

## hello Members Exclusive Travel Rewards 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 which covers Fashion Walk which is situated at Great George Street, Paterson Street, Cleveland Street and Kingston Street, Causeway Bay, Hong Kong, Peak Galleria which is situated at 118 Peak Road, Victoria Peak, Hong Kong, Kornhill Plaza which is situated at 1-2 Kornhill Road , Quarry Bay, Hong Kong, Grand Plaza which is situated at 625 & 639 Nathan Road, Mongkok, Hong Kong, Hollywood Plaza which is situated at 610 Nathan Road, Mongkok, Hong Kong, Gala Place which is situated at 56 Dundas Street, Mongkok, Hong Kong, Amoy Plaza which is situated at 77 Ngau Tau Kok Road, Kowloon Bay, Hong Kong, Printing House which is situated at 6 Duddell Street, Central, Hong Kong, Baskerville House which is situated at 13 Duddell Street / 22 Ice House Street, Central, Hong Kong, Standard Chartered Bank Building which is situated at 4-4A Des Voeux Road Central, Central, Hong Kong and 1 Duddell Street which is situated at 1 Duddell Street, Central, Hong Kong (collectively, the “**Hang Lung Mall(s)**”).
2. The Event is held between March 16 to March 29, 2023 (both days inclusive) (the “**Promotion Period**”).
3. The terms and conditions (the “**hello Program T&C**”) of the hello Program, including but not limited to Sections 5 (*Eligible Transactions*), 6 (*Registering Registered Spending and Earning hello Points*) and 7 (*Documentary Proof*) of the hello Program T&C, 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](http://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**

<b>Event Mechanism</b>
<p>Upon conducting and successfully registering in accordance with the hello Program T&amp;C a single Eligible Transaction with a transaction amount of HK\$3,000 or more at the Hang Lung Malls, and by personally presenting a valid Travel Document (please refer to Section 4(ii) below for details) at the concierge counter located at Fashion Walk or Kornhill Plaza (the “<b>Concierge Counter(s)</b>”), a Member can redeem one (1) Airport Express Adult Round Trip Ticket Voucher (the “<b>Adult Round Trip Ticket Voucher(s)</b>”), provided that such Eligible Transaction is conducted during the Promotion Period.</p> <p>Each Member is entitled to redeem a maximum of one (1) Round Trip Ticket Voucher from the Event.</p> <p>A Member must personally present the valid Travel Document (please refer to Section 4(ii) below for details) at a Concierge Counter in order to redeem a Round Trip Ticket Voucher from the Event.</p>

- (i) In order to reach the transaction amount threshold, a Member can conduct at most one (1) Eligible Transaction and hence present at a Concierge Counter and/or upload through the Hang Lung Malls App at most one (1) sales receipt and corresponding electronic payment slip, provided that the Eligible Transaction is conducted at a Participating Merchant at a Hang Lung Mall during the Promotion Period.
- (ii) A physical or electronic flight ticket, boarding pass or flight itinerary that meets the following requirements constitute a valid Travel Document:
  - a) The place of departure must be Hong Kong
  - b) The destination must be places outside Hong Kong
  - c) The departure date must be within three (3) months from the date of redeeming the Round Trip Ticket Voucher
  - d) A valid flight number must be stated
  - e) The name of the passenger on the physical or electronic flight ticket, boarding pass or flight itinerary must be the same as the name of the Member registered under the Hello Program

HLREAL reserves the right to request from the Member any further documentary proof it deems necessary and may refuse to award the Round Trip Ticket Voucher to a Member at its sole and absolute discretion without any reason.

- (iii) A total quota of 400 Round Trip Ticket Vouchers (200 vouchers for Fashion Walk; 200 vouchers for Kornhill Plaza) to be redeemed under this Event apply and they are available for redemption on a first-come, first-served basis while stocks last.
- (iv) 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, one (1) e-redemption coupon for one (1) Round Trip Ticket Voucher will be issued and uploaded to a Member's "My Wallet" section in the Hang Lung Malls App. The e-redemption coupon is valid until April 5, 2023.
- (v) Members must personally present the e-redemption coupon referred to in Section 4(iv) above and a valid Travel Document at the Concierge Counter within the validity period of such e-redemption coupon to redeem a Round Trip Ticket Voucher. Members should refer to the instructions in the Hang Lung Malls App for the redemption procedure. The e-redemption coupon for the Round Trip Ticket Voucher will not be reissued after its expiry. The Concierge Counter at Fashion Walk is open from 10:00 to 23:00 on Mondays to Sundays (including public holidays) and the Concierge Counter at Kornhill Plaza is open from 10:00 to 22:00 on Mondays to Sundays (including public holidays).
- (vi) The Round Trip Ticket Voucher will be valid until December 31, 2023. Members are required to redeem the physical Airport Express Adult Round Trip Ticket by presenting the Round Trip Ticket Voucher at the Customer Service Center located at designated Airport Express Station (Tsing Yi Station, Kowloon Station, Hong Kong Station or Airport Station) within the validity period as stated above. Members should refer to the instructions on the Round Trip Ticket Voucher for the redemption procedure. The Round Trip Ticket Voucher will not be reissued after its expiry.
- (vii) Terms and conditions apply to the Round Trip Ticket Voucher and the Airport Express Round-trip Ticket. For details, please make enquiries with MTR Corporation Limited.
- (viii) 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. If applicable to the Event, split payment transactions (i.e., transactions with multiple payment receipts and/or electronic payment slips for the payment of the same goods, services or the like issued by the same merchant on the same day) shall be considered as one single transaction. 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) 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. Photos and videos may be used in newspapers, magazines, radio and television broadcasts, websites, mobile applications, emails and outdoor advertisements, etc. Customers/Members agree that HLREAL may use, present, publish or disseminate the photos or videos taken with the portraits of the customers/Members in any and all media, without any remuneration to such customers/Members. HLREAL has the absolute right to use any photos, films, videos and records of the Event.
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.

