

## **"hello New Year!" 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 January 2, 2024 to February 29, 2024 (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**"), the "香港 hello 恒隆商場獎賞計畫 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 (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. **Electronic Payment:** Transactions (the "**Eligible Transaction(s)**") conducted between members (the "**Member(s)**", and "**Membership(s)**" shall be construed accordingly) of the hello Program and the selected merchants (the "**Selected Merchant(s)**") of the Hang Lung Malls the spending amount (the "**Registered Spending**") of which qualify for registration and accumulation under the hello Program, entitle a Member to earn "hello points (hello 積分)" (the "**hello points**"), the credit points granted to Members by HLREAL under the hello Program and/or entitle a Member to redeem the benefits under this Event (for further details, please refer to Section 9 below), must be conducted through eligible electronic payments, which are limited to credit cards, Electronic Payment Services (EPS), debit cards, Apple Pay, Google Pay, Samsung Pay, UnionPay Quick Pass, WeChat Pay, Alipay, Octopus, Octopus O!ePay, PayMe, Tap & Go, TNG Wallet, BoC Pay and any other electronic payment methods stated to be eligible from time to time by HLREAL in the Hang Lung Malls App and the hello WeChat Mini Program. For the avoidance of doubt, any transactions conducted through payment methods not stated to be eligible under this Section 4 are not Eligible Transactions.
5. **Eligible Transactions:** Unless otherwise specified, Eligible Transactions shall exclude (i) a single transaction with a net transaction amount (net transaction amount takes into account the actual amount paid by the Member himself and excludes any amount (a) paid by coupons, certificates, vouchers, cash dollars, hello dollars (as defined in Section 8 below) and the like (electronic or otherwise and whether or not issued by HLREAL and/or its associated companies); (b) that is deducted through discounts, discount codes, promotional codes and the like; and (c) that is not

incurred by the Member himself) of under HK\$100.00; (ii) a transaction paid by cash (in full or partially); (iii) a transaction conducted through a mobile application (app) not included in Section 4 above (including but not limited to a third party mobile application (app) used exclusively for conducting transactions at a particular Selected Merchant); (iv) a transaction not conducted with a Selected Merchant or at a Hang Lung Mall; (v) a transaction whereby a sales voucher, sales receipt or electronic payment slip is issued but which does not state the name of the merchant, transaction date, transaction amount, invoice number, payment method, partial credit card numbers (applicable to payments made by credit cards only) or any other information required by HLREAL from time to time; (vi) charity donations; (vii) payment of parking fees; (viii) deposit or partial payments for (among others) goods and services; (ix) a dine-in transaction conducted at a Selected Merchant engaged in the food and beverage business (including but not limited to restaurants) whereby the number of dine-in guests exceed 36; (x) payment of tips (at a Selected Merchant engaged in the food and beverage business or otherwise); (xi) a transaction conducted through a third party mobile application (app) for food and beverage takeaway services; (xii) a transaction which is subsequently cancelled, refunded or withdrawn; (xiii) a transaction conducted at / with / for / through travel agencies and cross-border bus services providers, property agencies, elderly homes and medical or dental clinics / service providers (as HLREAL may from time to time specify that certain transactions conducted at certain medical or dental clinics / service providers are eligible, please refer to the Hang Lung Malls App or the hello WeChat Mini Program for details and the most updated list of Selected Merchants), carwash and car care services, automotive products and related services, parking tickets, kiosks, exhibition venues, temporary exhibition booths / pop-up stores (as HLREAL may from time to time specify that certain transactions conducted at certain temporary exhibition booths / pop-up stores are eligible, please refer to the Hang Lung Malls App or the hello WeChat Mini Program for details and the most updated list of Selected Merchants), tenants in office buildings, banking services, the payment of insurance premiums, money exchange centers, the payment of tuition / membership / any other monthly fees, the purchase of any kind of memberships and/or treatment packages from (including but not limited to) gyms, fitness centres and beauty parlours (as defined under the Prevention and Control of Disease (Requirements and Directions) (Business and Premises) Regulation (Cap. 599F of the Laws of Hong Kong)), the purchase or topping-up of Octopus cards, value-added or payment services, mail, fax, email or phone orders, online transactions (except the online purchase of movie tickets), bill payments (including but not limited to payments to utility companies, the Government, statutory organizations and educational institutions), the payment of telecommunication fees or the purchase of phone cards, the purchase of tickets (e.g. show / event / concert / exhibition tickets), trade-in transactions or product redemptions, credit notes, deposit notes, credit vouchers or payments on account, the purchase of (electronic or otherwise and whether or not issued by HLREAL and/or its associated companies) shopping vouchers, gift vouchers, any other types of vouchers, cash coupons, tokens, gift cards, gift certificates, membership cards, bonus point cards, discount cards, value-added cards, shoe coupons, soup coupons, drink coupons, food coupons, any other types of coupons, cake cards (including Chinese bridal cake cards) and wedding coupons / vouchers, cash rebate programs operated by any Selected Merchant, the purchase of gold grains, bars and deposits at gold saving clubs; (xiv) 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; (xv) certain transactions conducted at promotional events held at Hang Lung Malls (if such transactions cannot contribute to a Member's Registered Spending, entitle a Member to earn hello points and/or entitle a Member to redeem the benefits under this Event (for further details, please refer to Section 9 below), such may be stated in the announcements for such

