other matters in connection with such Benefits and shall not be held liable for the same. HLREAL shall not be held legally liable for any direct or indirect claims, demands, costs, charges, expenses, losses, damages and compensations arising out of or relating to such Benefits (including but not limited to the loss of Benefits due to the deletion of the Hang Lung Malls App, the termination of a Member's Membership, the change of contact details of a Member, the use of such Benefits by mistake, network or device failures or problems, technical errors or any other reason) and the Event.
12. HLREAL expressly welcomes its employees and staff members and its associated companies' employees and staff members (collectively, the "**Staff**" and together with the Staff's immediate family members, the "**Associated Persons**") and their respective immediate family members to join as Members and participate in the hello Program and the Event. HLREAL may at its sole and absolute discretion and at any time amend this Section 12 and deny the Associated Persons the right to join as Members and participate in the hello Program and the Event.
13. HLREAL may at its sole and absolute discretion determine a customer's/Member's eligibility to receive any Benefits.
14. HLREAL may at its sole and absolute discretion and at any time amend these Terms and Conditions or any aspect of the Event and/or withdraw or terminate the Event without prior notice.
15. In case of any dispute regarding the Event or these Terms and Conditions, HLREAL reserves the absolute right to make the final decision and the decision of HLREAL shall be final and conclusive.
16. By participating in the Event, customers/Members are deemed to have read, accepted and agreed to comply with these Terms and Conditions and accepted that HLREAL is entitled to the rights set out in such Terms and Conditions. In case of any breach of these Terms and Conditions, or HLREAL reasonably believes that dishonest or fraudulent conduct and/or acts have been committed by a customer/Member (including but not limited to using or abetting others to use inappropriate methods to affect, cause technical problems or disorder to, damage, interfere, interrupt or jeopardize the operation or any aspect of the Event or the hello Program), HLREAL has the sole and absolute discretion to immediately revoke the customer/Member's entitlement to any Benefits, demand and recover from any customer/Member the Benefits redeemed or equivalent value in cash, claim against the customer/Member for any damages and/or losses arising from or in connection with the above and pursue any legal action, without any prior notice.
17. Due to unforeseen circumstances, force majeure events and/or circumstances not under the control of HLREAL, including, without limitation, acts of God, earthquakes, fires, floods, wars, civil or military disturbances, acts of terrorism, sabotage, strikes, epidemics, riots, power failures and computer failure, HLREAL may at its sole and absolute discretion and at any time amend these Terms and Conditions or any aspect of the Event and/or withdraw or terminate the Event without prior notice. HLREAL accepts no liability for the aforementioned amendments, withdrawal and/or termination. Under such circumstances, in case of any dispute arising out of the Event or

these Terms and Conditions, HLREAL reserves the absolute right to make the final decision and the decision of HLREAL shall be final and conclusive.

- 18.** In case of discrepancies or inconsistencies between the English and Chinese versions of these Terms and Conditions, the English version shall prevail.

“湊湊火鍋·茶憩獨家優惠”推廣活動條款及細則

1. 是次推廣/兌換活動(下稱“活動”)乃根據 hello 恒隆商場獎賞計劃(下稱“hello 計劃”)發出並由恒隆地產代理有限公司(由其本身及代表恒隆物業有限公司)管理及運作的綜合會員計劃之活動。由恒隆房地產代理有限公司(本身以及代表恒隆地產有限公司)(下稱“恒隆”)經營,涵蓋範圍為「恒隆商場」指由恒隆經營且 hello 計劃涵蓋下的包括位於旺角登打士街 56 號家樂坊 B1 層 B03 號舖之湊湊火鍋·茶憩(下稱“湊湊火鍋·茶憩”)
2. 活動於 2023 年 5 月 4 日至 6 月 4 日(包括首尾兩天)期間(下稱“活動期間”)舉行。
3. 恒隆商場手機應用程式(“Hang Lung Malls App”)中或 <https://www.hanglungmalls.com/tnc> 上的恒隆商場獎賞計劃條款及細則同樣適用於本次活動,除非(i)恒隆商場獎賞計劃條款及細則之間存在任何差異或不一致,否則請予以保留;(ii)惟倘本條款及細則與恒隆商場獎賞計劃條款及細則有任何歧義,則以本條款及細則為準。除非另有定義,否則恒隆商場獎賞計劃條款及細則中定義的大寫字語在這些條款和條件中使用時具有相同的含義。

4. 活動詳情

獎賞詳情

活動期間,hello 會員以電子支付工具(並須符合恒隆商場獎賞計劃條款及細則)於湊湊火鍋·茶憩進行單筆電子消費淨額滿 HK\$1,000(下稱“合資格消費”),即可換領兩(2)張 HK\$100 湊湊火鍋·茶憩坊電子券*(下稱“電子券”)。

每位會員於活動期間最多可換領兩(2)張電子券。

* 電子券只適用於湊湊火鍋·茶憩(家樂坊店)堂食惠顧主菜單食品,及只可於星期日至星期四使用。電子券不適用於套餐,及不可與其他折扣優惠同時使用。每單交易最多可使用一張電子券。

