

hello Travelers Double Rewards! (also named as hello Travelers Rewards! for Fashion Walk) – 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 Fashion Walk which is situated at Great George Street, Paterson Street, Food Street and Kingston Street, Causeway 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 and Gala Place which is situated at 56 Dundas Street, Mongkok, Hong Kong (collectively, the “**Hang Lung Mall(s)**”).
2. The Event is held during the period from 1 May 2023 to 31 July 2023 (both days inclusive) (the “**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:
 - a) The Event comprises two rewards: Reward 1 (the “**Reward 1**”) and Reward 2 (only for Grand Plaza, Hollywood Plaza and Gala Place)(the “**Reward 2**”).
 - b) **Reward 1:** A Member may redeem Reward 1 by personally presenting the required document indicated at Section 4c) below at the concierge counter located in Fashion Walk or Grand Plaza (the “**Concierge Counter**”). Reward 1 comprises two (2) “Hang Lung Conditional e-Coupons” (the “**e-Coupon(s)**”) (each has a face value of HK\$100 and a minimum spending of HK\$500 for each transaction applies in order for a Member to use one (1) e-Coupon) that can be used at selected merchants at Fashion Walk, Grand Plaza, Gala Place and Hollywood Plaza only. The list of selected merchants which such e-Coupons can be used at, and the terms and conditions of such e-Coupons shall be subject to change from time to time without prior notice. Please refer to the terms and conditions of the e-Coupons.
 - c) Each Member can redeem Reward 1 by presenting any one (1) of the documents below at the Concierge Counter during the Period, provided that such Member arrives at Hong Kong from aboard on a day which is within seven (7) days before the date on which such redemption is made:
 - i. Non-Hong Kong passports / proof of identity documents (provided by tourists)
 - ii. Flight ticket / itinerary with “Hong Kong” as the destination
 - iii. Train ticket with “Hong Kong” as the destination
 - iv. Octopus Card expense record showing a MTR single journey train fare of HK\$39 or more
 - v. Macau to Hong Kong ferry ticket / itinerary

HLREAL reserves the right to request from the Member any further documentary proof it deems

necessary and may refuse to award a Reward to a Member at its sole and absolute discretion without any reason.

- d) The Reward 1 e-Coupons are valid for 7 days from the day on which they are redeemed and will not be reissued if expired.
- e) **Reward 2:** On every Saturday and Sunday within the Period (i.e. 6-7/ 13-14/ 20-21/ 27-28 May 2023, 3-4/ 10-11/ 17-18/ 24-25 June 2023 and 1-2/ 8-9/ 15-16/ 22-23/ 29-30 July, 2023), if a Member on the same day conducts and successfully registers in accordance with the hello Program T&C at least one (1) but a maximum of two (two) Eligible Transaction(s) with an aggregate transaction amount stated below whereby at least one (1) Reward 1 e-Coupon which has been successfully redeemed is used at a selected merchant at Grand Plaza, Hollywood Plaza or Gala Place, such Member can personally redeem the corresponding reward stated below at the gift redemption counter located at the Grand Plaza concierge counter (redemption time: 13:00-19:00), provided that the Eligible Transaction(s), the registration thereof and the redemption procedures are all conducted within the same day.

Accumulated Transaction Amount	Reward
HK\$5,000 – HK\$9,999	Foldable Travel Kettle/ Cutlery Set/ Limited Clutch Bag (choose either one, random colour)
HK\$10,000 – HK\$49,999	One set of Imperial Patisserie’s ‘Hong Kong Story Series - Original Eggrolls Delight Gift Set’ and Portable Swing Desk Fan
HK\$50,000 or above	LALIQUE Champagne Glass Set or Chow Tai Fook 925 Silver Diamond Necklace (choose either one)

- f) Reward 2’s designated rewards are non-cumulative, members reaching the above accumulated transaction amount range can only redeem one of the corresponding rewards.
- g) Reward 2 cannot be returned or replaced. HLREAL will not be responsible for Reward 2’s safety and quality.
- h) The actual gift under Reward 1 and Reward 2 may be changed by HLREAL any time without prior notice at its sole and absolute discretion. Please make enquiries at the Concierge Counter or gift redemption counter referred to in Section 4e) beforehand. No exchange and refund are permitted after Reward 1 and Reward 2 have been redeemed.
- i) Each Member is entitled to redeem each of Reward 1 and Reward 2 once only during each redemption period as described in the schedule below:

<u>Redemption Periods</u>
Reward 1: 1-31 May 2023 Reward 2: 6-7/ 13-14/ 20-21/ 27-28 May 2023
Reward 1: 1-30 June 2023 Reward 2: 3-4/ 10-11/ 17-18/ 24-25 June 2023
Reward 1: 1-16 July 2023 Reward 2: 1-2/ 8-9/ 15-16/ 22-23/ 29-30 July, 2023

