

門票換領之條款及細則：

1. 推廣期為 2023 年 10 月 12 日至 10 月 29 日 (「推廣期」)。
2. 又一城於 UG 層顧客服務處之換領時間為每日的上午 11 時至晚上 8 時。
3. My FESTIVAL 會員 (「會員」) 必須親身到顧客服務處出示於推廣期內即日的又一城商戶機印收據正本及相關之指定電子貨幣付款收據正本 (「合資格收據」) 並出示有效 My FESTIVAL 電子會員號碼，方可進行換領。活動只限 16 歲或以上人士參加。
4. 會員本人必須為指定電子貨幣付款方式之簽賬者。又一城 (2011) 有限公司 (「又一城」) 及其工作人員有權於任何情況下要求有關會員出示相關之身分證明文件，以作核對及確認該會員之身份及相關合資格收據。
5. 若會員使用手機付款應用程式 (只限支付寶、Atome、Apple Pay、BOC Pay、轉數快、Google Pay、Huawei Pay、Mi Pay、八達通銀包、PayMe、Samsung Pay、拍住賞、TNG 電子錢包、UnionPay 手機應用程式及微信支付) 付款時，必須同時出示推廣期內之即日商戶機印收據正本及相關之付款證明 (包括指定電子貨幣付款收據正本或手機付款應用程式之交易記錄) 以作蓋印及核實，方可進行換領。
6. 合資格消費並不包括 7-Eleven、Apple Store、挑戰者、美國冒險樂園、日產「電氣站」及自動販賣機之交易、購買又一城購物禮券或商戶之現金禮券 / 購物券 / 儲值卡 / 禮品卡 / 禮物卡、任何增值服務、汽車展銷、展覽場地、慈善捐款、外幣兌換/退款、繳費服務、保險服務、投資產品、銀行服務、金融服務、電訊服務、分拆簽賬、會籍費用 (包括但不限於金行月供計劃)、停車場泊車費用、電動車充電服務費用、租用儲物櫃費用、租用手提電話充電器費用、寫字樓交易、分期付款交易、虛假交易及未經許可的交易。如會員的消費交易只付訂金或分期付款，只會計算第一次已付的訂金或第一次的分期付款金額用作禮品換領，而該交易之餘額將不能辦理換領手續或獲取積分。
7. 門票設有限額。名額已滿時換領活動將即時暫停，恕不另行通知。門票數量有限，以先到先得方式發售，售完即止。
8. 是次推廣活動合資格收據並不包括任何影印本、經塗改、重印或手寫商戶收據、重印或手寫電子貨幣付款收據、現金付款之收據，以及所有推廣期以外之商戶收據或電子貨幣付款收據。現金透支、網上購物 (包括但不限於網上購買 FESTIVAL GRAND CINEMA 戲票及任何經網上或手機外賣應用程式進行之交易)、郵購、電話訂購、財務費用、逾期費用、信用卡年費、於又一城非按真實交易發出之收據或正在進行取消、索償、退貨或退款等之收據恕不接受。
9. 每張合資格收據只可參加「換領」一次。工作人員於安排換領手續後，將於有關合資格收據之正面蓋上印章以作識別用途。已被蓋印的合資格收據不能於相關又一城商戶內用作退款之用，以及均不適用於參加又一城舉辦之其他推廣活動 (包括但不限於 My FESTIVAL 會員獎賞計劃之積分登記)。

10. 所有合資格收據必須由工作人員核實方為有效。換領時，會員須接受又一城記錄（或複印）收據上之資料，包括信用卡號碼、信用卡持卡人之姓名、商戶名稱、交易金額及會員資料，以作辦理換領手續。收集的資料只限又一城用作是次推廣活動核實交易之用途。
11. 在任何情況下，會員將不得取消、更改、退回、兌換現金或轉售所有已購買之門票。
12. 又一城及其商戶之職員均不能參加是次推廣活動及不可代替會員購買門票。
13. 所有宣傳圖片只供參考。若門票被盜竊、遺失或損毀，恕不補發。又一城對供應商所提供的服務及質素，將不承擔任何法律責任。
14. 如有任何爭議，又一城將保留最終決定權。
15. 如此條款及細則的中、英文版有所差異，一概以英文版為準。
16. 所有會員須已閱讀、接受並同意遵守是次推廣活動的參加辦法條款及細則，否則作棄權論。

Terms and Conditions of Ticket Redemption:

