

Festival Walk My FESTIVAL Loyalty Programme

Festival Walk My FESTIVAL Loyalty Programme (the “Programme”) is operated by Festival Walk (2011) Limited (“Festival Walk”). Shoppers who participate in the Programme are deemed to have read, accepted and agreed to abide by the below Terms and Conditions. Festival Walk may from time to time alter the Terms and Conditions of the Programme without prior notice.

Terms and Conditions

My FESTIVAL Membership

1. Applicants (the “Applicants”) must be aged 18 or above. Each Applicant (valid identity card holder) can apply for one membership only.
2. There is no registration fee for joining the Programme.
3. MY FESTIVAL is a virtual loyalty programme running on the Festival Walk mobile application (the “Mobile App”). Members will not be issued a physical membership card.
4. My FESTIVAL has two (2) membership tiers: MY FESTIVAL Select and MY FESTIVAL Elite (the “Members”). My FESTIVAL Select is a permanent membership. The membership tier will be upgraded to My FESTIVAL Elite immediately when a Member’s accumulative bonus points have reached 1,000 bonus points within twelve (12) months from the date of registration. My FESTIVAL Elite membership lasts for twelve (12) months from the date of the upgrade. If the Member’s cumulative bonus points do not meet the required 1,000 points of MY FESTIVAL Elite within the next twelve (12) consecutive months, the Member will be renewed to My FESTIVAL Select membership automatically.
5. My FESTIVAL membership and bonus points are non-transferable, and are restricted to be used by the designated Member only.
6. All tenants’ staff at Festival Walk are not eligible to apply for My FESTIVAL membership.
7. All members’ data, bonus points and redemption records stored by Festival Walk are conclusive and final.
8. If a Member abuses or misuses any of the rights and privileges under the Programme, makes any misrepresentation to Festival Walk, submits any documents which are not valid or genuine, or fails to comply with any of the Terms and Conditions of the Programme, Festival Walk reserves the right to suspend or terminate the Member’s membership, and to revoke or forfeit all or any of the bonus points that have been earned and accrued by the Member.
9. Festival Walk reserves the right to refuse any membership application, determine the eligibility of any membership or terminate any Member’s membership in its sole discretion without giving reasons, and such decision shall be conclusive and final.

Membership Application

1. In order to register for the Programme, applicants must download the “Festival Walk” Mobile App for the Programme. The Mobile App only supports iOS 9.0 or above or iPhone 6 or above, and Android 5.1 or above.
2. Applicants must abide by the Terms and Conditions when using the Mobile App.
3. Applicants are required to fill in their personal information on the Mobile App, and complete the email and SMS verification process to register as My FESTIVAL Members (the “Members”).

4. The name submitted for registration of membership must be the same as the one stated on the related identification documents. Festival Walk shall have the right to request the Applicant to present a valid identification document for verification.
5. Applicants must provide valid and latest contacts, including email address and mobile phone numbers etc., to ensure that all Programme communications are being sent to the proper contacts.
6. Each valid mobile number and email address can be used by the Applicant for registration of the Programme once only. Any duplicate registrations will not be accepted.
7. If the Applicant is found to have registered and participated in the Programme with a mobile number or email address that is not owned by the Applicant legitimately, Festival Walk shall have the right to suspend or terminate such application or membership without prior notice.
8. The Applicant must ensure that all personal information submitted in the registration form is authentic, accurate, complete and not misleading.
9. Upon successful registration, a confirmation email will be sent to the registered email address of the Applicant as record.
10. If Members require changing their registered personal information or cancel the membership after successful registration in the Programme, Members must visit the My FESTIVAL Concierge in person with the respective supporting documents to update such personal information or cancel the membership. Such personal information updates or membership cancellation cannot be completed via online application or the Mobile App.
11. Members shall safeguard the given Member ID and password relating to its use. Members are fully responsible for any use of their membership accounts by any third party (whether with or without the Member's authorization).

Terms and Conditions for Welcome Offer

1. Upon successful registration of membership, each Applicant will receive five (5) bonus points as a welcome offer, and the Applicant is entitled to enjoy the welcome offer once only.
2. The welcome offer bonus points will be credited to the Applicant's account automatically upon successful registration of membership.
3. If Applicants cancel their membership within twelve (12) months from the date of successful registration, Festival Walk shall have the right to revoke the corresponding Welcome Offer. If the Welcome Offer has already been used by the Member, the Member is required to pay for its fair value (which shall be determined by Festival Walk) to Festival Walk.
4. No welcome offer (if applicable) will be given to Applicants who have cancelled their membership within the past twelve (12) months from the month of the new application.
5. Terms and Conditions are subject to change or cancellation without prior notice.

