

東薈城名店倉 CLUB CG 會員計劃條款及細則

1. 會員計劃

1.1 CLUB CG (以下稱為「本計劃」) 是由太古地產管理有限公司 (以下稱為「本公司」) 為合資格會員 (按第 2.1、2.2 及 2.3 條會員資格定義) 提供。本計劃受以下所述之條款及細則 (以下稱為「條款及細則」) 約束，本公司有絕對權利隨時更改有關之條款或細則，毋須另行通知。

1.2 各會員均須確認及同意本計劃之條款及細則，並接受本公司可以隨時更改有關條款及細則。

2. 會員資格及會籍

2.1 本計劃接受以下顧客加入成為準會員 (以下稱為「準會員」)：透過 TAIKOO+ 流動應用程式 (以下稱為「流動應用程式」) / 透過東薈城名店倉微信小程序 (以下稱為「微信小程序」) / 東薈城名店倉網站內之 CLUB CG 頁面 (以下稱為「CLUB CG 網頁」) 填妥所需資料，成功提交申請表格，並完成電郵驗證及流動電話號碼驗證之人士。

本計劃之任何積分賺取 (按第 3 條定義)、會員禮遇 / 優惠 / 獎賞均不適用於準會員。

2.2 本計劃接受以下顧客加入成為會員 (以下稱為「會員」)：顧客本人於東薈城名店倉以電子貨幣於指定商戶 (請參閱 3.3「合資格收據」) 單一消費滿港幣 2,000 元或以上，消費當日起 14 日內 (消費當日為第 1 日)，透過流動應用程式或微信小程序上傳由顧客本人簽賬之合資格消費單據及對應之電子貨幣存根 (請參閱 3.3「合資格收據」) 之準會員。一般情況下，消費將於成功上傳後 7 個工作天內被審批，唯審批時間有機會因系統更新而有所延誤，恕不作另行通知。消費被成功批核後，會員會籍將於 24 小時內升級。

唯會員可享用本計劃之會員禮遇、獎賞、全年優惠及賺取積分。

2.3 任何人士須年滿 18 歲方能參與本計劃。

- 2.4 會員註冊時所提交之英文全名須與會員本人簽賬之電子貨幣存根上的名字一致；而會員註冊時所提交之生日月份亦須與本人身份證明文件或護照上之資料一致。
- 2.5 每位申請人只可擁有一個會員賬戶。會員賬戶只供會員本人使用。會員不可透過或容許其他人士使用其賬戶資料，亦不可將其會員賬戶轉讓予他人使用。
- 2.6 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、沒有誤導及欺詐成份。申請過程中，合資格申請人可能需要提供本公司指定之身份證明文件以作登記及核實用途。如不能提供有關文件，申請將不予受理。
- 2.7 一經成功登記成為準會員，準會員將收到一封迎新電郵及一封帳戶啟動電郵。準會員必須啟動賬戶，方可上傳單據以作會籍升級用途。如準會員於上傳單據後 30 日內仍未啟動賬戶，該單據將於 30 日後逾期並不能被批核。
- 一經成功由準會員升級成為會員，會員將收到一封確認電郵。
- 2.8 會員必須下載流動應用程式或微信小程序，以查看其會員訊息、上傳單據、賺取積分、更新會籍等級，及享受會員禮遇 / 優惠 / 獎賞等。
- 2.9 準會員成功升級成為會員後將獲得 500 分迎新積分。該積分將自動存入會員賬戶。每個會員賬戶只可獲迎新積分禮遇一次。本公司有權決定會員的會籍是否有效及保留撤銷有關迎新積分之權利而毋須另行通知。
- 2.10 會員必須登記正確、有效、由其本人實際擁有的電郵地址及手機號碼 (只限香港及中國內地號碼) 以接收電郵及 SMS 一次性密碼。本公司概不承擔任何未能成功傳送的手機短訊、推送通知或電郵之責任。
- 2.11 會員須提供最新之聯絡資料，包括有效的電郵地址及手提電話號碼，確保所有本計劃通訊均能傳送至適當之地址。聯絡資料如有更改，會員須立即通知本公司。
- 2.12 會員於完成登記後，如須更改電郵地址、流動電話號碼或生日月份，必須發送電郵至 clubcg@citygateoutlets.com，向本公司發出「個人資料更新」申請，方可更改有關個人資料。