promotional events); and (xvi) any other transactions (whether between a Member and a Selected Merchant or not) as specified by HLREAL from time to time without prior notice at its sole and absolute discretion.

6. **Registration Requirements:** To register Registered Spending, earn hello points and/or entitle a Member to redeem the benefits under this Event (for further details, please refer to Section 9 below), a Member must within seven (7) calendar days of the relevant transaction (inclusive of the day of the relevant transaction) register such Eligible Transaction by personally doing so at a concierge counter located at Fashion Walk or Peak Galleria (the “**Concierge Counter(s)**”) or through the Hang Lung Malls App or the hello WeChat Mini Program. To register an Eligible Transaction at a Concierge Counter, the Member must personally present the electronic membership card issued to him under the hello Program (subject to other verification requirements as outlined in the hello Program T&C) and other documentary proof as specified in Section 7 below and provide any other true, complete and accurate information regarding the Eligible Transaction as requested at the Concierge Counter. To register an Eligible Transaction through the Hang Lung Malls App or the hello WeChat Mini Program, the Member must provide true, complete and accurate information regarding the Eligible Transaction as requested in the Hang Lung Malls App or the hello WeChat Mini Program, including (among others) the name of the Selected Merchant, transaction date, net transaction amount, payment method and upload clear images of the original and entire machine-printed sales receipt issued by the Selected Merchant and the corresponding electronic payment slip (if for whatever reason machine-printed sales receipts and/or electronic payment slips are not available and such are issued digitally, a screenshot or photo of the sales receipt and/or electronic payment slip will be accepted (provided it is clear)) through the Hang Lung Malls App or the hello WeChat Mini Program. Other registration requirements outlined in the hello Program T&C apply.
7. **Originals Only:** Unless otherwise specified, HLREAL will only accept original and not reprinted, handwritten or photocopied sales receipts and electronic payment slips (if for whatever reason, machine-printed sales receipts and/or electronic payment slips are not available and such are issued digitally, a screenshot or photo of the sales receipt and/or electronic payment slip will be accepted (provided it is clear)) and the following will not be accepted: (i) reprinted, handwritten, photocopied or duplicated sales receipts and electronic payment slips; and (ii) sales receipts or electronic payment slips for transactions which are wholly settled by coupons, certificates, vouchers, cash dollars, hello dollars (as defined in Section 8 below) and the like (electronic or otherwise and whether or not issued by HLREAL and/or its associated companies) or discounts, discount codes, promotional codes and the like (for a transaction settled partially by such coupons, certificates, vouchers, cash dollars, hello dollars (as defined in Section 8 below) and the like or such discounts, discount codes, promotional codes and the like, the portion of such transaction not settled by the aforementioned and which satisfy the requirements under Section 5 above will be accepted).
8. **hello dollar:** hello points can be converted into “hello dollars” (the “**hello dollar(s)**”) at the conversion rate of 10 hello dollars for every 2,500 hello points by a Member through the Member Account. hello dollars can be used as a payment method (in full or partially) for transactions (the “**hello dollar Transaction(s)**”) conducted between a Member and selected tenants / merchants (the “**hello dollar Participating Merchant(s)**”) at the Hang Lung Malls who participate in the hello Program and which accept hello dollars as a payment method. In general, every 10 hello dollars used may deduct HK\$10 from the transaction amount of a hello dollar Transaction. The minimum amount of hello dollars that can be used to settle a hello dollar Transaction is 10 hello dollars and

there is no maximum threshold, provided that (i) the amount of hello dollars used must be multiples of 10 hello dollars; and (ii) the transaction amount of the hello dollar Transaction must be equal to or higher than the amount to be deducted from the hello dollars used. hello dollar Transactions wholly settled by hello dollars do not entitle a Member to register Registered Spending, earn hello points and redeem Benefits (as defined under Section 14 below) (for a transaction which constitutes a hello dollar Transaction and which is settled partially by hello dollars, the portion of such transaction not settled by hello dollars and which satisfy the requirements under Section 5 above entitle a Member to register Registered Spending, earn hello points and redeem Benefits (as defined under Section 14 below) as if it were an Eligible Transaction). Further terms and conditions on the hello dollars are set out in the hello Program T&C.

