

## “Visit Exhibitions with hello – Premium Pet Supplies Expo 2024” Program 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, 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 during the period from April 23, 2024 to May 12, 2024 (both days inclusive).
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**”), the “香港 hello 恒隆商場獎賞計劃 WeChat Mini Program” (the “**hello WeChat Mini Program**”) 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 the hello Program T&C and these Terms and Conditions, the latter 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

#### Part A: Receive complimentary ticket redemption pass(es) upon spending

Distribution Period: April 23, 2024 to May 5, 2024 (both days inclusive) (the “**Distribution Period**”)

Upon conducting and successfully registering in accordance with the hello Program T&C one (1) Eligible Transaction at a Participating Merchant located at any Hang Lung Mall with a net transaction amount of HK\$100 or more, a Member can receive one (1) Premium Pet Supplies Expo 2024 complimentary ticket redemption pass, provided that such Eligible Transaction is conducted through an eligible electronic payment method and during the Distribution Period.

Each Member is entitled to receive a maximum of two (2) Premium Pet Supplies Expo 2024 complimentary ticket redemption passes only from the Event.

Part B: Redeem complimentary ticket redemption pass(es) with hello Points

Redemption Period: April 23, 2024 to May 12, 2024 (both days inclusive) (the “**Redemption Period**”)

A member can redeem one (1) Premium Pet Supplies Expo 2024 complimentary ticket redemption pass from the “Point Rewards” section in the Hang Lung Malls App or the hello WeChat Mini Program by using 200 hello Points, provided that such redemption is conducted during the Redemption Period.

- (i) A Member is required to personally present the Premium Pet Supplies Expo 2024 complimentary ticket redemption pass at the entrance to the exhibition which will be held on 3/F, Hong Kong Convention and Exhibition Centre, Wan Chai, to redeem a physical complimentary exhibition ticket, which provides access to the exhibition. Each complimentary ticket redemption pass can redeem one (1) physical complimentary exhibition ticket.
- (ii) To participate in Part A of this Event, all Eligible Transactions must be conducted at or after 00:00am on April 23, 2024 and at or before 11:59pm on May 5, 2024 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). After the successful registration and approval of the sales receipt and the corresponding electronic payment slip, the Premium Pet Supplies Expo 2024 complimentary ticket redemption pass will be issued and uploaded to a Member’s “My Wallet” section in the Hang Lung Malls App or the hello WeChat Mini Program
- (iii) For Part B of this Event, the corresponding hello Points will be deducted instantly from the Member's hello Points balance upon the redemption of a Premium Pet Supplies Expo 2024 complimentary ticket redemption pass and such redemption cannot be withdrawn or cancelled. There shall be no refund of hello Points. Redemption requests will be rejected if the Member’s hello Points balance is insufficient.
- (iv) The Premium Pet Supplies Expo 2024 is held during the period from May 10, 2024 to May 12, 2024 (both days inclusive) (the “**Exhibition Period**”). The complimentary ticket redemption passes can redeem the physical tickets which entitle the holder to attend during the Exhibition Period only and will not be reissued if not used for redemption.

- (v) Terms and conditions apply to the Premium Pet Supplies Expo 2024 complimentary ticket redemption passes and the corresponding physical tickets. For details, please refer to such terms and conditions.
  - (vi) Eligible Transactions can also be conducted by Members with the benefit of other shopping privileges, including but not limited to those under “Free Parking offer” and “Birthday Bonus Point”.
5. If applicable to the Event, HLREAL may stamp all sales receipts, electronic payment slips and other documents which are presented in person. All sales receipts, electronic payment slips and other documents which have been presented in person (whether stamped or not) or uploaded through the Hang Lung Malls App or the hello WeChat Mini Program for registering Registered Spending, earning hello Points and/or participating in the Event will not be accepted again for the same purpose, unless otherwise stated.
  6. If applicable to the Event, 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 receipt 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 / rewards (electronic, digital or otherwise) / rewards 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 or the hello WeChat Mini Program, 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 帶你睇展覽 – 優質寵物用品展 2024」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,其涵蓋範圍包括「恒隆商場」指由恒隆經營且 hello 計劃涵蓋的若干商場,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; 位於太平山山頂道 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”)。恒隆有權隨時更改適用商場名單而毋須事前通知。
2. 「hello 帶你睇展覽 – 優質寵物用品展 2024」推廣活動於 2024 年 4 月 23 日至 2024 年 5 月 12 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、“香港 hello 恒隆商場獎賞計劃”微信小程序(“香港恒隆微信小程序”)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;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,否則當恒隆商場獎賞計劃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**

### 活動機制

#### (甲部) 消費獲贈免費換票証

派發期: 2024 年 4 月 23 日至 2024 年 5 月 5 日(包括首尾兩天)(下稱“派發期”)

