



General Terms and Conditions:

1. The offers are applicable to Hang Seng Prestige customers (the “Customers”).
2. The offers are not transferable, and cannot be redeemed or exchanged for cash, other products or discounts, and cannot be used in conjunction with other promotional offers, discounts, coupons, cash coupons or membership benefits/ VIP cards/ VIP bonus point programmes of the merchant (unless otherwise specified).
3. Offers are subject to availability.
4. Additional terms and conditions may be applicable to individual offer, please check with the respective merchant for details.
5. Upon closure of the respective merchant, the relevant offers shall be terminated immediately.
6. All products, services, and information related to the offers are directly sold and supplied to customers by the respective merchant who are solely responsible for all related obligations and liabilities.
7. The offers are governed by these terms and conditions, terms and conditions of the relevant reservation form and other terms and conditions stipulated by the merchant.
8. Hang Seng Bank Limited ("Hang Seng") and the respective merchants reserve the right to vary or terminate the offers at any time and to amend the terms and conditions from time to time without prior notice. In case of any dispute, the decision of Hang Seng and the respective merchants shall be final.
9. Hang Seng shall not be liable to the Customers and their guests for any loss, claims, damages or personal injuries arising out of or in connection with the reservation and use of the product/service provided by the merchant.
10. These terms and conditions are governed by and will be construed in accordance with the laws of the Hong Kong Special Administrative Region.
11. These terms and conditions are subject to prevailing regulatory requirements.
12. No person other than the Customer and Hang Seng (which includes its successors and assigns) will have any right under the Contracts (Rights of Third Parties) Ordinance to enforce or enjoy the benefit of any of the provision of these terms and conditions.
13. In case of any discrepancy between the English and Chinese versions of the terms and conditions, the English version shall prevail.

Terms and Conditions for Offer at Novotel Citygate Hong Kong (the “Offer”):

1. The promotion period is from 1 March 2024 to 31 December 2024 (“Promotion Period”) with stays to be completed by Customers on or before 31 December 2024.
2. Customers are required to make prepaid booking for the eligible rate plan at Novotel Citygate Hong Kong’s website during the Promotion Period, enter the designated promo code [HASE2024] and input the Customer Type [PRESTIGE] at the Remarks on the payment page at the time of booking. Credit card details is needed for booking guarantee purpose and full payment can be settled by cash or any credit card upon check out.
3. The designated promo code (voucher code) must be added at the time of booking on the check-out page.
4. The bookings and rates are non-commissionable.
5. The Offer includes 20% discount on Novotel Citygate Hong Kong room reservation promotion rate, Complimentary Wi-Fi access, Complimentary two pad of distilled water daily, Complimentary unlimited local telephone calls, Complimentary use of gymnasium and



swimming pool (Subject to change for the service hour), Complimentary airport scheduled shuttle service is available and base on first-come-first-serve, 20% discount on Food & Beverage consumption in the hotel's restaurants and bars, 20% discount on the regular prices of dry-cleaning and laundry service, including express laundry services, and additional add-on benefits of late check-out until 4pm on the check-out date for Hang Seng Prestige Customer.

6. Prestige Customers who stay at Novotel Citygate Hong Kong during the SAT exam period to take the SAT exam are required to input the particular visiting purpose [SAT] at the Remarks on the payment page at the time of booking. Customers can enjoy the benefit of the free scheduled shuttle service to/from AsiaWorld Expo and is available on a first-come-first served basis.
7. Each Customer can use the Offer once for each reservation.
8. Minors under the age of 17 can only stay in shared room with a parent or legal guardian.
9. Room bookings are subject to availability and the hotel's final confirmation. Advance reservation is required.
10. Customers shall present their Hang Seng Prestige ATM card or "My ATM Card" page on Hang Seng Personal Banking mobile app upon arrival at the hotel to enjoy the Offer.
11. For Offer details, please call customer enquiry hotline at (852) 3602 8803 or email to H6239-SL1@accor.com.
12. The Offer is for the sole use of the Customer and cannot be transferred, accumulated, or redeemed for cash, other products or services.
13. The Customer should understand and agree to the items and content of the Offer and the services arranged by the merchant before receiving the same.