Bonus Points Registration

1. Members using a credit card, debit card, EPS, UnionPay or Octopus (the “Designated Electronic Payment Method”) to spend HK\$100 or above in a single shop at Festival Walk can upload the original machine-printed transaction receipt and corresponding designated electronic payment receipt (the “Eligible Transaction Documents”) via the Mobile App for bonus points registration.
2. Members who use a Mobile Payment app (limited to Alipay, WeChat Pay, Tap & Go, TNG Wallet, Apple Pay, Samsung Pay, BOC Pay, Google Pay, Octopus Wallet, PayMe and UnionPay app) can upload both the original machine-printed transaction receipt and the corresponding transaction proof (including original Designated Electronic Payment receipt or transaction record on the Mobile Payment app) via the Mobile App for bonus points registration.
3. From the date of successful registration, for every HK\$100 spending, Members will be entitled to one (1) bonus point. The remaining amount under HK\$100 will not be counted towards bonus points. The spending amount will be rounded to the nearest dollar. Decimal values will not be counted.
4. Each set of Eligible Transaction Documents must be for HK\$100 or above in order to be eligible for bonus points registration.
5. The amount eligible for bonus points registration shall be the actual spending amount only (including but not limited to the net amount after deduction of any discounts, privilege coupons, cash coupons or gift cards). Tips are not eligible for bonus points registration and cannot be counted towards the minimum HK\$100 spending requirement.
6. Bonus points registration and accumulation shall be conducted separately for each set of Eligible Transaction Documents. Members can upload a maximum of 2 sets of Eligible Transaction Documents per shop per each transaction day for bonus points registration. Members cannot use multiple transaction receipts and electronic payment receipts to fulfil the minimum HK\$100 spending requirement.
7. Each set of Eligible Transaction Documents can be uploaded for bonus points registration once only. Receipts submitted for bonus points registration cannot be re-used in conjunction with other redemption activities or promotions (except for free parking provided by Festival Walk).
8. Members can earn a maximum of 200 bonus points per transaction day. If a Member’s Eligible Transaction Documents exceed the maximum of 200 bonus points per day, the Member will earn the maximum of 200 bonus points and the remainder of the transaction(s) will not be counted.
9. Festival Walk may from time to time organize special promotions to give out extra bonus points. However, Members are entitled to a maximum of 200 bonus points per day only.
10. Bonus points have no cash value, and cannot be exchanged for cash, re-sold or transferred.
11. Members must upload the Eligible Transaction Documents for bonus points registration within seven (7) days from the transaction day. Late submission will not be accepted under any circumstances.
12. The submitted transaction receipts must be machine-printed true copy, and contain the shop’s name, trademark, name of the mall, shop address, receipt number, transaction date, transaction time, transaction amount, transaction items and the corresponding Electronic Payment Method.
13. If the uploaded Eligible Transaction Documents are incomplete or unclear, it may result in the delay or rejection of bonus points registration.
14. Upon successful bonus points registration, the corresponding bonus points will be credited to the Member’s account within seven (7) working days of submission.
15. Eligible transactions do not include spending at Apple Store, 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, office building transactions, 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 bonus points registration. The balance amount of the relevant transaction will not be eligible for bonus points registration.

