

"hello New Member Welcome Reward" – 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 (i) Fashion Walk which is situated at Great George Street, Paterson Street, Cleveland Street and Kingston Street, Causeway Bay, Hong Kong (**"Fashion Walk"**), (ii) Gala Place which is situated at 56 Dundas Street, Mongkok, Hong Kong (**"Gala Place"**), (iii) Grand Plaza which is situated at 625 & 639 Nathan Road, Mongkok, Hong Kong (**"Grand Plaza"**) and (iv) Hollywood Plaza which is situated at 610 Nathan Road, Mongkok, Hong Kong (**"Hollywood Plaza"**), together with Fashion Walk, Gala Place and Grand Plaza, the **"Participating Hang Lung Malls"**).
2. The Event is held during the period from August 1, 2026 to December 31, 2026 (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 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 an Eligible Transaction (as defined in the hello Program T&C) with a net transaction amount of HK\$100 or more at a Participating Merchant (a net transaction amount of HK\$300 or more at Aeon Style Mongkok) located at the Participating Hang Lung Malls during the Promotion Period, a Member can receive a welcome gift.

Spend at Fashion Walk

> receive one (1) HK\$20 Hang Lung e-Coupon (the **"HK\$20 e-Coupon(s)"**).

Spend at Gala Place, Grand Plaza and Hollywood Plaza

> receive one (1) HK\$25 Häagen-Dazs™ Gift Voucher e-Redemption Coupon (the **"HK\$25 Häagen-Dazs™ e-Redemption Coupon(s)"**)

Each Member is entitled to receive a maximum of one (1) HK\$20 e-Coupon **or** one (1) HK\$25 Häagen-Dazs™ e-Redemption Coupon from the Event. Quotas apply which are available on a first-come, first-served basis while stocks last.

- (i) This Event is applicable only to NEW hello members who registered within the Promotion Period. 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 quota of one thousand (1,000) HK\$20 e-Coupons and one thousand (1,000) HK\$25 Häagen-Dazs™ e-Redemption Coupon to be awarded under this Event applies and they are available on a first-come, first-served basis while stocks last.
- (iii) A list of the Participating Merchants located at the Participating Hang Lung Malls is available at the Hang Lung Malls App, the hello WeChat Mini Program and at <https://www.hanglungmalls.com/en>. 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 (as defined in the hello Program T&C) must be conducted at or after 00:00am on August 1, 2026 and at or before 11:59 pm on December 31, 2026 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 Eligible Transaction (inclusive of the day of the Eligible Transaction) register such transaction). For illustration purposes, if the Eligible Transaction is conducted on December 31, 2026, it must be registered on or before 11:59pm on January 6, 2027, 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" session in the Hang Lung Malls App or the hello WeChat Mini Program.
- (vi) The HK\$20 e-Coupons and HK\$25 Häagen-Dazs™ e-Redemption 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\$25 Häagen-Dazs™ e-Redemption Coupons. Please refer to the HK\$20 e-Coupons and HK\$25 Häagen-Dazs™ e-Redemption 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) The HK\$25 Häagen-Dazs™ Gift Voucher can be used at Grand Plaza Store only and HK\$20 e-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.
- (viii) 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 at the Concierge Counter. All sales receipts, electronic payment slips and other documents which have been presented in person at the Concierge Counter (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.
 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) sales receipt and/or electronic payment slip. Therefore, the transaction amounts shown 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 payment of deposit, only the value of the deposit paid on the transaction day instead of the total transaction amount will be counted as the spending amount for the purpose of registering as 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, inequity, under statute or otherwise, in whatsoever jurisdiction.
11. Unless otherwise stated expressly and specifically, 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 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 their respective immediate family members (together with the Staff, the “**Associated Persons**”) 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 cease 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 which shall be 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 these 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 (Cap. 623) 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.

[hello新會員禮遇] 活動條款及細則

1. 是次推廣 / 兌換活動 (下稱「**活動**」) 乃根據由恒隆地產代理有限公司 (由其本身及代表恒隆地產有限公司) (下稱「**恒隆**」) 管理及運作的綜合會員計劃 hello 恒隆商場獎賞計劃 (下稱「**hello 計劃**」) 組織並運作之活動，其涵蓋範圍包括(i)位於香港銅鑼灣記利喬治亞街、百德新街、加寧街及京士頓街的Fashion Walk (下稱「**Fashion Walk**」)，(ii)位於旺角登打士街56號的家樂坊 (下稱「**家樂坊**」)，(iii) 位於香港旺角彌敦道625及639號的雅蘭中心 (下稱「**雅蘭中心**」) 及 (iv)位於旺角彌敦道610號的荷李活商業中心 (下稱「**荷李活商業中心**」，與Fashion Walk、家樂坊及雅蘭中心，統稱「**參與恒隆商場**」)。
2. 此推廣活動於2026年8月1日至2026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**」) 中、香港hello恒隆商場獎賞計劃微信小程序 (下稱「**hello微信小程序**」) 中或 <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**」) 同樣適用於本次活動。如hello計劃條款及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，一概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本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，新 hello 會員於參與恒隆商場之參與商戶單一電子消費淨交易金額滿 HK\$100 或以上，而 AEON STYLE 旺角單一電子消費淨交易金額須滿 HK\$300 或以上 (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)，即可獲贈迎新禮品。