## 9. **The Event**

### **Event Mechanism**

#### **Spending Period**

Spending Period 1: January 2, 2024 to January 31, 2024 (30 days and both days inclusive)

Spending Period 2: February 1, 2024 to February 29, 2024 (29 days and both days inclusive)

Upon conducting and successfully registering in accordance with Section 6 above one (1) or more Eligible Transactions with an aggregate transaction amount as designated below, a Member can earn the reward<sup>#</sup> below provided that such Eligible Transaction(s) are conducted within the same Spending Period\*:

#### **Reward (1)**

If the aggregate transaction amount of the Eligible Transaction(s) is HK\$1,800 or above but less than HK\$3,799, a Member can earn 12,500 bonus hello points (which can be converted into 50 hello dollars)

#### **Reward (2)**

If the aggregate transaction amount of the Eligible Transaction(s) is HK\$3,800 or above but less than HK\$8,799, a Member can earn 37,500 bonus hello points (which can be converted into 150 hello dollars)

#### **Reward (3)**

If the aggregate transaction amount of the Eligible Transaction(s) is HK\$8,800 or above but less than HK\$37,999, a Member can earn 87,500 bonus hello points (which can be converted into 350 hello dollars)

#### **Reward (4)**

If the aggregate transaction amount of the Eligible Transaction(s) is HK\$38,000 or above, a Member can earn 375,000 bonus hello points (which can be converted into 1,500 hello dollars)

*\* Transaction amounts from Eligible Transactions conducted within the same Spending Period will be aggregated but cannot be carried forward to or aggregated with those from a different Spending Period (i.e. transaction amounts from Eligible Transactions conducted within Spending Period 1 cannot be carried forward to or aggregated with those from Spending Period 2 and vice versa).*

*# The rewards (i.e. the bonus hello points) are earned by Members in addition to the hello points*

*which they would earn under normal circumstances, all of which will be credited to the Members' account in the form of hello points after the relevant Eligible Transaction(s) have been conducted and successfully registered in accordance with Section 6 above. The rewards (i.e. the bonus hello points) are valid until and will expire [on] / [after] March 31, 2025.*

Each Member is entitled to earn a maximum of 375,000 bonus hello points (which can be converted into 1,500 hello dollars) only from each Spending Period and therefore, a maximum of 750,000 bonus hello points (which can be converted into 3,000 hello dollars) only from this Event.

- (i) A total quota of 1,050,000,000 hello points to be earned under this Event apply and they are available on a first-come, first-served basis while stocks last.
  - (ii) Participating Merchants located in each Hang Lung Mall are listed at Hang Lung Malls App, hello WeChat Mini Program or at <https://www.hanglungmalls.com/en>.
  - (iii) To participate in this Event, all Eligible Transactions conducted during Spending Period 1 must be conducted at or after 00:00am on January 2, 2024 and at or before 11:59pm on January 31, 2024; all Eligible Transactions conducted during Spending Period 2 must be conducted at or after 00:00am on February 1, 2024 and at or before 11:59pm on February 29, 2024. Such Eligible Transactions must be registered in accordance with Section 6 above and 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 February 29, 2024, it must be registered on or before 11:59pm on March 6, 2024.
  - (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, the rewards under this event will be reflected in the Hang Lung Malls App or the hello WeChat Mini Program. Members should refer to the instructions in the Hang Lung Malls App or the hello WeChat Mini Program for the hello dollar conversion procedures.
  - (v) Terms and conditions apply to the hello points and hello dollars. For details, please refer to the hello Program T&C. hello dollars can only be used at hello dollar Participating Merchants, which are listed in the Hang Lung Malls App's, the hello WeChat Mini Program's and/or hello Program's website's (<https://www.hanglungmalls.com/en/tnc>) merchant page. Such list of designated merchants may be updated from time to time without prior notice.
  - (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".
10. HLREAL may stamp all sales receipts, electronic payment slips and other documents 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 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.
11. 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.