16. All transaction receipts from cash payments, cash advances, EPS EasyCash, internet purchases (including online movie ticket purchase of FESTIVAL GRAND CINEMA), mobile shopping applications, mail orders, phone orders, finance charges, late-payment charges, annual fees or any transaction receipts not originating from 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.
17. Merchant copy, photocopied, scanned copy, revised, reprinted, defaced, damaged, folded, covered, handwritten or digital transaction receipts and designated electronic payment receipts will not be accepted.
18. Goods/services covered by the transaction receipts submitted for bonus points registration cannot be refunded at the related shop. If the underlying goods/services are refunded, the Member is deemed to have forsaken the corresponding bonus points. Festival Walk shall have the right to revoke or deduct the corresponding bonus points from the Member's account. If the bonus points earned have already been used to redeem a gift/gift voucher, the Member is required to return the gift/gift voucher or to pay for its fair value (which shall be determined by Festival Walk) to Festival Walk.
19. If a Member wishes to get a refund at the related shop from a set of transaction receipts that have been used for bonus points registration, the Member must first visit the My FESTIVAL Concierge in person to cancel the corresponding bonus points before conducting the refund at the related shop.
20. Members cannot use Eligible Transaction Documents of other customers for their own bonus points registration. All Eligible Transaction Documents submitted for bonus points registration cannot bear any customer's name other than the Member's name. Festival Walk shall have the right to reject and invalidate such bonus points registration.
21. Festival Walk reserves the right to request Members to provide original Eligible Transaction Documents at any time for verification purposes. Therefore, Members are required to retain all original Eligible Transaction Documents for a period of twelve (12) months from the date of submission.
22. Festival Walk shall have the right, in its sole discretion, to reject any transaction receipt which is suspected of not complying with these Terms and Conditions, or the transaction was suspected to be fraudulent, forged or not genuine. Members shall be deemed to have authorized Festival Walk to obtain the relevant Eligible Transaction Documents issued by the respective tenant(s) for verification purposes.
23. If, in Festival Walk's sole opinion, a Member fails to comply with any of the Terms and Conditions herein, makes any misrepresentation to Festival Walk or abuses any of the Programme privileges, Festival Walk reserves the right to withhold or revoke the bonus points earned from any transactions that Festival Walk considers do not comply with these Terms and Conditions without prior notice. Festival Walk reserves the right to request the return of any redeemed gift(s)/gift voucher(s) or take any legal action if deemed necessary.
24. All Members are deemed to have read, accepted and agreed to abide by the Terms and Conditions of bonus points registration.

Expiry Date of Bonus Points

1. All Members' accumulated bonus points will expire on the 31st of March every year. The first expiry date of bonus points will be standardized as 31st March 2022.
2. Members will receive an in-app reminder notification three (3) months before the bonus points expiry date. Members shall use their valid bonus points to redeem gift(s)/gift voucher(s) before the expiry date. Late redemption will not be accepted under any circumstances.
3. All expired bonus points will be forfeited upon the expiry date and cannot be carried forward. No extension of bonus points will be entertained. Members are required to accumulate new bonus points starting from zero.

Birthday Treat

1. My FESTIVAL Select Member shall receive five (5) bonus points, while My FESTIVAL Elite Member shall receive ten (10) bonus points as a birthday treat on the first day of his/her birthday month (the registered birthday month must be the same as shown on the related identification document). Each Member is entitled to enjoy the birthday treat once per year, as long as they have maintained a valid membership for at least thirty (30) days prior to their birthday.
2. All Members can enjoy double bonus points (the "Birthday Double Bonus Points") for their first uploaded Eligible Transaction Documents spent in their birthday month. Members can earn a maximum of 200 bonus points as Birthday Double Bonus Points. Upon successful bonus points registration, the corresponding bonus points will be credited to the Member's account in the fourth week of the succeeding month.

Bonus Points Redemption – Rewards Redemption

1. Members can browse the prevailing rewards (in the form of gifts, gift vouchers, services, etc.) available in the "Redemption" section of the Mobile App (the "Rewards"), and use their valid bonus points to redeem electronic redemption coupons (the "Electronic Redemption Coupons") of various Rewards.
2. Redemption of Rewards is subject to Members having sufficient bonus points balance. Attempted redemption of Rewards with insufficient bonus points balance will not be processed.
3. Redemption of Rewards is subject to stock availability and the designated redemption period, which will be based on a first-come-first-served basis. Members are advised to check the availability of Rewards in the "Redemption" section of the Mobile App before making any redemption, and are responsible for checking the latest notices from Festival Walk regularly.
4. Members can follow the instructions to collect the Rewards at the My FESTIVAL Concierge or directly at respective shops (if applicable) by presenting the Electronic Redemption Coupons in the Mobile App. Members are required to present their virtual membership ID and the Electronic Redemption Coupons on the Mobile App at the time of Rewards collection. Members are advised to check the conditions of the Reward items at the time of collection.
5. All collection of Rewards shall have a specified expiry date. Members are required to collect the Rewards within 14 days, on or before the specified expiry date on the Electronic Redemption Coupons. Late redemptions will result in forfeiture of the Rewards and will not be re-issued.
6. All Rewards are not for sale. All redeemed Rewards are not cancellable, transferrable, refundable, exchangeable for cash, and cannot be resold under any circumstances.