於 Fashion Walk 消費

> 可獲贈 HK\$20 恒隆電子現金禮券一 (1) 張 (下稱「**HK\$20 電子券**」)

於家樂坊、雅蘭中心及荷李活商業中心消費

> 可獲贈 HK\$25 Häagen-Dazs™ 禮券電子換領券一 (1) 張 (下稱「**HK\$25 Häagen-Dazs™ 電子換領券**」)

活動期內，每位 hello 會員最多可獲贈一 (1) 張 HK\$20 電子券或一 (1) 張 HK\$25 Häagen-Dazs™ 電子換領券。數量有限，先到先得，送完即止。

- (i) 活動只限於活動期間新登記之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) HK\$20電子券及HK\$25 Häagen-Dazs™ 電子換領券名額各1,000份，先到先得，換完即止。
 - (iii) 參與恒隆商場的參與商戶名單請參閱恒隆商場App及hello微信小程序及<https://www.hanglungmalls.com>，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（定義見hello計劃條款及細則）必須於2026年8月1日00:00或之後及2026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2026年12月31日進行，則交易記錄必須於2027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) 天內獲得批准。獲成功批核後，有關獎賞將會自動存入恒隆商場App或hello微信小程序會員帳戶「我的錢包」內。
 - (vi) HK\$20電子券及HK\$25 Häagen-Dazs™ 電子換領券有效期為發出日起計十四 (14) 日，逾期無效，任何情況下恕不補發。HK\$20電子券及HK\$25 Häagen-Dazs™ 電子換領券使用受條款及細則約束，詳情請參閱HK\$20電子券及HK\$25 Häagen-Dazs™ 電子換領券。該等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) HK\$25 Häagen-Dazs™ 禮券只適用於雅蘭中心店及HK\$20電子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。
 - (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「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. 任何合資格交易如由商戶提供分期付款,只有第一期付款且在商家機器印刷的發票上標示為已付款的金額有資格參與活動。涉及押金的交易,只有交易當天支付的押金金額,而非總交易金額,可用作計算登記消費金額。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. 活動中換領的電子或實體禮券/兌換券/優惠券/獎賞均不可更改、退還、替換、取消、轉讓、轉售或兌換現金、折扣或其他物品。
9. 恒隆保留絕對權利隨時暫停、更改或撤銷任何活動中授予或提供的權益、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. 除非另有明確指明,獎賞並非由恒隆供應/提供/製造。恒隆對獎賞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,對於獎賞或活動或與之相關的任何直接、間接或相應引起的索賠、要求、費用、支出、損失或賠償(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),恒隆概不承擔任何法律責任。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。
12. 恒隆在此明確歡迎其員工、工作人員及其關聯公司員工及工作人員(統稱「**員工**」)以及彼等各自的直系親屬(聯同員工統稱「**關聯人士**」)參與hello計劃和活動。恒隆有絕對酌情權隨時修改此條款12及限制關聯人士參與hello計劃和活動。
13. 恒隆有絕對酌情權自行決定客人/會員是否合乎資格獲得獎賞。

14. 恒隆保留絕對酌情權隨時更改本條款及細則或活動的任何方面、撤回或終止此活動及/或其獎賞，恕不另行通知。如果有任何更改，包含該更改的更新版本將立即生效。閣下繼續參與活動即表示閣下接受該更改。如果閣下不同意恒隆所做的任何更改或添加，請立即停止參與活動。
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，且該決定具有決定性效力。
16. 透過參與此活動，該顧客 / 會員將被視為已閱覽、接受並同意遵守本條款及細則，並接受恒隆享有本條款及細則中規定的權利。若違反本條款及細則，或恒隆懷疑顧客 / 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、技術問題或故障，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當的數據傳送)，恒隆擁有絕對酌情權可立即撤銷該顧客 / 會員的獎賞，有權要求從該顧客 / 會員取回與禮券同等價值之賠償，並保留追究權利向顧客 / 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、電源故障和電腦或其他技術故障，恒隆有絕對酌情權隨時修改本條款及細則或活動的任何方面和 / 或撤回或終止此活動和 / 或獎賞，恕不另行通知。恒隆對任何此類更改、撤銷和 / 或終止概不承擔任何責任。
18. 除參與活動的顧客 / 會員、恒隆及其相關或附屬公司外，任何人不得根據香港法例第623章《合約(第三者權利)條例》強制執行或享受本條款及細則的任何條款。
19. 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。
20. 本條款及細則受香港特別行政區法律管轄。香港法院對於任何因本條款及細則所引發的爭議享有獨有的司法管轄權。