

## **"Christmas Festia" 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 **Grand Plaza** which is situated at 625 & 639 Nathan Road, Mongkok, Hong Kong (the **"Participating Hang Lung Mall"**).
2. The Event is held during the period from December 1, 2025 to December 31, 2025 (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**

Upon conducting and successfully registering in accordance with the hello Program T&C one (1) or more Eligible Transactions (as defined in the hello Program T&C) at one (1) or more Participating Merchant(s) from the **food and beverage (F&B), personal care and beauty or fashion and accessories (F&A)** categories located at a Participating Hang Lung Mall during the Promotion Period, a Member (as defined in the hello Program T&C) can receive designated rewards in the following manner:

For every HK\$1,000 aggregate net transaction amount of Eligible Transactions (up to HK\$3,000), a Member can receive one (1) HK\$20 Hang Lung e-Coupon (the **"HK\$20 e-Coupon(s)"**) and one (1) HK\$20 Hang Lung Conditional e-Dining Coupon (the **"HK\$20 Conditional e-Dining Coupon(s)"**). Each Member is entitled to receive a maximum of three (3) HK\$20 e-Coupons and three (3) HK\$20 Conditional e-Dining Coupons from the Event, totaling up to HK\$120 in rewards. Quotas apply and are available on a first-come, first-served basis while stocks last.

- (i) This Event is applicable to hello members only. Participant and spender must be the hello member himself/herself. Any spending not belonging to the hello member cannot be used for registering hello points and participating in this Event.
- (ii) A total quota of 2,500 HK\$20 e-Coupons and 2,500 HK\$20 Conditional e-Dining Coupons to be awarded under this Event apply and they are available on a first-come, first-served basis while stocks last.
- (iii) A list of the Participating Merchants from the food and beverage (F&B), personal care and beauty, fashion & accessories (F&A) categories located at the Participating Hang Lung Mall is available at the Hang Lung Malls App, the hello WeChat Mini Program and

at <https://www.hanglungmalls.com/en/grand-plaza>. The list of Participating Merchants shall be subject to change from time to time at the absolute and sole discretion of HLREAL without prior notice.

- (iv) To participate in this Event, all Eligible Transactions must be conducted at or after 00:00am on December 1, 2025 and at or before 11:59pm on December 31, 2025. All Eligible Transactions 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 December 31, 2025, it must be registered at or before 11:59pm on January 6, 2026, otherwise such transaction will not be counted towards the Event. When uploading receipts, please ensure that all information is filled in correctly. If the uploaded receipts or information are incorrect or incomplete, or if the uploaded receipts are damaged or outdated, the registration of the relevant receipts will be rejected.
- (v) 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 issued and reflected in the "My Wallet" section in the Hang Lung Malls App or the hello WeChat Mini Program.
- (vi) The HK\$20 e-Coupons and HK\$20 Conditional e-Dining Coupons are valid for fourteen (14) days from the date of issuance, and will not be reissued after their expiry under any circumstances. Terms and conditions apply to the HK\$20 e-Coupons and HK\$20 Conditional e-Dining Coupons. Please refer to the relevant coupons for details. The terms and conditions of such coupons shall be subject to change from time to time at the absolute and sole discretion of HLREAL without prior notice.
- (vii) If hello members subsequently cancel any registered Eligible Transaction, the corresponding transaction amount will be deducted and will not be counted towards the accumulated transaction amount under the Event. Any award provided or redeemed under the Event will be cancelled or adjusted accordingly.
- (viii) The HK\$20 e-Coupons and HK\$20 Conditional e-Dining Coupons can be used at designated merchants situated at the Hang Lung Malls only, which are listed out at the Hang Lung Malls App, the hello WeChat Mini Program and/or hello Program website's merchant page (<https://www.hanglungmalls.com/en/tnc>). Such list of designated merchants may be updated from time to time at the absolute and sole discretion of HLREAL without prior notice.
- (ix) A minimum spending requirement applies when using the HK\$20 Conditional e-Dining Coupons. Each HK\$20 Conditional e-Dining Coupon can be used for a single transaction with a minimum net spending of HK\$200 or above at a Hang Lung Conditional Coupon Participating Merchant. Two (2) HK\$20 Conditional e-Dining Coupons can be used for a net spending of HK\$400, and so on. For each transaction, a maximum of five (5) HK\$20 Conditional e-Dining Coupons can be used. Only the same type of Hang Lung Conditional e-Dining Coupon with the same denomination can be used together. If the transaction amount exceeds the value of the HK\$20 Hang Lung Conditional e-Dining Coupon(s) used, the Member must settle the difference.