7. All visuals of Rewards on the Mobile App are for reference only, which may not be exactly the same as the actual items. The colour and style of Rewards are allocated on a random basis, and selection of colour and style is not allowed.
8. Reward items are subject to such quality assurance Terms and Conditions as provided by the suppliers/tenants. Festival Walk accepts no responsibility and no liability for any matters relating to the conditions and quality of the Reward items provided by the respective suppliers/tenants. All queries or disputes in relation to the redeemed Reward items shall be referred to the respective suppliers/tenants directly, and Festival Walk bears no responsibility for resolving such queries or disputes on behalf of Members with the concerned suppliers/tenants.
9. To the maximum extent permitted by applicable law, all Reward items are provided on an "AS IS" basis without warranties of any kind, including warranties of non-infringement of intellectual property, provision of any after-sales or repair services, or fitness for any particular purpose.
10. All redeemed vouchers shall have a specified expiry date for usage. Vouchers will be forfeited upon the expiry date and will not be re-issued. Members are required to check the expiry date as specified on the vouchers and use them before the expiry date. The use of the vouchers is subject to the Terms and Conditions stated on the vouchers.
11. Festival Walk makes no guarantee that any particular Reward will remain available at all times. Festival Walk reserves the right, at its sole discretion, to set quotas for various Rewards, discontinue any Reward item or substitute a similar Reward item of equivalent value at any time without prior notice.
12. Rewards will not be re-issued in case of theft, loss or damage.
13. Staff of Festival Walk and its tenants are not eligible to participate in the Programme and cannot redeem any Reward on behalf of any Member.

Bonus Points Redemption – Free Parking

1. Members can use their valid bonus points to redeem an Electronic Redemption Coupon for free parking ("Free Parking Offer") on the Mobile App.
2. Members can redeem the Free Parking Offer at the My FESTIVAL Concierge by presenting the Electronic Redemption Coupon on the Mobile App.
3. Each member is entitled to redeem each Parking Offer once per day only. The parking offer QR code is valid on the date of redemption. Late redemptions will result in forfeiture of the Free Parking Offer and will not be re-issued.
4. The Free Parking Offer is only available for cars parked on Level P1 to P3 of Festival Walk.
5. Members can enjoy a maximum of five (5) hours of Free Parking Offer per entry per day. The offer applies to the first five (5) hours after entering the car park and is applicable to one car only.
6. Once the Free Parking Offer is redeemed, it cannot be cancelled, refunded, re-sold or transferred.
7. The Free Parking Offer cannot be used in conjunction with Festival Walk "3+1" Offer or Daytime Parking Offer.
8. The use of the Free Parking Offer is subject to the Car Park Terms and Conditions.

Exclusive to My FESTIVAL Elite Members – Bonus Points Redemption of Festival Walk Gift Vouchers

1. Redemption of Festival Walk Gift Vouchers is only applicable to My FESTIVAL Elite Members.
2. MY FESTIVAL Elite Members can use their valid bonus points to redeem an Electronic Redemption Coupon for Festival Walk Gift Vouchers on the Mobile App.
3. Members can collect Festival Walk Gift Vouchers at the My FESTIVAL Concierge by presenting the Electronic Redemption Coupon on the Mobile App.
4. Collection of Festival Walk Gift Vouchers shall have a specified expiry date. Members are required to collect the Festival Walk Gift Vouchers on or before the expiry date as specified on the Electronic Redemption Coupons. Late redemptions will result in forfeiture of the Festival Walk Gift Vouchers and will not be re-issued.
5. Please refer to www.festivalwalk.com.hk regarding the list of shops that accept Festival Walk Gift Vouchers.
6. Once the Festival Walk Gift Voucher is redeemed, it cannot be cancelled, refunded, re-sold or transferred.
7. Festival Walk Gift Vouchers shall have a specified expiry date for usage. Members are required to check the expiry date as specified on the Festival Walk Gift Vouchers and use them before the expiry date. Late redemptions will not be accepted.
8. The use of Festival Walk Gift Vouchers is subject to the Terms and Conditions of Festival Walk Gift Vouchers. Members shall read and abide by the Terms and Conditions stated at the back of the Festival Walk Gift Vouchers.

Exclusive to My FESTIVAL Elite Members – Free Parking

1. My FESTIVAL Elite Members can redeem an Electronic Redemption Coupon for Two (2) Hours of Free Parking (the “2-hour Free Parking”).
2. My FESTIVAL Elite Members can redeem 2-hour Free Parking at the My FESTIVAL Concierge by presenting their Electronic Redemption Coupon on the Mobile App.
3. The 2-hour Free Parking is only available for cars parked on Level P1 to P3 of Festival Walk.
4. My FESTIVAL Elite Members can redeem the 2-hour Free Parking once per day. The 2-hour Free Parking applies to the first two (2) hours after entering the car park and is applicable to one car only.
5. Once the 2-hour Free Parking is redeemed, it cannot be cancelled, refunded, re-sold or transferred.
6. The 2-hour Free Parking cannot be used in conjunction with Festival Walk “3+1” Offer or Daytime Parking Offer.
7. The use of the 2-hour Free Parking is subject to the Car Park Terms and Conditions.

