

Terms and Conditions for Exclusive Offers with Eternal East Bus for Prestige Private and Prestige Banking Customers of Hang Seng Bank

General Terms and Conditions

- The offers under this promotion (the "Offers") are only applicable to Hang Seng Bank Limited (the "Bank") Prestige Private, Prestige and Preferred Banking Customers (the "Customers").
- The Offers are only valid at Eternal East Cross-Border Coach Mgt. Limited (the "Merchant").
- The Offer is not transferable, and cannot be redeemed or exchanged for cash, other products or discounts of the Merchant (unless otherwise specified).
- Upon closure of the Merchant, the Offers are terminated immediately.
- The Offers are governed by these terms and conditions and other terms and conditions stipulated by the Merchant.
- All products, service, and promotional information are provided by the merchants or outlets for reference only. The Bank does not guarantee the accuracy or authenticity of such information, nor does it constitute any recommendation, commitment, or guarantee by the Bank regarding the merchant or its products/services. All responsibilities relating to products or services rest with the respective merchants.
- The Bank and/or the merchants reserve the right to amend, suspend, or terminate any offer or privilege at their sole discretion. Any such change will be announced via official channels within a reasonable timeframe.
- In case of dispute, the decision of the Bank and the Merchant is final, conclusive and binding on all parties.
- These terms and conditions are governed by and construed in accordance with the laws of the Hong Kong Special Administrative Region.
- These terms and conditions are subject to prevailing regulatory requirements.
- No person other than the Customer, the Bank (which includes its successors and assigns) and the Merchant (which includes its successors and assigns) has 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.
- In case of any discrepancy between the English and Chinese versions of the terms and conditions, the English version prevails.
- In case the relevant Prestige Private, Prestige and Preferred Banking is a joint-named account, only the primary account holder can enjoy the Offers.
- The Offers are not applicable to commercial customers.

Specific Terms and Conditions

Offer 1: The Single-way Private Cross-Border Limousine Offer

- The Offer is valid exclusively at the Merchant from 20 April 2026 to 19 April 2027 (both dates inclusive), and is subject to quota availability on a first-come, first-served basis.
- Subject to these terms and conditions, the Offer is valid for eligible Customers. Eligible Customers will receive unique redemption code from Hang Seng Relationship Manager and each redemption code can only be used once. The Offer varies from 2 types of customers as below:

Customers	Fee
Prestige Private	Free of charge
Prestige	\$300

- Each Eligible Customer may redeem the Offer once per calendar year.
- The Offer is applicable to a single-way journey either from Shenzhen to Hong Kong or from Hong Kong to Shenzhen. The available pick-up and drop-off points are as follows:

Shenzhen	Hong Kong
Shenzhen Bay Port	Locations in Kowloon, Hong Kong Island and the New Territories
Huanggang Port	
Liantang Port	

Shenzhen	Hong Kong
Shenzhen North Station	
Shenzhen City Centre (Nanshan, Futian, Luohu)	
Shenzhen Bao'an International Airport	

