



General Terms & Conditions:

1. Unless otherwise specified, the promotion is valid from November 1, 2024 to April 30, 2025, both dates inclusive (based on transaction date) ("Promotion Period").
2. Unless otherwise specified, the promotion is applicable to cardholders of Citi Mastercard Credit Cards and/or cardholders of Citibank Debit Mastercard issued by Citibank (Hong Kong) Limited ("Citibank") ("Eligible Cards"), who are also members of Hang Lung Malls Rewards Program ("hello Program") managed by Hang Lung Properties Limited ("Hang Lung") ("Cardholders").
3. The terms and conditions of the hello Program (the "hello Program T&C") 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 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. Unless otherwise specified, the promotion is applicable to the following transactions made by the Eligible Cards during the Promotion Period at the shopping and dining merchants who are hello Partners listed on the official Hang Lung Malls website (<https://www.hanglungmalls.com/en/hang-lung-malls>)("Designated Merchants") of designated malls of Hang Lung ("Hang Lung Malls"), including 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, and Gala Place which is situated at 56 Dundas Street, Mongkok, Hong Kong ("Participating Malls") ("Eligible Transactions"):
 - Posted retail transactions or contactless payment retail transactions with original Eligible Card sales slips and original merchant sales receipts; and
 - Newly billed Merchant Installment Plan that are posted during the Promotion Period with original Eligible Card sales slips and original merchant sales receipts; and
 - Citibank, Mastercard and Hang Lung reserve the right to determine and change which purchases/payments/transactions qualify as Eligible Transactions at their absolute discretion from time to time; and
 - Only applicable to the final amount of Eligible Transactions charged to the Eligible Card after deduction of all applicable discounts, reductions and value of cash vouchers (if applicable) ("Net Spending Amount").
5. The promotion is NOT applicable to the following transactions:
 - spending on or through telecommunications services, or banking or currency exchange services;
 - spending on car parks;
 - store credits, purchase of gift vouchers, cash vouchers, purchase of or adding value to gift cards;
 - other transactions including but not limited to utilities bill payments, purchase of or adding value to stored-value cards (including the unauthorised or fraudulent transactions, transactions recorded by hand written payment slips and any transactions without electronic payment slips and/or merchant sales receipts);
 - online purchases, mail, fax or phone orders;
 - any transactions and payments made by cash, gift cards, gift vouchers or cash vouchers; or
 - any transactions made via any e-wallets (including but not limited to Alipay, Wechat Pay, Tap & Go and PayMe); and
 - any other purchases/payments/transactions that Citibank and/or Hang Lung may at their absolute discretion exclude from time to time.
6. Cardholders must keep and submit the relevant original Eligible Card sales slips and original merchant sales receipts of Eligible Transactions for inspection upon request by Citibank. All relevant documents submitted to Citibank will not be returned.
7. Cardholders' Eligible Card accounts must be valid and with good credit record during the Promotion Period and at the time when the offers are awarded or used; otherwise, Citibank reserves the right to forfeit the offers without prior notice.
8. In case of any fraud/abuse/reversal/cancellation of the transactions used for the award of the offers, Citibank reserves the right to debit from Cardholder's Eligible Card account the equivalent value of the reward(s) without prior notice.