General Terms and Conditions

1. Festival Walk reserves the right to refuse any membership application, determine the eligibility of any membership or terminate any Member’s membership in its sole discretion, and such decision shall be conclusive and final.
2. After activation of a membership, the Member is deemed to have accepted and agreed to abide by the Terms and Conditions of the Programme.

3. Festival Walk reserves the right, in its sole discretion, to amend the content of the Programme, the bonus points registration method, redemption mechanism and expiry date, and the available quantities of any Rewards at any time without prior notice. Members are responsible to check the latest Terms and Conditions of the Programme on the Mobile App regularly. Festival Walk shall not be liable for any loss or damage arising from the alternation of Terms and Condition of the Programme.
4. Should there be any discrepancy or inconsistency between the English and the Chinese versions of these Terms and Conditions, the English version shall prevail.

[June 2021]

又一城 My FESTIVAL 會員獎賞計劃

又一城 My FESTIVAL 會員獎賞計劃 (下稱「會員計劃」)由又一城(2011)有限公司 (下稱「又一城」)管理。任何人士參與會員計劃，須細閱、接受並同意以下之條款及細則約束。又一城將不定期修改會員計劃之條款及細則而不作另行通知。

條款及細則

My FESTIVAL 會籍

1. 申請人(下稱「申請人」)必須年滿 18 歲。每位申請人(身份證持有人)只限申請 My FESTIVAL 會籍乙個。
2. 申請 My FESTIVAL 會籍費用全免。
3. My FESTIVAL 為載於「又一城」手機應用程式(下稱「手機應用程式」)內之電子會員計劃，所有會員將不會獲發實體會員卡。
4. My FESTIVAL 會籍分為 My FESTIVAL Select 會員及 My FESTIVAL Elite 會員(下稱「會員」)。My FESTIVAL Select 會員為永久會籍，而 My FESTIVAL Select 會員於 12 個月內累積滿 1,000 積分，可晉升為 My FESTIVAL Elite 會員。My FESTIVAL Elite 會員會籍有效期為晉升日起計 12 個月，倘若 12 個月屆滿時，My FESTIVAL Elite 會員未能符合會籍所規定累積滿 1,000 積分之要求，有關會籍將自動更新為 My FESTIVAL Select 會員。
5. My FESTIVAL 會籍及積分只限會員本人使用，不得轉讓他人。
6. 又一城內所有商戶之員工均不符合 My FESTIVAL 會籍之申請資格，以示公允。
7. 所有會員資料、積分及禮品換領紀錄，均以又一城所存之紀錄為準。
8. 倘若發現會員濫用會員計劃、作出不實陳述、提供虛假或無效之文件、違反 My FESTIVAL 會籍之任何條款及細則，又一城可行使權利暫停或終止有關會員之會籍，其已獲發或累積之積分亦會撤銷或作廢。
9. 又一城保留在不提供任何理由的情況下，拒絕任何申請人的申請、審查會員之會籍及終止任何會員所屬會籍之最終決定權。

申請會籍方法

1. 申請人如欲登記會員計劃，必須下載又一城手機應用程式(下稱「手機應用程式」)。有關手機應用程式只支援 iOS 9.0 或以上版本或 iPhone 6 或以上手機型號及 Android 5.1 或以上版本。
2. 申請人使用手機應用程式，須遵守手機應用程式相關之使用條款及細則。

3. 申請人須於手機應用程式輸入所需個人資料，完成電郵及短訊驗證後，方可登記成為 My FESTIVAL 會員(下稱「會員」)。
4. 申請人的登記姓名必須與身份證明文件上的姓名相同。又一城有權要求申請人提供身份證明文件以進行核實。
5. 申請人必須提供正確有效及最新的聯繫資料，包括電郵地址及手提電話號碼等，以確保所有有關會員計劃之推廣資訊能正確地發送。
6. 每個有效的手提電話號碼及電郵地址只限一位申請人申請此會員計劃一次。重複申請將不被接納。
7. 如發現任何申請人，使用非由其本人實際擁有之手提電話號碼或電郵地址，登記或使用此會員計劃之會籍，又一城有權隨時暫停或終止該申請人之申請或會籍而不作另行通知。
8. 申請人必須確保所提供的會員登記資料全屬真實、正確、完整，並且沒有誤導的成份。
9. 成功登記會員計劃後，確認電郵將會發送至申請人已登記之電郵地址作為紀錄。
10. 成功登記會員計劃後，會員如欲更改用以登記會籍的個人資料或取消會籍，須帶備有關文件親身前往 My FESTIVAL 顧客服務處辦理手續，恕不接受任何網上申請或於手機應用程式內更新有關個人資料或取消會籍。
11. 會員須妥善保存其獲發之會員賬戶號碼及會員密碼。若有任何第三方 (無論是否獲得會員授權) 使用其會員賬戶，該會員須為賬戶上所有行為負上全部責任。