- j) A total quota of 4,000 e-Coupons, 53 Foldable Travel Kettles, 61 Cutlery Sets, 43 Limited Clutch Bags, 70 sets of 'Hong Kong Story Series - Original Eggrolls Delight Gift Set (12pcs)' and Portable Swing Desk Fan, 27 LALIQUE Champagne Glasses sets and 32 Chow Tai Fook 925 Silver Diamond Necklaces apply and they are available for redemption on a first-come, first-served basis while stocks last, and the grant or offer of the reward may be terminated accordingly without prior notice.
5. Separate terms and conditions prescribed by HLREAL and/or the selected merchants at Fashion Walk, Grand Plaza, Gala Place and Hollywood Plaza may apply to the e-Coupons. For details, please refer to such terms and conditions.
 6. The e-Coupons cannot be used or enjoyed in conjunction with any other promotional programs, offers, discounts, coupons, benefits, privileges and the like organized and operated under and part of the Hello Program, save that the e-Coupons can be used in conjunction with the "Hang Lung E-shopping Coupons". Terms and conditions on the use of such "Hang Lung E-shopping Coupons" apply separately. For details, please refer to such terms and conditions.
 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 / gifts/ 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 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. All staff members of any selected merchant at Fashion Walk, Grand Plaza, Gala Place and Hollywood Plaza which the e-Coupons can be used at may not participate in the Event.
15. 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.
16. 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.
17. 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.
18. 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.
19. In case of discrepancies or inconsistencies between the English and Chinese versions of these Terms and Conditions, the English version shall prevail.

「hello 旅客消費 2 重賞!」(於 Fashion Walk 又名「hello 旅客消費賞!」)條款及細則:

1. 是次“hello 恒隆商場獎賞計畫”推廣/兌換活動(下稱“活動”)是根據恒隆商場獎賞計畫乃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畫之活動。由恒隆房地產代理有限公司(“HLREAL”)本身以及代表恒隆地產有限公司)經營,其涵蓋範圍包括「恒隆商場」指由恒隆經營且 hello 恒隆商場獎賞計畫涵蓋的若干商場,若干商場,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以及位於旺角旺角登打士街 56 號的家樂坊(統稱:恒隆商場)。恒隆有權隨時更改適用商場名單而毋須事前通知。
2. 推廣活動在 2023 年 5 月 1 日至 7 月 31 日(包括首尾兩天)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畫條款及細則同樣適用於本次活動,除非(i)恒隆商場獎賞計畫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畫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,否則當恒隆商場獎賞計畫條款及細則中定義的術語被使用在此條款及細則時具有相同含義。
4. 活動詳情:
 - a) 本活動由兩個獎賞組成:第一賞(‘第一賞’)及第二賞(僅限雅蘭中心,荷李活商業中心及家樂坊)(‘第二賞’)
 - b) 第一賞:hello 會員可到位於 Fashion Walk 或 雅蘭中心賓客服務台出示以下 4c) 指定證明文件後換領第一賞,第一賞包括 2 張恒隆電子優惠券(每張面值 HK\$100,每次於 Fashion Walk/雅蘭中心/荷李活商業中心/家樂坊指定商戶消費滿 HK\$500 可使用 1 張),電子優惠券內容、參與活動的指定供應商名單及該電子優惠券的使用條款及細則會不定時進行更新而不會另行通知,請以最終領取到的電子優惠券內容為準。
 - c) 每位會員需於 Fashion Walk 或 雅蘭中心賓客服務台出示以下任何一項文件,而該證明文件的日期需為會員領取獎勵當天或 7 天內:
 - i. 持有有效非香港護照/其他身份證明文件(由旅客提供)
 - ii. 目的地為“香港”的電子機票或登機證
 - iii. 目的地為“香港”的高鐵或火車車票
 - iv. 於八達通消費記錄中單筆港鐵車費相等或大於 HK\$39
 - v. 澳門至香港的船票或電子證明如有需要 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獎賞而無需提供任何理由。
 - d) 第一賞之恒隆電子優惠券有效期為發出日期起 7 日,逾期無效,恕不補發。

- e) 第二賞：於活動期間逢星期六、日(2023年5月6-7/ 13-14/ 20-21/ 27-28 日；2023年6月3-4/ 10-11/ 17-18/ 24-25日及2023年7月1-2/ 8-9/ 15-16/ 22-23/ 29-30日)，會員成功兌換並於雅蘭中心/ 荷李活商業中心/ 家樂坊使用第一賞之最少一張恒隆電子優惠券，累積電子消費滿以下金額並根據hello 恒隆商場獎賞計畫條款及細則要求完成單據上傳(最多2張即日收據)，即可於消費當日親自到雅蘭中心賓客服務台的hello 禮品兌換處兌換下方對應獎賞一份(換領時間：13:00-19:00)。

累積電子消費金額	獎賞
HK\$5,000 – HK\$9,999	摺疊式旅行電水煲/ 環保餐具套裝/ ‘型聚旺角’ 限量手提包乙份(任選其一, 顏色隨機)
HK\$10,000 – HK\$49,999	皇玥‘香港故事系列 — 原味蛋卷精裝禮盒’ 及便攜搖頭小風扇乙份
HK\$50,000 或以上	LALIQUE 香檳杯套裝 或 周大福 925 銀鑲鑽石項鏈乙份 (任選其一)