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9. The offers shall not be varied, returned, replaced, cancelled, transferred, resold, refunded or exchanged for cash or discount or other products.
10. The offers are subject to the availability of products or service and at absolute discretion of Citibank and the Designated Merchants. Photos, product specifications and prices are for reference only.
11. Unless any products or services are expressly and specifically stated to be supplied / provided / manufactured by Citibank, Mastercard or Hang Lung, the products or services are not supplied / provided / manufactured by Citibank, Mastercard or Hang Lung. Citibank, Mastercard and Hang Lung do not in any way warrant the quality and condition of or any other matters in connection with such products or services and shall not be held liable for the same. Citibank, Mastercard or Hang Lung 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 products or services (including but not limited to the loss of products or services due to the deletion of the Hang Lung Malls App or the hello WeChat Mini Program, the termination of a Cardholder's hello Membership, the change of contact details of a Cardholder, the use of such products or services by mistake, network or device failures or problems, technical errors or any other reason) and the Event.
12. 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 Citibank, Mastercard or Hang Lung are entitled to the rights set out in such Terms and Conditions. In case of any breach of these Terms and Conditions, or Citibank, Mastercard or Hang Lung reasonably believe that dishonest or fraudulent conduct and/or acts have been committed by a customer/Cardholder (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), Citibank, Mastercard or Hang Lung have the sole and absolute discretion to immediately revoke the customer/Cardholder's entitlement to any Benefits, demand and recover from any customer/Cardholder the Benefits redeemed or equivalent value in cash, claim against the customer/Cardholder for any damages and/or losses arising from or in connection with the above and pursue any legal action, without any prior notice.
13. Due to unforeseen circumstances, force majeure events and/or circumstances not under the control of Citibank, Mastercard, Hang Lung or respective Designated Merchants, 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, Citibank, Mastercard, Hang Lung or respective Designated Merchants 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. Citibank, Mastercard, Hang Lung or respective Designated Merchants accept 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, Citibank, Mastercard, Hang Lung or respective Designated Merchants reserve the absolute right to make the final decision and the decision of Citibank, Mastercard, Hang Lung or respective Designated Merchants shall be final and conclusive.
14. In the event of any discrepancy between the English and Chinese versions of these Terms & Conditions, the English version shall prevail.
15. The promotions, products and services mentioned in the referenced document are not offered to individuals residing in the European Union, European Economic Area, Switzerland, Guernsey and Jersey, Monaco, San Marino, Vatican, The Isle of Man, the UK, Brazil, New Zealand, Jamaica, Ecuador or Sri Lanka. The referenced document is not, and should not be construed as, an offer, invitation or solicitation to buy or sell any of the promotions, products and services mentioned therein to such individuals.

“Spending Rewards” Terms and Conditions:

16. The Cardholder with Eligible Card is entitled to Hang Lung e-Coupons valued at either HK\$50 or HK\$70 by conducting a Single Eligible Transaction with Net Spending upon a designated amount in designated merchants at the Participating Malls during the Promotion Period and registering the transaction in the Hang Lung Malls App or hello WeChat Mini Program according to the hello Program T&C (“Spending Reward”). Each Single Eligible Transaction can redeem one reward only. Details are as follows:





Single Net Spending Amount (HK\$)	Hang Lung e-Coupon(s) entitled (HK\$) by Eligible Cards	Hang Lung e-Coupon(s) entitled (HK\$) by Citi Rewards Mastercard
\$800 or above	\$50	\$70*

*Distributed in one (1) HK\$50 Hang Lung e-Coupon and one (1) HK\$20 Hang Lung e-Coupon.

- Monthly quotas of Spending Reward apply on a first-come-first-served basis while quotas last without prior notice. HK\$50 Hang Lung e-Coupon is limited to a monthly number of 1,700 quota, HK\$70 Hang Lung e-Coupon is limited to a monthly number of 450 quota.
- For the avoidance of doubt, Eligible Cardholders can only redeem either Spending Reward or Dining Reward with the same Eligible Transaction during the Promotion Period, that is, Spending Reward cannot be enjoyed in conjunction with Dining Reward by the same Eligible Transaction.
- Each Cardholder (including all principal and supplementary cards under his/her Eligible Card account) is entitled to a maximum value of HK\$70 in Hang Lung e-coupons in every redemption, and a maximum of TWELVE TIMES of redemption on Spending Reward during the entire Promotion Period, amounting to a maximum value of HK\$840 in Hang Lung e-Coupons.
- The original merchant sales receipts and corresponding payment sales slips of Eligible Cards issued by Designated Merchants at the Participating Malls per Cardholder must be presented together with the Eligible Card and/or the respective mobile wallet's account/card number under the same Eligible Card at below redemption location within 7 days from the transaction date (as per the date stated on the machine-printed sale slips) in order to receive the Spending Reward, overdue receipts will not be entertained. Each receipt must be HK\$800 or above. Details are as follows:

Participating Malls	Redemption Location	Opening Hours
Fashion Walk	Concierge Counter, G/F	10am – 10pm daily
Gala Place, Hollywood Plaza, and Grand Plaza	Concierge Counter, G/F, Grand Plaza	
Peak Galleria	Concierge Counter, G/F	8am – 10pm daily
Kornhill Plaza	Concierge Counter, M/F, Kornhill Plaza North	10am – 8pm daily

- The usage of Hang Lung Malls e-Coupon is subject to the remaining balance of the transaction(s) (if applicable) to be settled by Eligible Cards.
- Hang Lung Malls e-Coupons issued under Spending Reward is valid for 14 days from the date of issuance and applicable to respective participating shops at the Participating Malls.
- Terms and conditions apply to the Hang Lung e-Coupons. For details, please refer to such terms and conditions as indicated in the Hang Lung Malls App.
- The staff at Concierge Counter may stamp all sales receipts, electronic payment slips and other documents which are presented in person. All sales receipts and electronic payment slips 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 will not be accepted again for the same purpose.
- The designated merchants may refuse to accept the Eligible Card if their payment system does not support a certain type of card. Please contact the designated merchants for details.
- Citibank and Hang Lung shall not be responsible for any matters in relation to the related products or services provided by designated merchants. The designated merchants are solely responsible for all obligations and liabilities related to such products or services and all auxiliary services.
- For any enquiries about the Spending Reward, please check with the staff at the Redemption Locations.

“Extra Parking Reward” Terms and Conditions:

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- 28. The Cardholder with Eligible Card is entitled to additional 1-hour free parking (Must be used in conjunction with Free Parking Privilege upon spending) during the Promotion Period (“Extra Parking Reward”) at Participating Malls (except Fashion Walk), each Cardholder (including all principal and supplementary cards under his/her Eligible Card account) can enjoy the Extra Parking Reward ONCE per day.
- 29. To redeem Extra Parking Reward, Cardholders must within same-day of the Eligible Transaction (with the required transaction amount) personally present the original merchant sales receipts and corresponding payment sales slips of Eligible Cards issued by Designated Merchants at the Participating Malls with the Eligible Card and/or the respective mobile wallet’s account/card number under the same Eligible Card at the below designated redemption location before leaving the Carpark. There will be no refunds due to any unsuccessful redemptions. Details are as follows:

Participating Malls	Redemption Location	Opening Hours
Gala Place, Hollywood Plaza, and Grand Plaza	Concierge Counter, G/F, Grand Plaza / Carpark Shroff Office, G/F, Gala Place	10am – 10pm daily / 10am – 1am daily
Peak Galleria	Concierge Counter, G/F / Carpark Shroff Office, B1	8am – 10pm daily / 24-hour operation
Kornhill Plaza	Concierge Counter, M/F, Kornhill Plaza North	10am – 8pm daily

- 30. Other terms and conditions apply to Extra Parking Reward. Please refer to Hang Lung Malls’ website.
- 31. The staff at Concierge Counter may stamp all sales receipts, electronic payment slips and other documents which are presented in person. All sales receipts and electronic payment slips 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 will not be accepted again for the same purpose.
- 32. For any enquiries about the Extra Parking Reward, please check with the staff at the Redemption Locations.

“Exclusive Merchant Privileges” Terms and Conditions:

- 33. Cardholders can enjoy exclusive privileges provided by the designated merchants at Participating Malls. For offer details and the Terms and Conditions, please refer to citibank.hk/hanglungmall-merchant
- 34. The designated merchants may refuse to accept the Eligible Card if their payment system does not support a certain type of card. Please contact the designated merchants for details.
- 35. Citibank and Hang Lung shall not be responsible for any matters in relation to the related products or services provided by designated merchants. The designated merchants are solely responsible for all obligations and liabilities related to such products or services and all auxiliary services.
- 36. For any enquiries on the Exclusive Merchant Privileges, please check with designated merchants at Participating Malls.