迎新獎賞條款及細則

1. 成功登記會員計劃後，每位申請人可獲 5 積分作為迎新獎賞並可獲迎新獎賞乙次。
2. 有關迎新獎賞獲發之積分，將於申請人成功登記成為會員後，自動存入申請人的 My FESTIVAL 賬戶。
3. 若申請人登記成為會員當月起計 12 個月內取消會籍，又一城有權收回申請人已獲享之迎新獎賞。若有關迎新獎賞已被使用，該會員須向又一城支付適當費用 (該費用由又一城決定)。
4. 若申請人登記成為會員當月起計過去 12 個月內曾取消會籍，重新申請之會籍將不獲享迎新獎賞(如適用)。
5. 條款及細則如有更改或取消，恕不另行通知。

會員積分登記

1. 會員須以信用卡、借記卡、易辦事、銀聯卡、八達通卡 (下稱「指定電子貨幣付款方式」) 於又一城店舖單一消費滿港幣 100 元或以上，即可於手機應用程式上載有關消費之店舖機印收據正本及相關之指定電子貨幣付款收據之正本(下稱「合資格收據」)，以登記會員積分。
2. 若會員使用手機付款應用程式 (只限支付寶、微信支付、拍住賞、TNG 電子錢包、Apple Pay、Samsung Pay、BOC Pay、Google Pay、八達通銀包、PayMe 及 UnionPay 手機付款應用程式) 付款時，必須上載有關消費之店舖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之正本或手機付款應用程式之交易記錄截圖)，以登記會員積分。
3. 由會籍生效日起計，會員消費每滿港幣 100 元可獲 1 積分，其餘未滿港幣 100 元之餘額將不獲計算為積分。消費金額以整數計算，小數點金額將被自動去除。
4. 每套合資格收據須為港幣 100 元或以上，方符合登記會員積分之條件。
5. 符合登記積分條件之金額僅為實際電子貨幣消費金額(包括但不限於扣除任何折扣、優惠券、現金券或禮物卡後的淨額)。小費不符合登記積分之條件，也不可計入港幣 100 元之最低登記積分要求。
6. 每套合資格收據將分開進行登記及積分計算。會員於每個交易日只限上載每間店舖最多兩套合資格收據以登記積分。會員不可使用多張店舖收據及指定電子貨幣付款收據來滿足港幣 100 元之最低登記積分要求。
7. 合資格的店舖收據僅可登記積分一次。已登記積分之收據不得用於其他換領或推廣活動 (又一城提供之泊車優惠除外)。
8. 會員每個交易日及每套合資格收據最多只可獲 200 積分。如會員的收據應得之積分超出每日 200 積分的上限，會員最多只可獲取 200 積分，餘下的消費金額將不獲計算為積分。
9. 又一城不定期舉行推廣活動發送額外積分，惟會員每日最多亦只可獲 200 積分。
10. 積分無任何現金價值，亦不可兌換現金、出售或轉讓。
11. 會員需於交易日起計 7 天內，於手機應用程式上載合資格收據以登記會員積分，逾期遞交將不被接納。
12. 會員上載的店舖收據必須是機印實體收據，並載有清晰的合資格店舖之名稱、商標、商場名稱、店舖地址、收據編號、交易日期、交易時間、交易金額、交易明細及相關指定電子貨幣付款方式。
13. 如會員上載之店舖收據資料不全或收據內容不清晰，其積分登記申請有可能會因此延遲或被拒絕。
14. 會員成功登記後，所獲之積分將於提交日起計 7 個工作天內，存入有關之會員賬戶。
15. 合資格消費並不包括 Apple Store 消費、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，而該交易之餘額將不能獲取積分。