2.13 如會員申請更改電郵或流動電話號碼，確認信息將於成功遞交申請後發送至新電郵地址及流動電話號碼。會員需點擊信息內之驗證連結，方可完成更新；如會員申請更改生日月份，確認信息將於成功遞交申請後推送至流動應用程式或微信小程序之「通知」頁面。

更改完成後，確認信息將推送至流動應用程式或微信小程序之「通知」頁面。

2.14 東薈城名店倉各商戶及管理處之僱員均可參加本計劃，並需受本條款及細則約束。

2.15 本公司擁有絕對權利裁定會員是否濫用本計劃之會員權益、違反本計劃之條款或向本公司作出失實陳述，並終止會員之會籍及 / 或取消會員已賺取 / 累積之獎賞積分。

2.16 本公司職員有權隨時要求會員出示身份證明文件以核對會員手機內的會員資料。

2.17 任何會員如被發現盜用他人帳戶、以不誠實方法登記會籍或使用會員福利，本公司有權隨時終止該等人士的會籍而毋須另行通知。

3. CLUB CG 積分

3.1 賺取積分

3.1.1 會員可以以下積分兌換率賺取積分：

一般商戶 – 港幣 1 元 = 1 分

其他商戶* - 港幣 10 元 = 1 分

*其他商戶包括：百年靈、周生生、周大福、豐澤、六福珠寶、Mabelle Outlet、萬寧及謝瑞麟。

準會員於首張港幣 2,000 元或以上之有效單據成功獲批後，將獲得相應積分。準會員成功升級至會員後，於合資格商戶以電子貨幣單一消費滿港幣 100 元或以上（請參閱 3.3「合資格收據」），即可登記單據以賺取積分。

3.1.2 根據以下第 3.3 條「合資格收據」，會員在會員註冊日或之後於東薈城

名店倉指定食肆、商戶或店鋪 (以下稱為「合資格商戶」) 的電子貨幣消費可用作賺取積分 (TaSTe、樓上、Andante、Essence、Fresh、Olea、The Enclave、The Pavilion、過境巴士、滙豐銀行、滙豐銀行自動櫃員機、中國銀行(香港)、中國銀行(香港)自動櫃員機、儲物櫃、顧客服務中心之服務、速遞服務櫃檯 (順豐速運)、停車場、酒店、臨時商鋪及東堤灣畔商戶之消費、於商戶之官方網站上進行之網上交易或外賣平台自取/速遞服務之消費恕不接受，臨時商鋪名單將不時作出更新，恕不另行通知，詳情可向商場顧客服務主任查詢) 。食代館內各餐廳所發出的每張單據將作獨立計算，不能把食代館內之餐廳所發出之單據當作一張單據。

- 3.1.3 2020 年 10 月 24 日或以後購買金粒、金條、供金會及珠寶會之消費單據恕不能用作會員註冊或賺取積分。
- 3.1.4 每位會員可賺取之積分不設上限。
- 3.1.5 會員須於消費當日起計 14 天內登記積分 (以商戶機印發票發出日期作計算) (消費當日為第一日) ，逾期無效。
- 3.1.6 本公司有權隨時按不同之推廣活動給予會員額外積分或其他額外優惠，會員需同時受此條款及細則及相關推廣活動之條款及細則約束。
- 3.1.7 登記積分金額以電子貨幣付款存根顯示之簽賬金額計算。
- 3.1.8 如收據金額有小數位，則向下捨入至最接近之整數。
- 3.1.9 用作積分登記之商戶機印發票正本及影像必須清晰顯示付款方式、交易地點、商戶名稱、交易日期、發票號碼及消費金額。未能顯示任何上述資料之單據將未能賺取積分。
- 3.1.10 已上傳單據於一般情況下將於 7 個工作天內被批核。單據獲批後，積分將自動存入會員賬戶。
- 3.1.11 積分一律不得轉讓予其他會員。
- 3.1.12 不同會員賬戶內之積分不得合併使用。