12. 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.
13. If applicable to the Event, all coupons / certificates / vouchers (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.
14. 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.
15. 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 15, whether in contract, tort, at common law, in equity, under statute or otherwise, in whatsoever jurisdiction.
16. 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.
17. 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 17 and deny the Associated Persons the right to join as Members and participate in the hello Program and the Event.

18. HLREAL may at its sole and absolute discretion determine a customer's/Member's eligibility to receive any Benefits.
19. 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.
20. 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.
21. 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.
22. 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.
23. In case of discrepancies or inconsistencies between the English and Chinese versions of these Terms and Conditions, the English version shall prevail.

## 「hello New Year!」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; 位於鰂魚涌康山道 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. 此推廣活動於 2024 年 1 月 2 日至 2024 年 2 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 ( “恒隆商場 App” )、香港 hello 恒隆商場獎賞計畫微信小程序 ( “hello 微信小程序” ) 中或 <https://www.hanlungmalls.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. **電子支付** – 在本條款及細則及恒隆不時認為合適的其他適用條款及細則中指定的合資格交易。會員與參與商戶之間進行的合資格交易將計入該會員的累積消費，並使該會員有權賺取 hello 積分，以及換取本活動所帶來的禮遇 ( 詳情請見第 8 項“活動詳情” )。合資格交易須通過合資格電子支付進行，其僅限於信用卡、易辦事、借記卡、手機應用程式 Apple Pay、Google Pay、Samsung Pay、銀聯閃付、微信支付、支付寶、八達通、八達通 O!ePay、PayMe、Tap & Go 拍住賞、TNG Wallet、BoC Pay 及其他恒隆不時在恒隆商場 App 或 hello 微信小程序上更新的指定電子支付方式。並非通過以上的支付方式進行的交易都不是合資格交易。
5. **合資格交易** – 除另有規定外，僅會員與參與商戶之間進行的交易才可作為合資格交易，而非在 hello 恒隆商場獎賞計劃推出前或個人成功申請及註冊會籍 7 天前的任何時間進行的交易，且不包括以下情況: (i) 單次交易之交易金額低於 100.00 港元; (ii) 以現金支付的交易 ( 部份或全部 ); (iii) 以個別商戶開發的手機程式付款; (iv) 並非與參與商戶或於恒隆商場進行的交易; (v) 有銷售憑證、銷售收據或電子支付單據的交易，但未注明商戶名稱、交易日期、交易金額、發票號碼、付款方式，部分信用卡號碼 ( 僅適用於信用卡付款 ) 或恒隆不時要求的任何其他資料; (vi) 慈善捐款; (vii) 泊車費; (viii) 貨品及餐飲之訂金; (ix) 任何餐飲商戶 3 席 / 36 人以上的酒席訂金付款和消費; (x) 小費支付 ( 在從事餐飲或其他類別的指定商戶 ); (xi) 於協力廠商外賣平臺消費; (xii) 取消或退款的交易; (xiii) 於 / 與 / 為 / 透過旅行社及跨境巴士服務供應商、物業代理、老人院及醫療或牙科診所服務供應者 ( 恒隆不時指定的某些醫療或牙科診所服務供應者除外，請參閱恒隆商場 App 或 hello 微信小程序了解詳情和參考最新的“參與商戶”名單 )、洗車及汽車護理服務、汽車產品及相關服務、泊車、報攤、展覽場地、臨時展覽攤位 / 快閃商舖 ( 恒隆可能會不時指定在某些臨時展覽攤位 / 快閃商舖進行的某些交易為合資格交易，請參閱恒隆商場 App 或 hello 微信小程序了解詳情和參考最新的“參與商戶”名單 )、銀行服務、繳納保險費、貨幣兌換中



心、繳納學費／會員費／任何其他月費、購買任何種類的會籍及療程（包括但不限於健身及美容服務會籍或療程帳單支付）、購買或充值八達通卡、增值或支付服務、郵件、傳真、電子郵件或電話訂購、網上購物（網上購買電影票除外）、繳付電訊服務費或購買電話卡、購買門票（例如商場活動或音樂會門票）、以舊換新交易或產品贖回、購買／使用（電子或其他方式及是否由恒隆及／或其聯營公司發行）購物券、現金券、代幣、禮品卡、禮券、會員卡、積分卡、打折卡、增值卡、鞋券、湯券、飲料券、食品券、蛋糕卡（包括中式嫁喜禮餅卡）及婚慶券／禮券、商戶現金回贈計劃結算之交易、於儲金會所購買金粒、金條、預付定金進行的交易、hello dollar（詳情請見第 8 項“hello dollar”）；(xiv) 不接受拆分付款收據(xv)於恒隆商場舉行的促銷活動中進行的若干交易（倘該等交易未能計入會員之累積消費且未使會員賺取 hello 積分或未能換取本活動所帶來的禮遇（詳情請見第 9 項“活動詳情”），可在該等促銷活動的公告中說明）；及(xvi) 由恒隆不時指定的任何其他交易（無論交易是否在會員與參與商戶之間進行），而無需事先通知，由其全權決定。