16. 現金付款、現金透支、易辦事提款、網上購物 (包括網上購買 FESTIVAL GRAND 電影戲票)、手機購物應用程式、郵購、電話訂購、財務費用、逾期費用、信用卡年費、正在進行索償、退貨或退款等之收據及於又一城非按真實交易發出之收據，恕不接受。
17. 任何商戶存根、影印本、掃描本、經塗改、重印、損毀、摺疊、重疊、手寫或電子店舖收據及指定電子貨幣付款收據恕不接受。
18. 會員不能以已獲取積分之合資格收據，於相關店舖內作退款之用。倘若相關商品/服務被退回，會員將被視為放棄相應之積分，又一城有權撤回及扣除相對應之會員積分。若有關積分已被兌換禮品/禮券，該會員須歸還相關禮品/禮券予又一城或向又一城支付適當費用 (該費用由又一城決定)。
19. 會員如欲取消已登記積分之消費並於店舖辦理退款，必須先親身前往 My FESTIVAL 顧客服務處辦理取消相關積分之手續，其後方可於相關店舖內進行退款。
20. 會員不得使用其他顧客之合資格收據登記積分。所有會員提交用以登記積分之合資格收據，不得帶有非會員本人姓名以外之其他顧客姓名。如有發現上述情況，相關的積分登記申請則視為無效。
21. 又一城保留於任何時候要求會員提交有關合資格收據之正本，以核實有關交易。因此，會員須在上載日起 12 個月內保留有關合資格收據之正本。
22. 又一城有權拒絕接受懷疑不符合本條款及細則、盜用、偽造或並非為真實交易發出的任何收據。會員須接受又一城有權向相關店舖查閱已上載之合資格收據，以核實其真確性。
23. 會員如違反本條款及細則、不誠實參與或以任何方式作弊/舞弊或欺詐，又一城有權拒絕給予或取消其認為不符合本條款及細則之交易所獲取的積分而不作另行通知，並保留收回有關已使用積分兌換之禮品/禮券之權利或採取任何認為適當的法律行動。
24. 所有會員須已閱讀並同意遵守會員積分登記及其相關活動之條款及細則。

積分到期日

1. 會員累積的積分於每年 3 月 31 日到期。所有會員之首年的積分到期日統一為 2022 年的 3 月 31 日。
2. 會員將於積分到期日前 3 個月收到手機應用程式內之推送通知。會員須於積分到期日前使用積分兌換禮品/禮券，恕不接受任何理由之逾期兌換。
3. 積分到期後，任何於賬戶內剩餘的積分均自動作廢，恕不接受任何積分延期申請。會員須從零開始重新累積積分。

生日獎賞

1. My FESTIVAL Select 會員可於其生日月份(生日月份必須與已登記之身份證明文件相同)首天獲發 5 積分作為生日獎賞；My FESTIVAL Elite 會員則可獲發 10 積分作為生日獎賞。每位會員每年只可獲生日獎賞乙次，惟會員須確保生日前 30 日仍然持有有效的會籍。
2. 會員於生日月份上載同月消費之首套合資格收據，可獲雙倍積分(下稱「生日雙倍積分」)，可獲的生日雙倍積分上限為 200 積分。會員成功登記後，有關之生日雙倍積分將於隨後月份下旬，存入有關之會員賬戶。

積分兌換 – 獎賞換領

1. 會員可於手機應用程式內瀏覽可供兌換的獎賞，例如禮品、禮券、服務等(下稱「獎賞」)，並利用有效的積分兌換各種獎賞的電子兌換券。
2. 會員須確保有足夠的積分餘額以兌換相關的獎賞。在積分餘額不足的情況下，有關獎賞的兌換申請將不被接納。
3. 所有獎賞之數量及供應期有限，先到先得，換完即止。會員進行兌換前，有義務和責任檢查手機應用程式內有關獎賞之供應情況，並定期檢閱又一城的最新資訊。
4. 會員憑手機應用程式內有關獎賞的電子兌換券，按指示於 My FESTIVAL 顧客服務處或直接在相關店舖(如適用)領取獎賞。會員領取獎賞時，必須出示其手機應用程式內之虛擬會員証及電子兌換券方可領取獎賞。會員有責任在領取時檢查獎賞情況。
5. 所有獎賞兌換均設有領取期限。會員須於 14 天內，於電子兌換券上所顯示的領取限期前領取獎賞，逾期領取將會作廢而不予補發。
6. 所有獎賞乃非賣品，在任何情況下，會員所換領之獎賞將不得取消、轉讓、退回、兌換現金或轉售。
7. 所有手機應用程式內的獎賞圖片只供參考，獎賞禮品以實物為準。禮品的顏色和款式將隨機分配，會員不予選擇顏色或款式。
8. 所有禮品的款式及質素以供應商/商戶最終所提供的貨品為準，又一城對供應商/商戶所提供的禮品款式及質素，將不承擔任何法律責任。任何與禮品質素有關的查詢或爭議均會直接提交予供應商/商戶跟進，又一城對任何此類查詢或爭議概不負責。
9. 在適用法律允許的最大範圍內，所有實物禮品按「現狀」提供，不作任何類型之保證，包括不侵犯知識產權、不提供任何售後或維修服務或對某特定用途的適用性之保證。
10. 所有已兌換之禮券均設有使用期限，逾期作廢並不予補發。會員須參閱禮券上之有效日期，並於限期前使用。會員將受禮券之使用條款及細則約束。