3.1.13 積分沒有現金價值，及不能兌換現金。會員不可出售、購買、分配或轉讓積分。

3.1.14 本公司有絕對權利隨時修訂賺取獎賞積分之條款及細則，並保留絕對權利在下列情況下從會員賬戶內扣除積分，包括任何涉嫌或實際欺詐之交易所賺取之積分；任何錯誤記錄之積分；及任何與已取消之交易有關之積分。

3.1.15 就任何涉嫌或實際欺詐之交易記錄，本公司將保留權利不授予該次交易可賺取之積分，並暫停相關會員之會籍以進行審核，直至另行通告或取消該會員之會籍為止。

3.2 積分週期及積分有效期

3.2.1 積分之有效期以積分週期（以下稱為「積分週期」）計算。積分之到期日取決於會員成為會員之月份。

- 如準會員於 2022 年 6 月 3 日成為會員，於 2022 年 6 月 3 日至 2023 年 6 月 30 日期間賺取之積分（以系統顯示之會員升級當日計算），積分有效日期為 2023 年 6 月 30 日，即按準會員升級為會員之月份下年度之最後一日。
- 新一個積分年度則會於 2023 年 7 月 1 日開始，往後之積分有效期為一年，即於 2023 年 7 月 1 日至 2024 年 6 月 30 日期間賺取之積分（以成功賺取積分當日計算），有效期將直至 2024 年 6 月 30 日，如此類推。

3.2.2 在每個積分週期期間從合資格收據和推廣活動中獲得的積分可於積分週期完結前用於兌換獎賞。積分週期完結日後，積分結餘將重置為零，未被使用的積分將不會累積至下個週期。

3.2.3 會員可於流動應用程式或微信小程序上查閱積分有效期。

3.3 合資格收據

3.3.1 「合資格收據」泛指：

3.3.1.1 會員在東薈城名店倉合資格商戶內消費滿港幣 100 元或以上並以電子消費之收據 (包括信用卡、扣帳卡、易辦事、銀聯卡、支付寶手機程式、PayMe、Apple Pay 手機程式、Samsung Pay 手機程式、Google Pay 手機程式、微信支付手機程式、Tap & Go 拍住賞、BoC Pay、八達通或太古地產管理有限公司不時單獨授予允許的其他電子支付方式)，以及

3.3.1.2 機印之收據正本，付款記錄須顯示交易日期、商戶名稱、地址、消費金額及電子消費方式，以及

3.3.1.3 電子消費付款記錄並印有會員於本計劃之登記姓名之收據 (註：本公司有權要求會員出示相關之消費卡以作核實用途)。

3.1.1.4 以手機出示或於流動應用程式或微信小程序上載載有支付寶、PayMe、Apple Pay、Samsung Pay、Google Pay、微信支付、Tap & Go 拍住賞、BoC Pay、八達通或太古地產管理有限公司不時單獨授予允許的其他電子支付方式的付款記錄，付款記錄須顯示交易日期、時間、商戶名稱及消費金額。如會員親臨東薈城名店倉指定櫃台登記積分，本公司有權要求會員出示手機上的有關付款記錄以及已綁定電子付款帳戶之信用卡作核實用途，不接受以截圖或圖片形式呈現之付款記錄。

3.1.1.5 不接受戲院票尾。顧客必須憑戲院售票處發出之即以電子貨幣消費之機印收據正本。

3.3.2 會員如欲賺取積分，必須在東薈城名店倉合資格商戶消費當日 (按收據日期計算) 起 14 天內憑以下方法登記。(如消費日是 12 月 1 日，最後可登記之日期則為 12 月 14 日)：

- 東薈城名店倉合資格商戶 (可接受退款之商戶除外)：會員須透過流動應用程式或微信小程序上載由東薈城名店倉合資格商戶發出之消費單據及對應之電子貨幣存根登記積分 (按 3.3.1 及 3.3.7 條之定義)。