6. **登記要求** – 為登記消費及賺取 hello 積分（詳情請見第 9 項“活動詳情”），會員須於有關交易日起計 7 天內親自到 Fashion Walk 或山頂廣場的賓客服務台或透過恒隆商場 App 登記有關合資格交易。於賓客服務台登記合資格交易，會員須親自出示其電子卡及下文第 7 節指定的其他證明文件以及按在賓客服務台服務人員的要求，提供真實、完整及準確的合資格交易資料。透過恒隆商場 App 或 hello 微信小程序登記合資格交易，會員須按照恒隆商場 App 或 hello 微信小程序的要求，提供真實、完整及準確的合資格交易資料，包括（其中包括）參與商戶名稱、交易日期、淨交易金額及電子付款方式，並透過恒隆商場 App 或 hello 微信小程序上傳由參與商戶發出的原始及完整的機印銷售收據及相應的電子付款單的清晰影像。禁止以其他會員的名義進行登記。倘會員未能提供所需資料，或恒隆認為有關交易不屬於合資格交易，或屬偽造、不誠實或欺詐性交易，恒隆保留要求會員提供進一步的證明檔或拒絕登記上述交易的權利。倘會員未能及時提供所要求的證明檔，或會導致有關交易的登記延遲或拒絕，因而累積消費的登記及 hello 積分的賺取延遲或拒絕。未於指定時間內登記的合資格交易將獲自動拒絕及不予處理，因此不會登記累積消費且不會登記及賺取 hello 積分。就恒隆不時指定的特別合資格交易而言，登記須按恒隆指定的方式完成。
7. **僅接受機印發票** – 除另有規定外，恒隆將僅接受商戶機印發票及非重印、非手寫或非影印的銷售收據及電子付款單，而將不會接受下列單據：(i) 重印、手寫、影印或複製的銷售收據及電子付款單；(ii) 用作定金或部分付款的銷售收據及電子付款單；(iii) 用於購買禮品券或電子券的銷售收據及電子付款單；(iv) 以貸記單、存款單、貸記憑證或帳戶付款結算的交易銷售收據；(v) 後續遭取消、退款或撤回的交易之銷售收據及電子付款單；及 (vi) 完全以禮品券結算的交易之銷售收據及電子付款單（就部分以禮品券結算的交易而言，未以禮品券結算的該部分交易及符合上文第 5 節要求的交易將屬合理）。
8. **hello dollar** - 指從 hello 積分轉換而來的獎勵，會員可於帳戶內以每 2,500 hello 積分轉換成 10 hello dollar，並於「hello dollar 參與商戶」以 hello Dollar 進行交易。「hello dollar 參與商戶」指參與 hello 恒隆商場獎賞計劃及接受 hello dollar 作付款方式的恒隆商場的租戶／商戶。hello dollar 參與商戶名單可能會在恒隆商場 App 中顯示，而構成 hello dollar 參與商戶的適用商戶可能會在恒隆的全權酌情下不時更改而無需事先通知。「hello Dollar 交易」指會員與 hello Dollar 參與商戶之間以 hello Dollar 支付（全部或部分）的交易。一般而言，每使用 10 hello dollar 可於 hello Dollar 交易的金額中扣除 10 港元（恒隆有權隨時更改而毋須事前通知）。每次 hello dollar 交易可最少用\$10 hello dollar 及不設上限，惟 (i)所使用的 hello dollar 數目需為 10 hello dollar 的倍數；及(ii) hello dollar 交易的交易金額必須等同或高於所使用的 hello dollar 價值。於 hello dollar 交易中扣