11. 又一城不保證維持任何獎賞之供應。又一城保留對各款獎賞換領數量設有限額、隨時終止任何獎賞之兌換或以同等價值之獎賞代替之最終權利。
12. 獎賞若被盜竊、遺失或損毀，恕不安排任何補發。
13. 又一城及其商戶之職員均不能參加此會員計劃及不可代替顧客兌換獎賞。

積分兌換 – 免費泊車優惠換領

1. 會員可於手機應用程式內，以有效的積分兌換免費泊車的電子兌換券。
2. 會員須憑手機應用程式內之免費泊車電子兌換券，於 My FESTIVAL 顧客服務處辦理免費泊車手續。
3. 每位會員每日只限換領每項泊車優惠乙次。泊車優惠二維碼只限於換領當日使用。逾期作廢而不予補發。
4. 免費泊車優惠只適用於停泊在又一城 P1 至 P3 層之車輛。
5. 會員每天最多可享 5 小時免費泊車。此 5 小時免費泊車將扣除入閘後的首 5 小時及只提供一輛汽車使用。
6. 免費泊車優惠一經兌換，不可取消、退回、轉售或轉讓。
7. 已兌換之免費泊車優惠不可與又一城「3+1」優惠及日泊優惠同時使用。
8. 會員須受停車場條款及細則約束。

My FESTIVAL Elite 會員專享禮遇 – 又一城購物禮券換領

1. 又一城購物禮券只供 My FESTIVAL Elite 會員兌換。
2. My FESTIVAL Elite 會員可於手機應用程式內，以有效的積分兌換又一城購物禮券的電子兌換券。
3. 會員憑手機應用程式內之電子兌換券，於 My FESTIVAL 顧客服務處換領又一城購物禮券。
4. 電子兌換券設有兌換期限。會員須按電子兌換券上所顯示的限期前於 My FESTIVAL 顧客服務處換領又一城購物禮券，逾期作廢而不予補發。
5. 有關接受又一城購物禮券的商戶名單，可瀏覽又一城網頁 www.festivalwalk.com.hk。
6. 又一城購物禮券一經兌換，不可取消、退回、轉售或轉讓。
7. 又一城購物禮券設有使用期限。會員須按又一城購物禮券上顯示的限期前使用，逾期作廢。
8. 會員須受又一城購物禮券之條款及細則約束。詳情請參閱列印於又一城購物禮券背面之條款及細則。

My FESTIVAL Elite 會員專享禮遇 – 免費泊車

1. My FESTIVAL Elite 會員可於手機應用程式內兌換 2 小時免費泊車的電子兌換券。
2. My FESTIVAL Elite 會員於 My FESTIVAL 顧客服務處出示其手機應用程式內之電子兌換券，即可獲 2 小時免費泊車。
3. 免費泊車禮遇只適用於停泊在又一城 P1 至 P3 層之車輛。
4. My FESTIVAL Elite 會員每天最多可獲 2 小時免費泊車。此 2 小時免費泊車將扣除入閘後的 2 小時及只提供一輛汽車使用。
5. 免費泊車禮遇一經兌換，不可取消、退回、轉售或轉讓。
6. 已兌換之免費泊車禮遇不可與又一城「3+1」優惠及日泊優惠同時使用。
7. My FESTIVAL Elite 會員須受停車場條款及細則約束。

一般條款及細則

1. 本會員計劃由又一城管理及營運。
2. 又一城保留拒絕任何申請人的申請、審查會員之會籍及終止任何會員所屬會籍之最終決定權。
3. 會員啟動會籍後，即代表接受所有 My FESTIVAL 會員計劃之條款及細則，並受其限制。
4. 又一城有權隨時改動 My FESTIVAL 會員計劃之內容、積分登記方法、積分兌換方法、積分有效期、可供換領的獎賞數量等而無須預先通知會員。會員有義務和責任定期檢閱又一城 My FESTIVAL 會員計劃的最新條款及細則。如因任何條款及細則之改動而導致的損失或爭議，又一城概不負責。
5. 本條款及細則的中文及英文版本若有任何差異，一概以英文版本為準。

[2021 年 6 月]