- 東薈城名店倉可接受退款的合資格商戶：會員須在早上 10 時至晚上 10 時之間親臨東薈城名店倉於二樓 CLUB CG 會員專櫃或二樓顧客服務中心（以下稱為「指定櫃台」），出示由東薈城名店倉合資格商戶發出之消費單據及對應之電子貨幣存根登記積分（按 3.3.1 及 3.3.7 條之定義）。

會員有責任確保簽賬者必須為會員本人。本公司有權要求會員出示相關之消費卡以作核實用途。本公司擁有絕對權利裁定會員是否濫用本計劃之會員權益、違反本計劃之條款或向本公司作出失實陳述，並終止會員之會籍及 / 或取消會員已賺取 / 累積之獎賞積分。

- 3.3.3 凡於指定櫃台登記之合資格收據均會被蓋印於收據正面。若會員拒絕，商場職員有權拒絕登記該收據。
- 3.3.4 商場職員有權向會員索取商戶機印收據及相應電子貨幣付款存根正本並即場拍照、影印存檔及登記消費資料作內部稽核之用。
- 3.3.5 如任何已經登記積分之收據但隨後被全額或部分退款、撤回或取消，或如會員欲取消已用登記積分之消費，會員有責任立即於顧客服務中心通知 CLUB CG 以取消相關已登記之積分，方可到商戶辦理退款手續。會員嚴禁擅自利用已從 CLUB CG 登記積分之收據獲得退款且沒有事先告知 CLUB CG。本公司保留一切於會員賬戶中扣除相應積分、向會員收取已參與兌換活動的適當費用、和要求會員必須歸還已兌換禮品之權利。此外，如發現會員未有通知有關之退款、撤銷或取消收據、或有任何偽冒或虛假收據，CLUB CG 保留註銷該會員資格之權利。
- 3.3.6 每張收據只可用作賺取獎賞積分一次，不可重複使用，同一收據內之交易額不得分拆計算。除非特別註明，否則所有已用作登記積分之收據及存根，不可與商場其他優惠及推廣活動同時使用，免費泊車則不包括在內。
- 3.3.7 以下消費均視為不合資格並不能登記會籍及 / 或賺取積分：
- 會員註冊日前消費之收據。
 - 現金交易。

- 任何重印、重用、影印副本、損毀或手寫收據，亦不接受只出示商戶機印收據或電子貨幣付款存根。
- 購買禮券、商戶優惠券或現金券之收據。
- 已退貨或退款之收據。
- 以信用票據、存款單、信用券、記賬、商戶積分、商戶現金券或禮券、商戶會員卡、醫療券、東薈城名店倉禮券或手機支付所提供的現金券所付款之交易金額均不可賺取積分。
- 銀行服務、電訊服務、停車場服務、酒店服務、慈善捐款、購買美國冒險樂園代幣、購買儲值卡、購買商戶會員卡、儲值卡或八達通增值、任何訂金之消費單據恕不接受。
- 購物及服務之小費。
- 購買金粒、金條、供金會及珠寶會之收據。

3.4 生日雙倍積分獎賞

- 3.4.1 會員必須於登記成為會員時，於申請表格上選擇出生月份，方可享有此獎賞。會員於提供生日月份前之消費將不能獲得雙倍積分。
- 3.4.2 生日月份內，會員於東薈城名店倉合資格商戶之合資格消費，於成功上傳至流動應用程式或微信小程序並獲批後，方可享雙倍積分。
- 3.4.3 合資格消費獲批後，基本積分將即時存入會員賬戶；額外積分將於下一個月份的最後一天存入會員賬戶。
- 3.4.4 每位會員每年只可享有此獎賞一次。