除 hello dollar 價值後的餘額必須由會員結算。完全以 hello dollar 結算的 hello dollar 交易不可計入會員之已登記消費、賺取 hello 積分及兌換優惠 ( 對於部分由 hello dollar 結算並構成合資格交易的消費，該交易中非由 hello dollar 結算及符合此條款及細則要求的該部分消費可用作登記消費、賺取 hello 積分及兌換優惠 )。更多關於 hello dollar 之條款及細則請參閱恒隆商場獎賞計劃條款及細則。

## 9. 活動詳情

### 換領獎賞

#### 消費期

第 1 消費期：2024 年 1 月 2 日至 1 月 31 日 ( 共 30 日，包括首尾兩天 )

第 2 消費期：2024 年 2 月 1 日至 2 月 29 日 ( 共 29 日，包括首尾兩天 )

每個消費期\*內，hello 會員須以合資格之電子支付進行消費，並根據上述第 6 項「登記要求」登記 1 套或以上之合資格交易，累積消費滿指定金額，則可賺取以下獎賞#。

#### 獎賞 ( 一 )

合資格交易之消費金額累積滿 HK\$1,800 或以上但少於 HK\$3,799，

可賺取額外 12,500 hello 積分 ( 可兌換 50 hello dollar )；

#### 獎賞 ( 二 )

合資格交易之消費金額累積滿 HK\$3,800 或以上但少於 HK\$8,799，

可賺取額外 37,500 hello 積分 ( 可兌換 150 hello dollar )；

#### 獎賞 ( 三 )

合資格交易之消費金額累積滿 HK\$8,800 或以上但少於 HK\$37,999，

可賺取額外 87,500 hello 積分 ( 可兌換 350 hello dollar )；

#### 獎賞 ( 四 )

合資格交易之消費金額累積滿 HK\$38,000 或以上，

可賺取額外 375,000 hello 積分 ( 可兌換 1,500 hello dollar )；

\* 於同一消費期內之消費可累積計算；惟第 1 消費期之累積消費則不可轉到或累積至第 2 消費期計算。

# 獎賞 ( 即額外 hello 積分 ) 將以 hello 積分的形式於合資格交易獲成功批核後存入 hello 會員之帳戶內。由此活動派發之 hello 積分有效期至 2025 年 3 月 31 日。

每位 hello 會員於每個消費期最多只可賺取額外 375,000 hello 積分 ( 可兌換 1,500 hello dollar )，而整個活動每位 hello 會員最多只可賺取額外 750,000 hello 積分 ( 可兌換 3,000 hello dollar )。

(i) 本活動派發合共 1,050,000,000 hello 積分，先到先得，換完即止。

(ii) 各商場的零售及餐飲商戶名單以恒隆商場 App、hello 微信小程序或恒隆商場官方網站

( <https://www.hanglungmalls.com/> ) 顯示為準。

- (iii) 第 1 消費期之合資格消費交易必須於 2024 年 1 月 2 日 00:00 後至 2024 年 1 月 31 日 23:59 前進行，方可參與第 1 消費期之獎賞活動。而第 2 消費期之合資格消費交易必須於 2024 年 2 月 1 日 00:00 後至 2024 年 2 月 29 日 23:59 前進行，方可參與第 2 消費期之獎賞活動。所有合資格之消費交易必須按照上述第 6 項「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) ，方可參與是此推廣活動。舉例說明，若合資格交易於 2023 年 9 月 3 日進行，則交易記錄必須於 2023 年 9 月 9 日 23:59 或之前登記。
  - (iv) 在一般情況下，所有銷售收據及相應的電子簽賬存根將在其登記後十四 (14) 天內獲得批准。獲成功批核後，有關獎賞 (hello 積分) 將會自動存入會員帳戶內。hello dollar 換領詳情請瀏覽恒隆商場 App 或 hello 微信小程序上的指示。
  - (v) hello 積分及 hello dollar 均受有關條款及細則約束，並只適用於恒隆商場內的 hello dollar 之參與商戶，商戶名單將會不定時更新及不會作另行通知，請以恒隆商場 App、hello 微信小程序或恒隆商場官方網站 ( <https://www.hanglungmalls.com/tnc> ) 內之 hello dollar 參與商戶名單為準。
  - (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。
10. 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) 或已於恒隆商場 App 或 hello 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。
  11. 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。
  12. 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。
  13. 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。
  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 15 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。

16. 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 App 或 hello 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)
17. 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 17 及限制關聯人士參與本獎賞計劃和活動。
18. 恒隆可自行決定客人 / 會員是否合乎資格獲得獎賞。
19. 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。
20. 恒隆有權隨時修改本條款及細則和 / 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。
21. 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，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，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。
22. 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。
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