派發期內,hello 會員以合資格之電子支付於任何恒隆商場內之 hello 計劃參與商戶單一淨消費滿 HK\$100 或以上,並根據 hello 計劃條款及細則登記一項合資格交易(該交易必須於派發期內以合資格之電子支付方式進行),即可獲贈優質寵物用品展 2024 免費換票証一張。

每位會員於整個派發期間最多只可獲贈兩張優質寵物用品展 2024 免費換票証。

#### (乙部) 以 hello 積分換領免費換票証

換領期: 2024 年 4 月 23 日至 2024 年 5 月 12 日(包括首尾兩天)(下稱“換領期”)

換領期內,hello 會員可於恒隆商場手機應用程式或香港恒隆微信小程序中「獎賞」頁

面內換領優質寵物用品展 2024 免費換票証(該換領必須於換領期內進行)·每 200 hello 積分可換領優質寵物用品展 2024 免費換票証一張。

- (i) 會員須親臨設於灣仔香港會議展覽中心三樓之優質寵物用品展 2024 入口出示相應免費換票証，方可換領免費入場券以免費進場參觀展覽。每張免費換票証可換領免費入場券一張。
  - (ii) 如參加本活動甲部，合資格之消費交易必須於 2024 年 4 月 23 日 00:00 後至 2024 年 5 月 5 日 23:59 前進行，方可參與是此推廣活動。並須按照 hello 計劃條款及細則登記合資格交易(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)。所有銷售收據及相應的電子簽賬存根成功上傳及獲批核後，有關獎賞(優質寵物用品展 2024 免費換票証)將會自動存入會員帳戶「我的錢包」內。
  - (iii) 如參加本活動乙部，換領優質寵物用品展 2024 免費換票証的申請一經確認，系統會即時從會員賬戶扣取相關積分，有關申請不可更改或取消，有關積分亦不會退還。若積分不足，換領申請將會自動取消。
  - (iv) 優質寵物用品展 2024 於 2024 年 5 月 10 日至 2024 年 5 月 12 日 (包括首尾兩天) 舉辦。會員只可於展覽舉辦期間以相應換票証換領相應入場券以免費進入展覽，逾期無效，恕不補發。
  - (v) 優質寵物用品展 2024 免費換票証及其相應免費入場券受有關條款及細則約束。
  - (vi) 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泊車優惠及「生日積分獎賞」等等。
5. 每套機印銷售收據、其相應的電子簽賬存根及其他文件 (如適用於是次活動) 只可用作登記換領一次及可能會被蓋上印章以作識別。已於賓客服務台進行換領之單據、其相應的電子簽賬存根及其他文件 (不論已蓋章與否) 或已於 hello 恒隆商場獎賞計劃或香港恒隆微信小程序上傳之單據並登記 hello 積分之單據均不能重覆使用 (除非另有定義)。
  6. 分拆的付款收據 (如適用於是次活動) 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 / 獎賞均不可更改、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. 恒隆可因應活動推廣用途及其認為合適的其他目的記錄活動。由恒隆或由恒隆授權第三

方代表恒隆在出版刊物、報章、雜誌、電台、電視、網站、手機應用程式、電郵、戶外廣告或於任何媒體平台使用、發佈、出版、散播，恒隆亦可將是次活動之相片、影片、影像及記錄分享給其認為適合上述目的第三方使用，而無需向顧客 / 會員支付任何報酬、肖像使用費或任何其他費用。恒隆擁有是次活動之相片、影片、影像及記錄的絕對使用權。是次活動之相片、影片、影像及記錄的所有知識產權和其他相關權利由恒隆和 / 或恒隆授權的第三方完全和絕對擁有。顧客 / 會員參與此活動會被視為同意、確認、保證並承諾他們將完全放棄並永久放棄追究和被阻止追究因恒隆引起的任何訴訟、索賠、權利、要求和抵消的所有權利，或與根據本第 10 節內文提及的活動之相片、影片、影像及記錄使用有關，無論是在合同、侵權、普通法、衡平法、成文法或其他方面的任何司法管轄法則。

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。(包括但不限於會員若因刪除恒隆商場手機應用程式或香港恒隆微信小程序、會員會籍終止、更改會員聯繫方式、錯誤使用優惠、任何因網絡、電話或技術失誤或問題或任何其他原因)
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. 恒隆可自行決定客人 / 會員是否合乎資格獲得獎賞。
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，或恒隆有理由相信客人 / 會員有任何不誠實或欺詐的行為 (包括但不限於使用或教唆他人使用不正當或欺詐方法干擾本獎賞計劃和活動的運作，造成活動任何部份受到干擾、技術難題或故障，或任何危害、破壞或影響本活動的舉辦、誠信、公平或順利進行或偵察到任何不正常的數據傳送)，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禮券同等價值之賠償，並保留追究權利向客戶 / 會員索取任何因上述情況而產生的損失及採取任何法律行動，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。