

“hello Tourists Delights!” – 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, Food Street and Kingston Street, Causeway Bay, Hong Kong and Grand Plaza which is situated at 625 & 639 Nathan Road, Mongkok, Hong Kong.
2. The Event is held during the period from Aug 1, 2024 to Aug 31, 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 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	
“Generic Offer – Free HK\$100 Hang Lung Conditional e-Coupon”	
Promotion Period	Aug 1 – 31, 2024
Redemption Venue & Time:	- Concierge Counter, G/F, Fashion Walk (10:00am – 10:00pm) - Concierge Counter, G/F, Grand Plaza (10:00am – 10:00pm) (the “ Designated Concierge Counter(s) ”)
Quotas:	500 (on a first-come, first-served basis while stocks last)
Redemption Method:	A Member can receive one (1) “HK\$100 Hang Lung Conditional e-Coupon” (the “ e-Coupon(s) ”) (each has a face value of HK\$100 and a minimum spending of HK\$500 for each transaction applies in order for a Member to use one (1) e-Coupon) by personally presenting a valid inbound travel document (please refer to Section 4(i) below for details) at the designated concierge counters during the Promotion Period.
“XiaoHongShu Promotion – Free 2 cans of Coca Cola”	
Promotion Period	Aug 1 – 31, 2024
Redemption Venue & Time:	- Concierge Counter, G/F, Fashion Walk (10:00am – 10:00pm) - Concierge Counter, G/F, Grand Plaza (10:00am – 10:00pm) (the “ Designated Concierge Counter(s) ”)
Quotas:	<ul style="list-style-type: none">• Fashion Walk: 500• Grand Plaza: 500 (on a first-come, first-served basis while stocks last)

Redemption Method:	A Member can receive two (2) cans of Coca Cola (the “ Coca Cola ”) by following the hello Program’s XiaoHongShu page “Hang Lung Malls”, personally presenting his e-Card and a valid inbound travel document (please refer to Section 4(i) below for details) at the designated concierge counters during the Promotion Period.
“Limited Offer – Peak Tram (Single) Ticket Redemption”	
Promotion Period	Aug 1 – 31, 2024
Redemption Venue & Time:	Concierge Counter, G/F, Grand Plaza (10:00am – 10:00pm) (the “ MK Concierge Counter ”)
Reward:	Upon conducting in accordance with the hello Program T&C a single Eligible Transaction with a transaction amount of HK\$2,000 or above at a Participating Merchant located at Grand Plaza, Gala Place or Hollywood Plaza, a Member can redeem one (1) Peak Tram (Single) Ticket (the “ Peak Tram Ticket(s) ”), provided that such Eligible Transaction is conducted during the Promotion Period (subject to Section 4(ii) below).
Quotas:	200 (on a first-come, first-served basis while stocks last)
Redemption Method:	In order to redeem the Peak Tram Ticket, a Member must personally present his e-Card, a valid inbound travel document (please refer to Section 4(i) below for details) and the machine-printed sales receipt and corresponding electronic payment slip in respect of the relevant Eligible Transaction at the MK concierge counter on the same day as such Eligible Transaction.
Each Member is entitled to receive a maximum of one (1) e-Coupon, two (2) cans of Coca-Cola and one (1) Peak Tram Ticket from the Event within the Promotion Period.	

- (i) Each Member can receive the e-Coupons by personally presenting any of the inbound travel documents below at the Concierge Counter during the Promotion Period, provided that such Member arrives in Hong Kong from aboard on a day which is within seven (7) days before the date on which the inbound travel documents are presented:
- a. Non-Hong Kong passports / proof of identity documents (provided by tourists)
 - b. Flight ticket / itinerary with “Hong Kong” as the destination
 - c. Train ticket with “Hong Kong” as the destination
 - d. Octopus Card expense record showing a MTR single journey train fare of HK\$39 or more
 - e. Macau to Hong Kong ferry ticket / itinerary

HLREAL reserves the right to request from the Member any further documentary proof it deems necessary and may refuse to award the rewards under this Event to a Member at its sole and absolute discretion without any reason.

- (ii) A list of the Participating Merchants located at the Grand Plaza, Gala Place and Hollywood Plaza and other relevant information will be displayed in the Hang Lung

Malls App, the hello WeChat Mini Program and at <https://www.hanglungmalls.com/en>.

- (iii) The e-Coupon is valid for 1 day from the date of issuance and will not be reissued after its expiry. The e-Coupon can be used at Participating Merchants located at Fashion Walk, Grand Plaza, Gala Place and Hollywood Plaza only. The list of Participating Merchants which such e-Coupons can be used at can be found at the Hang Lung Malls App and the hello WeChat Mini Program, and the terms and conditions of such e-Coupons shall be subject to change from time to time without prior notice. Please refer to the terms and conditions of the e-Coupons for details.
 - (iv) The Fashion Walk Concierge Counter is open from 10:00 to 22:00 from Mondays to Sundays (including public holidays) only; Grand Plaza Concierge Counter is open from 10:00 to 22:00 from Mondays to Sundays (including public holidays) only.
 - (v) The e-Coupons cannot be used or enjoyed in conjunction with any other promotional programs, offers, discounts, coupons, benefits, privileges and the like organized and operated under and part of the hello Program, save that the e-Coupons can be used in conjunction with the "Hang Lung e-Shopping Coupons". Terms and conditions on the use of such "Hang Lung e-Shopping Coupons" apply separately. For details, please refer to such terms and conditions.
 - (vi) Terms and conditions apply to the Peak Tram Ticket. Please refer to the back of the ticket for details.
 - (vii) Eligible Transactions can also be conducted by Members with the benefits of other shopping privileges, including but not limited to those under "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 can be used once only and 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) 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 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 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 旅客有賞」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 及位於旺角彌敦道 625 及 639 號的雅蘭中心。
2. 此推廣活動於2024年8月1日至2024年8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 (“Hang Lung Malls App”) 中、“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.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**