1. The promotion period runs from 12 October to 29 October 2023 (the "Promotion Period").
2. The Concierge is located on Level UG at Festival Walk. The redemption hours are from 11:00 am to 8:00 pm.
3. During the entire Promotion Period, My FESTIVAL members (the "Members") must present their original same-day, machine-printed Festival Walk transaction receipt(s) and corresponding electronic payment receipt(s) (the "Eligible Transaction Documents") and present a valid My FESTIVAL membership ID in person at the Concierge on the day of purchase for redemption. The promotion is for aged 16 and above to participate.
4. The name of the holder of the Designated Electronic Payment Method must be the same as the registered Member's name. Festival Walk (2011) Limited ("Festival Walk") and its counter staff reserve the right at any time to request Members to present an identity document for verification and confirmation purposes, and to review the relevant Eligible Transaction Documents.
5. Members who use a mobile payment app (limited to Alipay, Atome, Apple Pay, BOC Pay, FPS, Google Pay, Huawei Pay, Mi Pay, Octopus Wallet, PayMe, Samsung Pay, Tap & Go, TNG Wallet, UnionPay app and WeChat Pay) must present both original same-day transaction receipts and the corresponding transaction proof (including original Designated Electronic Payment receipts or transaction record

on the mobile payment app) for stamping and verification for redemption in the Promotion Period.

6. Eligible transactions do not include the transactions of 7-Eleven, Apple Store, Challenger, Jumpin GYM U.S.A., Nissan Intelligent Hub and vending machines, the purchase of Festival Walk Gift Vouchers or tenants' cash coupons/shopping vouchers/stored value cards/gift cards, value-adding receipts from any shop, car shows, exhibitions/roadshows, charity donations, exchanges/refunds, bill payments, insurance/investment/bank services, finance services, telecommunication services, split transactions, membership fees (including but not limited to the monthly instalment plan of jewellery and goldsmith companies), car parking fees, electronic vehicle charging fees, locker rental fees, power bank rental fees, transactions from office tower tenants, instalment transactions, fraudulent transactions, and unauthorized transactions. For deposit payments or instalment transactions, only the first deposit payment or the first instalment amount will be eligible for gift redemption. The balance amount of the relevant transaction will not be eligible for gift redemption or bonus point registration.
7. Daily quotas are set for the tickets. Redemption will cease accordingly without prior notice when daily quotas are full. Tickets are available on a first-come, first-served basis while stock lasts.
8. Photocopied, revised, reprinted or handwritten transaction receipts, reprinted or handwritten electronic payment receipts, cash payment receipts and all outdated transaction receipts or electronic payment receipts are not eligible for this promotion. Transaction receipts from cash advances, internet purchases (including but not limited to the online purchase of movie tickets at FESTIVAL GRAND CINEMA and any transaction made by online or mobile food delivery app), mail orders, phone orders, finance charges, late-payment charges, credit card annual fees and any transaction receipts not issued for a genuine transaction at Festival Walk or which has been subject to a cancellation, charge-back, return of goods or refund will not be accepted in this promotion.
9. Eligible Transaction Document will be entitled to participate in the redemption once. All Eligible Transaction Documents will be chop on the obverse side for recording purposes after completion of the redemption. Stamped receipts cannot be used for a refund at the relevant Festival Walk outlet and are not

applicable to other promotions organized by Festival Walk (including but not limited to bonus point registration in the My FESTIVAL Loyalty Programme).

10. The counter staff will determine the eligibility of each set of Eligible Transaction Documents. Festival Walk has the right to record (including photocopy) the spending details, including the credit card number, cardholder name, the merchant's name, the transaction amount, and Member's information for redemption. Information collected by Festival Walk will be used for verification of this promotion only.
11. All tickets are not cancellable, changeable, transferable, refundable, or exchangeable for cash and cannot be resold in any circumstances.
12. Staff of Festival Walk and its tenants are not eligible to participate in this promotion and cannot redeem the tickets on behalf of Members.
13. Visuals of related promotional materials (if applicable) are for reference only; Tickets in kind prevail. Tickets will not be replaced or reissued if stolen, lost or damaged. Festival Walk accepts no responsibility and no liability for any matter relating to the conditions and quality of the Tickets provided by the respective suppliers.
14. In case of any disputes, Festival Walk reserves the right of final decision on all matters.
15. Should there be any discrepancy or inconsistency between the English and the Chinese versions of these Terms and Conditions, the English version shall prevail.
16. All Members who participate in the redemption are presumed to have read, accepted and agreed to abide by the above Terms and Conditions. Otherwise, the Members will be considered to have forsaken their rights to participate.