## hello 會員獨家旅遊賞活動條款及細則

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銅鑼灣記利佐治街/百德新街/加寧街/京士頓街的 Fashion Walk;位於山頂道 118 號的山頂廣場;位於鯉魚涌康山道 1-2 號的康怡廣場;位於旺角彌敦道 625 及 639 號的雅蘭中心;位於旺角彌敦道 610 號的荷李活商業中心;位於旺角登打士街 56 號的家樂坊;位於九龍灣牛頭角道 77 號的淘大商場;位於中環都爹利街 6 號的印刷行;位於中環都爹利街 13 號 / 雪廠街 22 號的樂成行;位於中環德輔道中 4-4A 號的渣打銀行大廈,以及位於中環都爹利街 1 號的都爹利街 1 號(統稱:恒隆商場)。
2. 活動於 2023 年 3 月 16 日至 3 月 29 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,包括但不限於第 5 項(合資格交易)、第 6 項(為登記消費及賺取 hello 積分)及第 7 項(文件證明),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 會員於恒隆商場以電子支付工具(並須符合恒隆商場獎賞計劃條款及細則)消費,並憑最多一(1)筆消費淨額滿 HK\$3,000(下稱“合資格消費”),及親身到位於 Fashion Walk 或康怡廣場之賓客服務台(下稱“賓客服務台”)出示有效旅遊預訂憑證(詳情請參閱 4(ii)部分),即可換領機場快綫成人來回票換領券(下稱“成人來回票換領券”)乙張。

每位會員於活動期間只可換領成人來回票換領券一(1)次。

會員必須親身前往賓客服務台出示有效旅遊預訂憑證(詳情請參閱 4(ii)部分),以換領成人來回票換領券乙張。

- (i) 會員於活動期間，可於恒隆商場之參與商戶進行最多一（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) 出示之實體或電子機票、登機證或航班行程必須符合以下條件以作有效旅遊預訂憑證
  - a) 出發地必須為“香港”
  - b) 目的地必須為“香港以外”
  - c) 出發日期為會員換領成人來回票換領券當天起計三（3）個月內
  - d) 必須印有航班編號
  - e) 實體或電子機票、登機證或航班行程證上之乘客姓名必須與 hello 計劃上登記之會員姓名一致

如有需要 HLREAL 保留向會員要求提供進一步的證明文件的權利並有權拒絕提供成人來回票換領券而無需提供任何理由。
- (iii) 成人來回票換領券名額合共 400 個（Fashion Walk 名額 200 個；康怡廣場名額 200 個）可供此活動換領。先到先得，換完即止。
- (iv) 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十四（14）天內批核；成功批核後，一（1）張電子換領券會發放到恒隆商場手機應用程式內的電子錢包以換領一（1）張成人來回票換領券。電子換領券有效期至 2023 年 4 月 5 日。
- (v) 會員須於上述 4(iv)部分中提及之電子換領券有效期內帶同電子換領券及有效旅遊預訂憑證親身到賓客服務台換領成人來回票換領券，換領詳情請參閱電子換領券上的指示。電子換領券領券逾期無效，恕不補發。位於 Fashion Walk 之賓客服務台服務時間為星期一至日（包括公眾假期）早上 10 時至晚上 11 時，位於康怡廣場之賓客服務台服務時間為星期一至日（包括公眾假期）早上 10 時至晚上 10 時。
- (vi) 成人來回票換領券有效期為 2023 年 12 月 31 日。會員須於成人來回票換領券有效期內到指定機場快綫站（青衣站、九龍站、香港站或機場站）客務中心換領實體機場快綫來回車票乙張。成人來回票換領券逾期無效，恕不補發。換領詳情請參閱成人來回票換領券上的指示。
- (vii) 成人來回票換領券及機場快綫來回車票受條款及細則約束，詳情請向香港鐵路有限公司查詢。
- (viii) 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. 恒隆保留權利隨時修改本條款及細則或此活動任何部分及/或撤回或終止此活動，恕不另行通知。
15. 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。