- (x) Eligible Transactions can also be conducted by Members with the benefits of other shopping privileges, including but not limited to those under "Free Parking offer".
5. 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 (as defined in the hello Program T&C), earning hello Points and/or participating in the Event can be used once only and will not be accepted again for the same purpose, unless otherwise stated.
  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 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 an Eligible Transaction is paid by installments, only the transaction in respect of the first installment and which is listed as fully paid on the merchant machine-printed invoice will entitle the Member to participate in the Event. For transactions that involve deposit, only the value of the deposit on the transaction day instead of the total spending amount will be counted for the spending amount for the purpose of registering the Registered Spending. Presentation of the original copies of merchant machine-printed invoices and electronic payment slips of the deposit is required at redemption for verification.
  8. All coupons / certificates / vouchers / rewards (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, gifts, discounts, offers, privileges, promotions, rewards, services and the like (collectively, the "**Benefits**") to be granted or offered under the Event, or to shorten or lengthen the Promotion Period, 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 or 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 (including but not limited to fitness for any purpose) and shall not be held liable for the same. To the extent permitted under applicable laws, 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. In case of any disputes in relation to such Benefits, the customer/Member should contact the relevant Participating Merchant or supplier of such Benefits directly.
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 and/or its Benefits without prior notice. If there are any changes, the updated version containing such changes will be effective immediately. Your continued participation in the Event after any changes to these Terms and Conditions will constitute your acceptance of such changes. If you do not agree with any changes or additions HLREAL makes, please stop participating in the Event immediately.
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 suspects 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 or other technical 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 and/or its Benefits without prior notice. HLREAL accepts no liability for the aforementioned amendments, withdrawal and/or termination.

18. No person other than the customer/Member who participates in the Event, HLREAL and its related or affiliated companies will have any right under the Contracts (Rights of Third Parties) Ordinance to enforce or enjoy the benefit of any of the provisions of these Terms and Conditions.
19. In case of discrepancies or inconsistencies between the English and Chinese versions of these Terms and Conditions, the English version shall prevail.
20. These Terms and Conditions are governed by the laws of the Hong Kong Special Administrative Region and the Hong Kong courts shall have exclusive jurisdiction if any dispute arises.

## 「聖誕賞狂歡」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，其涵蓋範圍包括位於旺角彌敦道 625 及 639 號的**雅蘭中心** (下稱「**參與恒隆商場**」)。
2. 此推廣活動於 2025 年12月1日至 2025 年 12月 31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 (下稱「**恒隆商場App**」)、香港hello恒隆商場獎賞計劃微信小程序 (下稱「**hello微信小程序**」) 或 <https://www.hanglungmalls.com/tnc> 上的hello恒隆商場獎賞計劃條款及細則 (下稱「**hello計劃條款及細則**」) 同樣適用於是次活動，如hello計劃條款細則與本活動條款及細則之間存有任何詮釋差異或不一致，則以本活動條款及細則為準。除非另有定義，否則當hello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

### 換領獎賞

於活動期間，hello 會員 (定義見hello 計劃條款及細則) 於參與恒隆商場之一 (1) 間或以上**餐飲、個人護理及美容或時尚及飾物商戶**進行一 (1) 次或以上合資格交易 (定義見hello 計劃條款及細則，並須根據 hello 計劃條款及細則之合資格電子支付進行及成功登記該筆消費)，並於活動推廣期累積消費滿以下指定金額，即可獲贈以下指定獎賞。

活動期內累積消費淨額每滿HK\$1,000或以上 (上限HK\$3,000)，hello 會員可獲贈一 (1) 張HK\$20恒隆電子現金禮券 (下稱「**HK\$20現金禮券**」) 及一 (1) 張 HK\$20恒隆電子餐飲優惠券 (下稱「**HK\$20餐飲優惠券**」)。每位hello 會員於活動期間最多可獲贈三 (3) 張HK\$20現金禮券及三 (3) 張HK\$20餐飲優惠券，總計可獲贈最多HK\$120的獎賞。