- (i) 會員於活動期間,必須於湊湊火鍋·茶憩進行最多一(1)次合資格消費,並向客戶服務台出示及/或透過恒隆商場手機應用程式上傳最多一(1)份機印銷售收據及相應的電子簽賬存根,以達到所要求之交易金額門檻。
- (ii) 此活動可供換領之電子券名額為 800 份(每份包含兩(2)張電子券)。先到先得,換完即止。
- (iii) 在一般情況下,所有單據會於上傳至恒隆商場手機應用程式後 14 天內批核;成功批核後,兩(2)張電子券會發放到恒隆商場手機應用程式內的電子錢包。

- (iv) 合資格之消費交易必須於 2023 年 5 月 4 日 00:00 或之後及 2023 年 6 月 4 日 23:59 或之前進行，方可參與是此推廣活動。並須按照 hello 計劃「登記要求」登記合資格交易（即會員必須在相關交易的七（7）天內（包括相關交易之日）登記該合資格交易）。舉例說明，若合資格交易於 2023 年 5 月 4 日進行，則交易記錄必須於 2023 年 5 月 10 日 23:59 或之前登記。
 - (v) 電子券有效期至 2023 年 7 月 14 日，逾期無效，恕不補發。
 - (vi) 電子券受有關條款及細則約束，並只適用於湊湊火鍋·茶憩（家樂坊店）。詳情請參閱恒隆商場手機應用程式內之電子券使用條款及細則。
 - (vii) 已獲成功批核之消費單據可同時參與其他推廣活動包括但不限於「生日積分獎賞」等等。
5. 每套機印銷售收據及相應的電子簽賬存根只可用作登記換領一次及由賓客服務台蓋上印章以作識別。已於賓客服務台進行換領之單據（不論已蓋章與否）或已於 hello 恒隆商場獎賞計劃上傳之單據並登記 hello 積分之單據均不能重覆使用。
 6. 分拆的付款收據將不被接受。同一商戶為同一商品和服務簽發的付款收據不能分割成一張以上的銷售收據和/或電子付款單。因此，銷售收據上的交易金額和相應的電子付款單必須相同。
 7. 任何消費如由商戶提供分期付款，而消費總額達指定金額，該消費只可於消費當日領取及享受優惠。在支付每期分期付款時將不能用作換領、領取或享受優惠。
 8. 活動中換領的電子券或實體禮券 / 兌換券 / 優惠券均不可更改、退回、退換、退還、取消、轉讓、轉售或兌換現金、折扣或其他物品。
 9. 恒隆保留權利隨時暫停、更改或撤銷任何推廣/兌換活動中的的權益、折扣、優惠、特權、促銷、獎勵、服務等，恕不另行通知。
 10. 恒隆可拍攝部分活動情況，以作宣傳及推廣之用。相片及片段可用於報章、雜誌、電台、電視、網站、手機應用程式、電郵、戶外廣告等。顧客同意恒隆可於任何媒體平台使用、發佈、出版、散播本活動中包含顧客肖像的相片或影片，而不收取任何酬勞。任何是次活動之相片、影片、影像及記錄，恒隆均有絕對使用權。
 11. 恒隆並不是商戶提供或從其購買的禮品、產品或服務的供應商或生產商，恒隆對商戶提供或從其購買的禮品、產品或服務的質素及任何其他事宜概不作出任何保證，亦不會負上任何責任。在法律准許的情況下，恒隆將免除一切有關是次活動所構成之法律責任及賠償。
 12. 恒隆在此明確歡迎其員工、工作人員及其聯營公司員工及工作人員（統稱「員工」及員工

的直系親屬「關聯人士」) 以及其直系親屬參與本獎賞計劃和活動。恒隆有權隨時修改此條款 12 及限制關聯人士參與本獎賞計劃和活動。

13. 恒隆可全權酌情決定客戶/會員是否有資格獲得任何福利。
14. 恒隆保留權利隨時暫停、更改或撤銷任何推廣/兌換活動中的的權益、折扣、優惠、特權、促銷、獎勵、服務等，恕不另行通知。
15. 恒隆有權隨時修改本條款及細則條款及細則和/或撤回或終止此活動，恕不另行通知。如因活動或本條款及細則而產生任何爭議，恒隆將保留最終決定權。
16. 透過參與此活動，該會員被視為已閱讀、接受並同意遵守此條款及細則條款及細則，並接受恒隆地產代理有限公司享有該條款及細則中規定的權利。若違反本條款及細則條款及細則，或該會員有任何不誠實或欺詐的行為，恒隆地產代理有限公司擁有決定權可立即撤銷該會員使用本電子券的權利，有權要求從該會員取回與電子券同等價值之賠償，並採取任何法律行動，恕不另行通知。
17. 任何不可預見的情況、不可抗力事件和/或不受恒隆控制的情況，包括但不限於天災、地震、火災、洪水、戰爭、內亂或軍事動亂、恐怖主義行為、破壞、罷工、流行病、騷亂、電源故障和電腦故障，有權隨時修改本條款及細則和/或撤回或終止此電子券，恕不另行通知。恒隆對任何此類更改、撤銷和/或終止不承擔任何責任。
18. 本條款及細則的英文版本與中文版本在文義上如有任何差異或不符之處，一概以英文版本為準。