“Special Dining Rewards” Terms and Conditions:

- 37. Cardholders can enjoy the Special Dining Reward (“Dining Reward”) by spending at the designated F&B merchants at Participating Malls. For detailed designated F&B merchant list, please refer to citibank.hk/hanglungmall-diningmerchant
- 38. The Cardholder with Eligible Card is entitled to Hang Lung e-Coupons valued at HK\$40 by conducting a Single Eligible Transaction with Net Spending upon a designated amount in designated F&B merchants at the Participating Malls during the Promotion Period and registering the transaction in the Hang Lung Malls App or hello WeChat Mini Program according to the hello Program T&C. Each Single Eligible Transaction can redeem one reward only. Details are as follows:

Single Net Spending Amount (HK\$)	Hang Lung e-Coupon(s) entitled (HK\$) by Eligible Cards
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\$400 or above	\$40*
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*Distributed in Two (2) HK\$20 Hang Lung e-Coupons.

39. A quota of 2,500 Dining Rewards apply on a first-come-first-served basis while quotas last without prior notice.
40. For the avoidance of doubt, Eligible Cardholders can only redeem either Dining Reward or Spending Reward with the same Eligible Transaction during the Promotion Period, that is, Dining Reward cannot be enjoyed in conjunction with Spending Reward by the same Eligible Transaction.
41. Each Cardholder (including all principal and supplementary cards under his/her Eligible Card account) is entitled to a maximum value of HK\$40 in Hang Lung e-coupon in every redemption, and a maximum of TWELVE TIMES of redemption on Dining Reward during the entire Promotion Period, amounting to a maximum value of HK\$480 in Hang Lung e-Coupons.
42. The original merchant sales receipts and corresponding payment sales slips of Eligible Cards issued by Designated F&B merchants at the Participating Malls per Cardholder must be presented together with the Eligible Card and/or the respective mobile wallet's account/card number under the same Eligible Card at below redemption location within 7 days from the transaction date (as per the date stated on the machine-printed sale slips) in order to receive the Dining Reward, overdue receipts will not be entertained. Each receipt must be HK\$400 or above. Details are as follows:

Participating Malls	Redemption Location	Opening Hours
Fashion Walk	Concierge Counter, G/F	10am – 10pm daily
Gala Place, Hollywood Plaza, and Grand Plaza	Concierge Counter, G/F, Grand Plaza	
Peak Galleria	Concierge Counter, G/F	8am – 10pm daily
Kornhill Plaza	Concierge Counter, M/F, Kornhill Plaza North	10am – 8pm daily

43. The usage of Hang Lung Malls e-Coupon is subject to the remaining balance of the transaction(s) (if applicable) to be settled by Eligible Cards.
44. Hang Lung Malls e-Coupons issued under Dining Reward is valid for 14 days from the date of issuance and applicable to respective participating shops at the Participating Malls.
45. Terms and conditions apply to the Hang Lung e-Coupons. For details, please refer to such terms and conditions as indicated in the Hang Lung Malls App.
46. The staff at Concierge Counter may stamp all sales receipts, electronic payment slips and other documents which are presented in person. All sales receipts and electronic payment slips 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 will not be accepted again for the same purpose.
47. The designated F&B merchants may refuse to accept the Eligible Card if their payment system does not support a certain type of card. Please contact the designated merchants for details.
48. Citibank and Hang Lung shall not be responsible for any matters in relation to the related products or services provided by designated F&B merchants. The designated F&B merchants are solely responsible for all obligations and liabilities related to such products or services and all auxiliary services.
49. For any enquiries on the Dining Reward, please check with the staff at the Mall Redemption Locations.

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