獎賞數量有限，先到先得，送完即止。

- (i) 活動只限hello會員參與。參加者及消費者必須為hello會員本人，任何不屬於該hello會員之消費均不可登記hello積分及參與此活動。
- (ii) 活動換領之HK\$20現金禮券名額為2,500張及HK\$20餐飲優惠券名額為2,500張，先到先得，換完即止。
- (iii) 參與恒隆商場的餐飲、個人護理及美容、時尚及飾物商戶名單請參閱恒隆商場App及hello微信小程序及<https://www.hanglungmalls.com/en/grand-plaza>，該名單將會不定時進行更新，恒隆擁有絕對的酌情權進行更新，而不會另行通知。
- (iv) 所有合資格交易必須於2025年12月1日00:00或之後及2025年12月31日23:59或之前進行，方可參與是此推廣活動。所有合資格交易必須按照hello計劃條款及細則登記(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2025年12月31日進行，則交易記錄必須於2026年1月6日23:59或之前登記，否則，有關消費金額將不計算於此活動內。上傳單據時，請確保所有填寫資料無誤，如上傳單據/輸入資料錯誤或不足，或者或如上傳的收據已損毀或過期，有關單據登記將會被拒絕。
- (v) 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) 天內獲得批核。

獲成功批核後，有關獎賞將會自動存入會員帳戶「我的錢包」內。換領詳情請瀏覽恒隆商場App或 hello 微信小程序上的指示。

- (vi) HK\$20現金禮券及HK\$20餐飲優惠券有效期為發出日起計14日，逾期無效，任何情況下恕不補發。HK\$20現金禮券及HK\$20餐飲優惠券使用受條款及細則約束，詳情請參閱有關優惠券。優惠券的使用條款及細則會不定時進行更新，恒隆擁有絕對的酌情權進行更新，恕不另行通知。
  - (vii) 如hello會員其後取消任何已登記之單據，則該次消費金額將被扣除，並且不會計入活動累積消費金額。任何已提供或兌換的獎賞將被取消或作出相應調整。
  - (viii) HK\$20現金禮券及HK\$20餐飲優惠券只適用於恒隆商場內的指定商戶，有關指定商戶名單可於恒隆商場App、hello微信小程序或恒隆商場官方網站 (<https://www.hanglungmalls.com/tnc>) 上查看。指定商戶名單將會不定時更新，恒隆擁有絕對的酌情權進行更新，恕不另行通知。
  - (ix) HK\$20餐飲優惠券設有最低消費要求。於認受商戶單筆淨額消費滿HK\$200，方可使用HK\$20餐飲優惠券一 (1) 張；淨額消費滿HK\$400，方可使用HK\$20餐飲優惠券兩 (2) 張，如此類推；每宗交易最多可使用五 (5) 張HK\$20餐飲優惠券。每宗交易只可使用一款同一面額或類型之餐飲優惠券。若消費金額超出所使用之HK\$20餐飲優惠券面額，該差額須由會員支付。
  - (x) 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」等。
5. 恒隆可能會對親自出示的銷售收據、相應的電子簽賬單及其他相應的文件進行蓋章。所有親自出示的銷售收據、電子簽賬單及其他相應的文件（不論是否已蓋章）或透過恒隆商場 App 或hello微信小程序上傳已登記消費（定義見hello 計劃條款及細則）、賺取hello積分及/或參與活動，均只可用作登記一次，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（1）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上的交易金額必須相同。
7. 任何消費如由商戶提供分期付款，而第一期付款的消費額達指定金額且在商家機器印刷的發票上標示為已付款的交易，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。涉及押金的交易，只會計算交易當天的押金金額，而不是總消費金額，以此來計算登記消費金額。領取時需要出示商家機器印刷的發票原件及押金的電子支付收據，以供核實。
8. 活動中換領的電子券或實體禮券 / 兌換券 / 優惠券 / 獎賞（電子，實體或其他形式）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、禮品、折扣、優惠、特權、促銷、獎勵、服務等（統稱「獎賞」），或縮短或延長活動期間的權利，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拍攝顧客 / 會員是次活動之相片、影片、影像及和任何其他類型的媒體（不論該顧客 / 會員是否參加活動、是否經過編輯、是否有其他人參與）（統稱「材料」）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、出版或散播。恒隆亦可將是次活動之材料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材料的絕對使用權。是次活動之材料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，或與根據此條款10內文提及的活動之材料使用有關，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. 除非任何獎賞明確且具體地聲明由恒隆供應 / 提供 / 製造，該獎賞的並不是由恒隆供應 / 提供 / 製造。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（包括但不限於適用性）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申索或賠償（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）。如與獎賞有關的任何爭議，顧客 / 會員應直接與相關參與商戶或獎賞之供應商聯絡。
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