換領獎賞	
旅客禮遇 – 免費換領HK\$100恒隆電子優惠券	
活動期間：	2024年8月1日至2024年8月31日
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) (下稱“指定賓客服務台”)
消費獎賞：	hello會員於指定賓客服務台出示有效抵港旅遊憑證 (詳情請參閱4(i)部分)，即可換領一 (1) 張HK\$100恒隆電子優惠券(下稱“電子券”) (每張面值HK\$100，每次於指定商戶消費滿HK\$500可使用1張)。
總名額：	500 (先到先得，換完即止)
小紅書推廣禮遇 – 免費換領Marvel特別版無糖可口可樂®	
活動期間：	2024年8月1日至2024年8月31日
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) (下稱“指定賓客服務台”)
消費獎賞：	於活動期間，hello會員於指定賓客服務台出示已關注「香港恒隆商場」小紅書帳號之頁面、hello會員電子卡及有效抵港旅遊憑證 (詳情請參閱4(i)部分)，即可換領兩(2)罐Marvel特別版無糖可口可樂® (下稱“可口可樂”)。
總名額：	<ul style="list-style-type: none"> • Fashion Walk: 500 • 雅蘭中心: 500 (先到先得，換完即止)

限時禮遇 - 山頂纜車(單程)車票換領

活動期間：	2024年8月1日至2024年8月31日
換領地點及時間：	雅蘭中心地下賓客服務台 (上午10時至晚上10時)
消費獎賞：	於活動期間，hello會員須於雅蘭中心、家樂坊或荷李活商業中心參與商戶即日以合資格之電子支付方式單一消費滿HK\$2,000 (有關消費須符合hello計劃條款及細則)，並根據第4(ii)項登記合資格交易，即可換領山頂纜車(單程)車票乙張。
總名額：	200 (先到先得，換完即止)
換領方法：	會員須親身前往雅蘭中心地下賓客服務台出示hello會員電子卡、有效抵港旅遊憑證 (詳情請參閱4(i)部分) 及即日合資格之機印銷售收據及相應電子簽帳存根，方可換領山頂纜車(單程)車票乙張。

每位 hello 會員於推廣期內最多可換領一(1)張電子券、兩(2)罐可口可樂及一(1)張山頂纜車(單程)車票。

- (i) 每位hello會員需親身前往賓客服務台出示以下任何一項抵港旅遊憑證，而會員必須於領取電子券當天起計最多七(7)天前抵達香港：
- 持有有效非香港護照/其他身份證明文件(由旅客提供)
 - 目的地為“香港”的電子機票或登機證
 - 目的地為“香港”的高鐵或火車車票
 - 於八達通消費記錄中單筆港鐵車費相等或大於HK\$39
 - 澳門至香港的船票或電子證明

如有需要恒隆保留向會員要求提供進一步的證明文件的權利並有權拒絕提供獎賞而無需提供任何理由。

- (ii) 雅蘭中心、家樂坊或荷李活商業中心參與商戶名單及其他相關資訊請瀏覽恒隆商場手機應用程式、香港恒隆微信小程序及網頁<https://www.hanglungmalls.com/>
 - (iii) 電子券有效期為發出日起計1日（包括首尾兩天），逾期無效，恕不補發。電子券適用於Fashion Walk/ 雅蘭中心/ 荷李活商業中心/ 家樂坊指定參與商戶。電子券內容、參與活動的指定參與商戶名單及該電子券的使用條款及細則會不定時進行更新而不會另行通知，請以最終領取到的電子券內容為準，詳情請參閱恒隆商場手機應用程式及hello微信小程序。
 - (iv) Fashion Walk賓客服務台服務時間為星期一至日（包括公眾假期）早上10時至晚上10時；雅蘭中心賓客服務台服務時間為星期一至日（包括公眾假期）早上10時至晚上10時。
 - (v) 電子券不能與hello計劃下的任何其他促銷計畫、優惠、折扣、優惠券、福利、特權等一起使用，但可與「恒隆電子購物禮券」同時使用。使用「恒隆電子購物禮券」的條款及細則另行適用。詳情請參閱恒隆電子購物禮券的條款及細則。
 - (vi) 山頂纜車單程車票受條款及細則約束，詳情請參閱山頂纜車單程車票背面。
 - (vii) 消費單據可同時參與商場其他活動包括但不限於「生日積分獎賞」等等。
5. 每套機印銷售收據、相應的電子簽賬存根及其他相應的文件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hello恒隆商場獎賞計劃上傳之單據並登記hello積分之單據均不能重覆使用。
 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 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。

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)。
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 17 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。
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