4. 積分獎賞

4.1 CG Dollar

4.1.1 「CG Dollar」泛指由積分兌換成之獎賞，會員可於東薈城名店倉之 CG Dollar 參與商戶中使用。

4.1.2 「CG Dollar 參與商戶」泛指參與 CG Dollar 計劃之零售商戶，會員可於此類商戶使用 CG Dollar。本公司有權隨時更改參與商戶名單，毋須另行通知。有關最新 CG Dollar 參與商戶，請參閱流動應用程式或微信小程序（2023 年 9 月 28 日起適用）。

4.2 使用 CG Dollar

4.2.1 每 250 積分可兌換 \$1 CG Dollar，而每 \$1 CG Dollar 可兌換成港幣 1 元正電子幣值，並於 CG Dollar 參與商戶交易中使用。

4.2.2 CG Dollar 以每 \$1 計算，交易不設最高付款上限，惟會員須於單一交易中需使用最少 \$10 CG Dollars。使用 CG Dollar 進行交易之消費金額必須等同或高於 CG Dollar 的使用金額。會員於每筆交易中可使用的 CG Dollar 金額視乎參與商戶而定，詳情請向參與商戶查詢。

4.2.3 兌換 CG Dollar 所需的相應積分額將於兌換過程中顯示於流動應用程式或微信小程序內，同意繼續兌換即代表會員確認接受此兌換率。

4.2.4 會員輸入需要兌換的 CG Dollar 後，流動應用程式或微信小程序將顯示一次性二維碼。會員需向商戶出示該二維碼，商戶成功掃描二維碼後即表示交易成功。每次成功兌換 CG Dollar，積分即時於會籍中扣除及不獲發還。

4.2.5 一次性二維碼有效時限為 3 分鐘，如逾時，該二維碼將會失效，CG Dollar 或積分將不會扣除。會員需重新輸入兌換金額及獲得新二維碼以進行交易。

4.2.6 會員可於「我的積分」內「積分記錄」中查看 CG Dollar 的使用記錄。

4.2.7 所有使用 CG Dollar 進行的交易（包括但不限於全額使用或部份金額使用）如需要辦理退貨或退款，牽涉交易的 CG Dollar 均不能轉回積分。

- 4.2.8 CG Dollar 不能兌換現金，不得出售、購買或轉讓給任何其他會員或個人。在任何情況下，已使用的 CG Dollar 均不能轉回積分或退款、作廢、撤銷和/或兌換成現金或其他獎賞。
- 4.2.9 會員應確保其流動裝置、網絡及應用程式運作正常，如會員因個人原因而於交易期間無法使用 CG Dollar，本公司及 CG Dollar 參與商戶概不負責。
- 4.2.10 使用 CG Dollar 結算、扣除和/或抵銷的任何付款項目均不符合本計劃下之積分賺取資格。
- 4.2.11 會員必須向 CG Dollar 參與商戶支付扣除 CG Dollar 兌換後之餘下金額。扣除 CG Dollar 後的交易金額如符合合資格收據條款及細則，則可以用作賺取積分。
- 4.2.12 本公司有權隨時調整 CG Dollar 兌換率，恕不事先發出通知，及/或限制或限定會員可用於每筆交易的 CG Dollar 數量。
- 4.2.13 在任何情況下，如本公司懷疑出現直接或間接涉及任何涉嫌欺詐或可疑事件，包括但不限於任何交易、收據發出的 CG Dollar 兌換，本公司有權暫停或終止相關會員的賬戶及 CG Dollar 使用權，直至另行通知。本公司亦有權暫停或撤銷顧客參與 CG Dollar 的資格，並有權收回所有該計劃中累積的積分。在會員賬戶被暫停、撤銷或終止期間，任何未經兌換和/或未使用的積分、其他獎賞、禮券或任何其他類型的禮遇將立即停止使用，而且在任何情況下均不會對任何會員作出任何補償，亦不會恢復及重新發出會籍。本公司擁有最終決定權，並對各方具有約束力。

4.3 其他積分獎賞

- 4.3.1 會員於累積滿指定數量積分後，可使用積分兌換本公司不定時推出之指定獎賞。所有獎賞均有獨立使用條款及細則，會員需同時受此條款及細則及禮品之使用條款及細則約束。
- 4.3.2 所有獎賞數量有限，先到先得，換完即止。

