

“hello Limited Privilege” 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 November 15, 2024, to December 15, 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 apply to the Event, save that in the event of any discrepancy or inconsistency between the hello Program T&C and (ii) 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

Redemption Venue & Time:

- Concierge Counter, G/F, Fashion Walk (10am – 10pm)
- Concierge Counter, G/F, Grand Plaza (10am – 10pm)
- Concierge Counter, G/F, Peak Galleria (8am – 10pm)
- Concierge Counter, M/F, Kornhill Plaza North (10am – 8pm)
- Concierge Counter, 1/F, Phase 2, Amoy Plaza (12nn – 9pm)

By personally present “redeemed or used HK\$100 Hang Lung e-Coupon at HSBC Reward+ app” page record and hello member’s electronic membership card at the designated redemption venue, hello members can receive one (1) pc of HK\$25 Starbucks e-Coupon.

Each hello member is entitled to receive a maximum of one (1) HK\$25 Starbuck e-Coupon only from the Event.

- (i) A total quota of 500 HK\$25 Starbucks e-Coupon to be awarded under this Event apply and they are available on a first-come, first-served basis while stocks last.
 - (ii) The HK\$25 Starbucks e-Coupon are valid for 14 calendar days from the date of issue and will not be reissued after its expiry.
 - (iii) Terms and conditions apply to the e-Coupons. For details, please refer to such terms and conditions as indicated in the Hang Lung Malls App or the hello WeChat Mini Program.
5. If applicable to the Event, 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.
6. 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.
7. 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, whether in contract, tort, at common law, in equity, under statute or otherwise, in whatsoever jurisdiction.
8. 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.
9. 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.

10. HLREAL may at its sole and absolute discretion determine a customer's/Member's eligibility to receive any Benefits.
11. 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.
12. 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.
13. 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.
14. 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.
15. In case of discrepancies or inconsistencies between the English and Chinese versions of these Terms and Conditions, the English version shall prevail.

「hello 限時賞」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. 此活動於 2024 年 11 月 15 日至 2024 年 12 月 15 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. 活動詳情

換領獎賞

換領地點及時間:

- Fashion Walk 地下賓客服務台 (上午 10 時至晚上 10 時)
- 雅蘭中心地下賓客服務台 (上午 10 時至晚上 10 時)
- 山頂廣場地下賓客服務台 (上午 8 時至晚上 10 時)
- 康怡廣場北座 M 樓賓客服務台 (上午 10 時至晚上 8 時)
- 淘大商場二期一樓賓客服務台 (中午 12 時至晚上 9 時)

hello 會員親臨指定換領地點出示已兌換或已使用 HK\$100 恒隆電子現金禮券的滙豐 Reward+ 頁面及 hello 會員電子會員卡,即可獲贈 HK\$25 Starbucks 電子券一張。

每位 hello 會員於整個活動期間最多只可獲贈 HK\$25 Starbucks 電子券一張。

- (i) 本活動換領之 HK\$25 Starbucks 電子券名額為 500 張,先到先得,換完即止。
 - (ii) HK\$25 Starbucks 電子券有效期為發出日期起 14 日,逾期無效,恕不補發。
 - (iii) 電子券受有關條款及細則約束,詳情請瀏覽恒隆商場手機應用程式或香港恒隆微信小程序。
5. 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。
 6. 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。

7. 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。
8. 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 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)。
9. 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。
10. 恒隆可自行決定客人 / 會員是否合乎資格獲得獎賞。
11. 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。
12. 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。
13. 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。
14. 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。
15. 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。