

General offer Terms and Conditions

1. The above offers are applicable to Hang Seng Signature Customers (“Customers”) only.
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, cake coupons or membership benefits/VIP cards/VIP bonus point programmes of the merchants (unless otherwise specified).
3. Offer is subject to availability, and are available while stocks last.
4. Additional terms and conditions are applicable to individual offers, please check with the respective merchants for details.
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6. Upon closure of the respective merchants, the relevant offers shall be terminated immediately.
7. All products, services, and information related to the offers are directly sold and supplied to customers by the respective merchants who are solely responsible for all related obligations and liabilities.
8. 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 merchants.
9. 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.
10. Neither Hang Seng nor the merchants shall 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 merchants.
11. These terms and conditions are governed by and will be construed in accordance with the laws of the Hong Kong Special Administrative Region.
12. These terms and conditions are subject to prevailing regulatory requirements.
13. 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.
14. In case of any discrepancy between the English and Chinese versions of the terms and conditions, the English version shall prevail.

Terms and Conditions of Hong Kong Jockey Club Happy Valley Racecourse VIP Box Offer (“VIP Box Offer”):

1. The VIP Box Offer is valid from 1 September 2020 to 14 July 2021 (“Promotion Period of VIP Box Offer”) and is only applicable to Signature customers who reserve The Hong Kong Jockey Club (“HKJC”) Happy Valley Racecourse VIP Box (the “VIP Box”) by completing the designated booking form and make payment with Selected Hang Seng Credit Card (including Hang Seng Visa Infinite

Card, Prestige World Mastercard© , World Mastercard©, the Hong Kong Jockey Club Membership Card (Platinum Mastercard and Gold Mastercard), the Racing Club Membership Card, Platinum Card, Affinity Platinum Card, Affinity Platinum Spending Card, Commercial Card and Business Card).

2. Customers can only enjoy the offer once during the Promotion Period.
3. Customers should make advance reservation 7 to 30 calendar days prior to the race meeting date and seats are subject to availability.
4. Customers will receive phone and e-mail / mail confirmation from Hang Seng within 2 working days after submission of the reservation form. If customer receives no confirmation from Hang Seng, Please call Hang Seng Signature Concierge Hotline 2998 8022 for enquiry.
5. Re-scheduling and cancellation shall be made at least 7 working days before the race meeting date. All re-scheduling /cancellations made after that will be fully charged.
6. Please collect the admission badge(s) ("Badge(s)") at the reception counter of Entrance C of Happy Valley Racecourse on the race meeting date. Customers and guests have to present the Badges at the entrance of the HKJC VIP Box. Each Badge admits one person only.
7. The Badge(s) is / are designated for the race meeting date shown on the Badge(s).
8. No replacement of Badge(s) will be issued.
9. Dress code: singlets, shorts and flip-flops are unacceptable forms of dress in the HKJC VIP Box. HKJC reserves the right to deny access to customers and guests who do not meet the dress code requirements.
10. Guests must be at least 18 years of age.
11. No outside food & beverage will be brought into the Boxes or any of the Club's premises.
12. The Boxes shall be vacated within 30 minutes after the last race of a race meeting concerned.
13. No preferential seating is available.
14. No smoking is allowed within the HKJC VIP Box area. Customers and guests can only smoke at the balcony outside the HKJC VIP Box area.
15. Tipping is strictly prohibited.
16. Mobile phone must be switched to silence or vibration mode before entering the racecourse. Use of mobile phone is strictly limited to areas outside the restaurant, including the balcony, corridor, lift lobby, toilet and betting hall.
17. If a race meeting is cancelled or re-scheduled by the HKJC, Hang Seng will consider the reservation as cancelled and customers will not be charged for the reserved seats. This is however not applicable to cases where HKJC, for any reason, cancels a part of the race meeting during the course of it.
18. All food and services are provided by HKJC which is solely responsible for all related obligations and liabilities.
19. Neither Hang Seng nor HKJC shall 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 HKJC VIP Box.
20. Hang Seng reserves the right to suspend, revise or terminate the above offers and to amend the terms and conditions thereof at any time without prior notice. In case of any disputes, the decision of Hang Seng shall be final.
21. The English version of these terms and conditions shall prevail whenever there is any discrepancy between the English and Chinese versions.