4.3.3 兌換獎賞要求一經確認，不得取消，所需積分將自動由會員賬戶內扣除，已扣除之積分不能補發。

4.3.4 會員必須於服務時間內親臨二樓顧客服務中心兌換獎賞。

二樓顧客服務中心服務時間：早上 10 時 - 晚上 10 時

4.3.5 獎賞圖片及描述只供參考，一切以實物為準。所有獎賞均不包括貨品保養、退換、轉讓、兌換現金或作現金找贖。會員須即時檢驗所換領之禮品，否則事後任何情況下均不會獲補發獎賞或積分。

4.3.6 所有獎賞只能在有存貨之情況下提供。本公司可全權酌情決定隨時終止提供某項獎賞或提供具有同等價值之類似獎賞作為代替，而毋須於換領獎賞前另行通知。本公司並不保證任何獎賞將一直保持供應。

4.3.7 如個別商戶 / 供應商停止營業，有關於該商戶 / 供應商領取及 / 或使用貨品、服務或獎賞之權利將於該商戶 / 供應商停止營業當刻即時停止，並不獲任何退分、退款或補償。

5. 全年優惠

5.1 全年優惠只適用於參與商戶。會員須親臨參與商戶，於流動應用程式或微信小程序點選「全年優惠」頁面，開啟相應優惠頁面，並向商戶職員出示頁面以進行兌換。

5.2 優惠不可兌換現金。

5.3 所有優惠均有獨立使用條款及細則，會員需同時受此條款及細則及優惠之使用條款及細則約束。

6. 終止會員參加資格

6.1 若會員決定終止參加此計劃，請按以下電郵地址以書面通知本公司的市場及推廣部：clubcq@citygateoutlets.com

- 6.2 會員決定終止參加此計劃之指示一經被接納，所有現存於該會員的會員賬戶內及等待被批核之積分會即時作廢，而不會獲得任何補償，積分不能轉移給其他會員。
- 6.3 倘若會員違反或本公司有理由相信會員違反此等條款及細則，本公司會暫停或終止會員的會籍，及 / 或取消會員的積分，及或取消會員的獎賞禮遇，並採取行動要求補償任何因會員的違反行為而可能導致本公司所造成的任何破壞及損失。

7. 資料私隱及保安政策

- 7.1 本公司有權把機印收據及電子消費單據影印及 / 或拍照，並將其影印本及 / 或照片儲存作記錄及核實用途。
- 7.2 會員在登記註冊，積分登記或與兌換獎賞時提供的個人數據和信息可能被公司用於行政管理目的或其他於個人資料收集（“PICS”）中所列之目的。我們不時更新、修訂和更改資料私隱及保安政策條款，並於發佈到 www.swireproperties.com/zh-hk/pics.aspx 後立即生效。
- 7.3 我們致力於保護我們所持有的個人資料（以下稱為「個人資料」）隱私。為確保會員能信賴我們並向我們提供其個人資料，我們於資料私隱及保安政策中概述了有關收集和使用個人資料的方式及選項。條款可能會不時更新、修訂和更改，並於發佈到 <https://www.swireproperties.com/zh-hk/data-privacy-and-security-policy.aspx> 後立即生效。
- 7.4 如會員希望更新或更改任何個人資料，或選擇不接收本計劃的直接推廣資料和通訊，請透過以下任何途徑發送有關要求：

- 電郵地址：clubcg@citygateoutlets.com
- 郵遞地址：
香港大嶼山
東涌達東路 20 號東薈城一座 505 室
太古地產管理有有限公司
市場及推廣部
- 親臨二樓 CLUB CG 會員專櫃或二樓顧客服務中心。