5. The booking is strictly non-transferable and intended solely for the Customer specified at the time of the reservation and registration.
6. If the Customer requests a destination or stop that is outside the above routes, such request is subject to the Merchant's approval and vehicle availability. If approved, the Customer must pay the fare difference between the offer price and the actual route price, as determined by the Merchant.
7. The operating hours for the private limousine service are from 6:30am to 10:00pm.
8. The Customer is responsible for paying any additional charges that apply, and the additional charges include an overtime charge of HKD200 for service outside operating hours, a waiting fee of HK\$300 per hour, or an additional stop charge of at least HKD100 per stop. For the purpose of calculating the overtime fee, any service time that exceeds the scheduled service time by more than 15 minutes is regarded as overtime for the first hour, and the overtime fee applies accordingly.
9. If the Customer cancels within six hours prior to the scheduled pick-up time, or if the Customer fails to arrive at the designated pick-up location at the specified time, the Customer must pay the full fare as determined by the Merchant.
10. To enjoy the Offer, a customer must make the reservation by downloading and filling in the booking form [here](#) and emailing the form to sales@eebus.com or wanghaoquan@eebus.net at least 2 days in advance. Please quote the Offer when making a reservation. The Merchant will confirm or reject the reservation to the Customer by email. Upon receiving a booking request, the Merchant will verify the promo code, the registered name and the phone number. The Merchant has the absolute right to reject the booking if the Customer is found to have a prior booking record for the same entitlement or if the Customer uses an invalid promo code.
11. Reservation confirmation is subject to the Merchant's availability.
12. (Applicable to Prestige Customer only) After the Merchant confirms the booking, the Customer may pay the HK\$300 fee by WeChat Pay or Alipay account provided by the Merchant, or the Customer may pay the HK\$300 fee in cash on the departure day before the vehicle departs. If the Customer pays by WeChat Pay, the Customer must provide the Merchant with a screenshot showing that the payment has been credited before the reservation can be confirmed. The screenshot must include the transaction order number and the payment amount. Once payment has been made, the reservation cannot be cancelled, amended, transferred or refunded.
13. Customers must present their Hang Seng Prestige or Prestige Private ATM card, Prestige World Mastercard®, Prestige Multi-Currency Debit Mastercard®, or the "My Debit / ATM Cards" page on Hang Seng Personal Banking mobile app at departure, and if a Customer fails to present valid proof, the Merchant has the absolute right to refuse to provide the service.
14. The Customers are liable for any damage discovered during their trip.
15. The Offer cannot be redeemed for cash, sold or exchanged for any other products or services.
16. For any inquiries, please contact Eternal East Bus Service Hotline at +852 3760 0880.

Offer 2 : The Premium Charter Offer: Single Way Service between Shenzhen and Central at HKD120

1. The Offer is valid exclusively at the Merchant on Business Days from 20 April 2026 to 19 April 2027. "Business Day" means any day from Monday to Friday on which banks are open to the public for business, excluding public holidays.
2. The Offer is valid for Eligible Customers only. Eligible Customers refer to all Prestige and Prestige Private customers.

3. Once payment has been processed, booking cannot be cancelled, amended, transferred or refunded.
4. The booking is strictly non-transferable and intended solely for the Customer specified at the time of the reservation and registration.
5. The Merchant will provide designated scheduled service between Shenzhen Bay (Before immigration: Eternal East Bus bays 9/10) side and Central (near Hang Seng Bank Headquarters Building) from Monday to Friday (except Non-Business Days), and the departure times are 7:40am from Shenzhen Bay and 6:45pm from Central.
6. To enjoy the Offer, the Customer must make a booking via the “Eternal East Bus” WeChat Mini-Programme. For journeys departing from Shenzhen, the pick-up point must be “Hang Seng Bank Dedicated Line (Shenzhen Bay Port)”. For journeys departing from Hong Kong, the pick-up point must be “Hang Seng Bank Dedicated Line (near Hang Seng Bank Headquarters Building in Central)”. The Customer must pay HKD120 per seat per single-way trip through the Merchant’s Mini-Programme. If the Customer selects a trip that is not a single-way trip, selects any pick-up point other than the Hang Seng Bank Dedicated Line pick-up points stated above, the Customer is not entitled to the Offer.
7. The maximum number of passengers per trip is five, and seats are allocated on a first-come, first-served basis.
8. Customers must present their Hang Seng Prestige or Prestige Private ATM card, Prestige World Mastercard®, Prestige Multi-Currency Debit Mastercard®, or the “My Debit / ATM Cards” page on Hang Seng Personal Banking mobile app upon arrival and before boarding, and if a Customer fails to present valid proof, the Merchant has the absolute right to charge the pre-discount price.
9. There is no limit on the number of bookings that Customers may make during the promotion period, provided that each booking is subject to seat availability and is confirmed by the Merchant.
10. Each booking under the Offer must be made by the Customer and for the Customer’s own use only. The Customer may only make one booking for each trip and must not make bookings on behalf of any other person (including family members or friends). If the Merchant reasonably suspects that a booking has been made on behalf of another person, the Merchant has the absolute right to reject or cancel the booking and/or refuse boarding.
11. The Customers are liable for any damage discovered during their trip.
12. The Offer cannot be redeemed for cash, sold or exchanged for any other products or services.
13. For any inquiries, please contact Eternal East Bus Service Hotline at +852 3760 0880.