- f) 第二賞之指定獎賞並非累積獲贈，如會員消費達到上述指定電子消費金額範圍後只能獲得上述相對應獎賞一份。
- g) 第二賞之禮品一經送出，恕不退换。HKREAL 概不負責換領禮品之安全性及品質。
- h) 第一、二賞之實際獎賞將因應HKREAL實際情況而作出不定時修改、更換而不會進行預先通知，所有獎賞以最終收到之內容為準，請於換領於Fashion Walk 或 雅蘭中心賓客服務台或 4e) 指定hello 禮品兌換處查詢詳情。第一、二賞一經換領不設退换。
- i) 每位合資格hello 會員根據以下每周期可換領第一、二賞各一次：

換領周期
第一賞：2023 年 5 月 01 日至 31 日 第二賞：2023 年 5 月 6-7/ 13-14/ 20-21/ 27-28 日
第一賞：2023 年 6 月 01 日至 30 日 第二賞：2023 年 6 月 3-4/ 10-11/ 17-18/ 24-25 日
第一賞：2023 年 7 月 01 日至 16 日 第二賞：2023 年 7 月 1-2/ 8-9/ 15-16/ 22-23/ 29-30 日

- j) 活動派發之恒隆電子優惠券名額為4,000張(第一賞)，摺疊式旅行電水煲53份、環保餐具套裝61份、‘型聚旺角’ 限量手提包43份、‘香港故事系列 — 原味蛋卷精裝禮盒’及便攜搖頭小風扇 70份、LALIQUE 香檳杯套裝27套、周大福925 銀鑲鑽石項鏈32份(第二賞)，先到先得，換完即止。換罄後活動可即時終止而不會另行通知。

5. 由 HLREAL 及/或 電子優惠券指定商戶所規定的條款及細則適用於各電子優惠券。詳情請參閱電子優惠券內的條款及細則。

6. 電子優惠券不能與 hello 會員計畫下的任何其他促銷計畫、優惠、折扣、優惠券、福利、特權等一起使用，但可與「恒隆電子購物禮券」同時使用。使用「恒隆電子購物禮券」的條款及細則另行適用。詳情請參閱恒隆電子購物禮券的條款及細則。
7. 如適用於本活動，如果合格交易是分期付款的，則只有與第一期付款有關的交易才能參加活動。
8. 活動中換領的電子或實體禮券 / 兌換券 / 優惠券均不可更改、退回、退換、取消、轉讓、轉售、退還或兌換現金、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、電臺、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臺使用、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。(包括但不限於刪除恒隆商場App、終止會籍、更改會員資料、錯誤使用該禮品、網絡或機器原因故障、技術原因等導致的損失。)
12. 恒隆歡迎其職工及其聯營公司職工(統稱「職工」及職工的直系親屬「關聯人士」)成為會員並參與活動。HLREAL 可自行決定隨時修改第 12 條，並拒絕關聯人士成為會員並參與計劃和活動的權利。
13. HLREAL 可全權酌情決定客戶/會員是否有資格獲得任何利益。
14. 為避免任何利益衝突，任何參與活動之指定商戶及接受電子優惠券之商戶的職工不得參與此活動。
15. 恒隆有權按恒隆可能不時認為合適的有關條款及細則全權酌情轉讓、分派、收費、分包或以其他方式處置其在本條款及細則以及恒隆計畫下的任何權利或義務，而無需事先通知。
16. 解釋本條款及細則的權利歸屬於恒隆。倘有任何有關hello訪港旅客特別賞爭議，恒隆的決定應為最終結果且對有關各方具有約束力。
17. 凡參加本活動及使用恒隆商場手機應用程式(“Hang Lung Malls App”)即表示已閱讀並同意/接受由恒隆房地產代理有限公司(“HLREAL”)(同時以及代表恒隆房地產有限公司)造成的條款及細則約束。倘有關累計消費登記有誤或錯誤或因失實、不實或欺詐行為及/或行動而登記，

或計入該會員帳戶的有關hello積分登記有誤或錯誤或因失實、不實或欺詐行為及/或行動而登記，或倘該合資格交易已遭退款、撤回或取消，則恒隆有權取消或扣除任何會員的累計消費或任何會員的hello積分。

18. 基於不可預見的情況，不可抗力事件及/或非恒隆所控制的情況，包括但不限於上帝的行為、地震、火災、水災、戰爭、內亂或軍事騷擾、恐怖主義行為、破壞行為、罷工、瘟疫、暴動、電源故障和電腦故障，恒隆可行使其絕對酌情權不作任何通知於任何時候修改本條款及細則及活動的任何方面及/或取消或終止活動。恒隆對任何此類修改，取消及/或終止不承擔任何責任。在這種情況下，如有任何就活動或本條款及細則的爭議，恒隆所作的決定為最終及有約束力，並不可推翻。
19. 如本條款及細則之中、英文版本有任何歧異，一概以英文版本為準。