

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.
5. Upon closure of the respective merchants, 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 merchants 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 merchants.
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. 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.
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 of complimentary VIP Gold membership to the Hang Seng Olive Wellness App Privilege:**Signature customer offer – Free virtual Consultation (including basic medicine and delivery)**

1. Signature customers can directly become a VIP Gold member at Hang Seng Olive Wellness App (the “App”). To activate the account, customer must successfully download the App and input the Hang Seng Invitation keys issued by Hang Seng Bank Limited (“Hang Seng Bank”).
2. The offer is valid from 28 March 2021 to 31 December 2021 (“Promotion Period”) and is only applicable to Signature customers.
3. Each voucher can be used once only.

4. The voucher is required to be used within the validity period. No reissuance after expiration.
5. The e-vouchers are only for use in virtual consultation of the Quality HealthCare mobile application.
6. Virtual consultation is only available for people aged 18 or above and staying in Hong Kong at the time of consultation.
7. Please provide a valid address in order for drug delivery to be arranged. Unsuccessful delivery due to incorrect address will result in customers paying an additional charge for rearrangement of drug delivery. Drug delivery is not available for outlying islands (except Ma Wan and Tung Chung).
8. This offer is not to be used in conjunction with any other promotional offers or discounts and cannot be exchanged for cash or other products.
9. For more details about the terms and conditions of our virtual consultation, please browse the Quality HealthCare mobile application.
10. This services is provided by Quality HealthCare Medical Services Limited (“Quality HealthCare”). Hang Seng Bank does not assume or share the doctors' or healthcare professionals' responsibility or liability with regard to the quality or appropriateness of the medical and/or healthcare services provided by them, including the manner of providing the medical and/or healthcare services such as by way of virtual consultation. The use of this services is subject to “Quality HealthCare Terms and Conditions” (available at QHMS website: www.qhms.com)
11. Hang Seng Bank and Quality HealthCare reserve the right of final decision on all matters relating to the above offer, which shall be binding on all parties concerned. In case of any dispute, our decision shall be final.
12. In case of any discrepancy between English and Chinese versions of the terms and conditions, the English version shall prevail.

Signature customer offer – Privilege price HKD318 on Virtual Consultation (including basic medicine and delivery)

1. Signature customers can directly become a VIP Gold member at Hang Seng Olive Wellness App (the “App”). To activate the account, customer must successfully download the App and input the Hang Seng Invitation keys issued by Hang Seng Bank Limited (“Hang Seng Bank”).
2. The offer is valid from 28 March 2021 to 31 December 2021 (“Promotion Period”) and is only applicable to Signature customers.
3. Each voucher can be used once only.
4. The voucher is required to be used within the validity period. No reissuance after expiration.
5. The e-vouchers are only for use in virtual consultation of the Quality HealthCare mobile application.
6. Virtual consultation is only available for people aged 18 or above and staying in Hong Kong at the time of consultation.
7. Please provide a valid address in order for drug delivery to be arranged. Unsuccessful delivery due to incorrect address will result in customers paying an additional charge for rearrangement of drug delivery. Drug delivery is not available for outlying islands (except Ma Wan and Tung Chung).
8. This offer is not to be used in conjunction with any other promotional offers or discounts and cannot be exchanged for cash or other products.
9. For more details about the terms and conditions of our virtual consultation, please browse the Quality HealthCare mobile application.

10. This services is provided by Quality HealthCare Medical Services Limited (“Quality HealthCare”). Hang Seng Bank does not assume or share the doctors' or healthcare professionals' responsibility or liability with regard to the quality or appropriateness of the medical and/or healthcare services provided by them, including the manner of providing the medical and/or healthcare services such as by way of virtual consultation. The use of this services is subject to “Quality HealthCare Terms and Conditions” (available at QHMS website: www.qhms.com)
11. Hang Seng Bank and Quality HealthCare reserve the right of final decision on all matters relating to the above offer, which shall be binding on all parties concerned. In case of any dispute, our decision shall be final.
12. In case of any discrepancy between English and Chinese versions of the terms and conditions, the English version shall prevail.

Signature customer offer – Free Virtual Workshop

1. Signature customers can directly become a VIP Gold member at Hang Seng Olive Wellness App (the “App”). To activate the account, customer must successfully download the App and input the Hang Seng Invitation keys issued by Hang Seng Bank Limited (“Hang Seng Bank”).
2. The free virtual workshop offer is valid from 28 March 2021 to 31 December 2021 (“Promotion Period”) and is only applicable to Signature customers.
3. Each voucher can be used once only.
4. The voucher is required to be used within the validity period. No reissuance after expiration.
5. This voucher can only be used to redeem the interactive webinar inside virtual workshop function in the Quality HealthCare mobile application.
6. Limited quotas for the interactive webinar available on a first-come-first-served basis.
7. The interactive webinar is only available for those who have successfully registered. Please pre-register before the virtual workshop and enter a valid promotion code upon registration. Participants will also receive a reminder sent from the mobile app before the virtual workshop.
8. To ensure smooth participation in the virtual workshop participants should check to see whether their personal communication system supports the webinar format. Please browse the following URL to learn about the requirements of the system (including operating system and browser) before participating: <https://support.zoom.us/hc/en-us>
9. We regret that we are unable to provide support to participants on technical issues related to the use of interactive webinar.
10. Participants should ensure that the wireless network connection of the device used is stable and has sufficient data support in order to smoothly participate in the interactive webinar.
11. Please refrain from recording, filming or reproducing, distributing or rebroadcasting lecture contents in any form during the interactive webinar.
12. For more details about the terms and conditions of our interactive webinar, please browse the Quality HealthCare mobile application.
13. Hang Seng Bank Limited and Quality HealthCare Medical Services Limited reserve the right of final decision on all matters relating to the above offer, which shall be binding on all parties concerned. In case of any dispute, our decision shall be final.
14. In case of any discrepancy between English and Chinese versions of the terms and conditions, the English version shall prevail.