8. 一般條款

- 8.1 本公司保留權利更改、終止或暫停本計劃，或隨時更改有關之條款及細則，毋須亦沒有責任另行通知。本公司或會(但沒有義務)預先通知會員本計劃將被終止或暫停、或有關係款及細則已被更新。
- 8.2 本公司如未能執行某條款或細則，並不代表本公司豁免該條款或細則。
- 8.3 本公司對由商戶提供之獎賞及禮遇的狀況、運作、或因領取及 / 或享用獎賞及禮遇引至之任何損毀、損失或身體受傷概不負責。任何有關獎賞及禮遇之爭議 (無論是質量或其他) 將由提供該獎賞及禮遇之商戶負責，並由會員與有關商戶自行解決，本公司概不負責，也不會為任何服務或貨品之保養或質量問題負責。
- 8.4 由商戶提供之獎賞及禮遇，本公司概不就任何損毀或損失負責，或就該等物品作任何陳述或保證，亦毋須就任何與由商戶提供之獎賞及禮遇有關 (包括但不限於質量) 之事宜負上任何法律責任。
- 8.5 本公司不會為獎賞兌換所引致之任何性質之申索、損失、成本、費用或損害承擔任何責任。
- 8.6 若發生有關累積積分或換領獎賞之涉嫌或實際欺詐及 / 或涉嫌或實際濫用行為，可能會導致所累積之積分被即時沒收，以及有關會員被終止參與本計劃之權利。
- 8.7 有關本計劃之參與資格、積分之累積或獎賞換領之所有問題或爭議，均由本公司全權決定。
- 8.8 本公司可能會透過手機短訊、流動應用程式或微信小程序推送訊息、電郵或郵寄方式通知會員有關條款及細則更新或其他相關訊息，亦可能會在 <https://www.citygateoutlets.com.hk/zh-hk/> 刊登通告。
- 8.9 所有條款均受香港特別行政區之法律約束和監管。
- 8.10 本公司保留權利隨時更改條款及細則，毋須另行通知。

8.11 所有條款及細則以英文撰寫，可能會被翻譯為其他語言，當中如有歧異，概以英文版本為準，並按英文版本執行。

9. 免責聲明

9.1 各會員同意承擔參與及 / 或兌換及使用獎賞之風險。本公司以及其為執行與管理本計劃而任用之長官、董事、僱員、代理商、承辦商及相關之公司 / 人士 (以下統稱「本公司之代表」) 均沒有就下列事項直接或間接地作出以下保證或聲明：

9.1.1 能夠及時、安全及無誤地參與及 / 或利用本計劃、本計劃材料、內容、其中所載資料及 / 或功能之全部或部份。

9.1.2 各會員所換領之獎賞之質素在任何方面均符合會員之預期。本公司及本公司之代表均不就獎賞對會員之適銷性、適用性或會員換領之獎賞之合用性作出任何保證或聲明。

9.1.3 不會因本計劃之任何網上活動散播電腦病毒或對各會員之電腦系統造成損害。

9.2 各會員應自行決定是否透過互聯網下載或以其他方式獲取資料，而且一切風險均由會員自行承擔。如下載資料引致其電腦系統遭受任何損害或數據損失，須由會員自行負責。

9.3 責任限制：在無損前述任何條文之前提下，各會員明確表示理解及同意本公司及其本公司之代表不須就下列事項承擔任何法律責任：(a) 各會員因登記加入本計劃、使用本計劃、換領獎賞及使用獎賞所引致之任何損失、成本及損害，(b) 任何間接、附帶發生、特殊、作為結果發生或懲戒性損害，包括但不限於盈利損失、商譽、數據或其他無形損失等損害；即使本公司及本公司之代表已獲知會會員可能因加入本計劃及 / 或換領及使用獎賞而引致上述損害，亦不例外。

由太古地產管理有限公司於 2022 年 5 月 26 日公佈，並於 2024 年 4 月 10 日更新。

Citygate Outlets CLUB CG Membership Programme Terms & Conditions

1. The Membership Programme

- 1.1 CLUB CG Membership Programme (the “Programme”) is offered by Swire Properties Management Limited (the “ Company”) to eligible members (as defined by clause 2.1, 2.2 and 2.3) and is subject to the following terms and conditions (the “Terms and Conditions”). The Company has absolute discretion to amend these terms and conditions without prior notice.
- 1.2 Members must acknowledge and consent to the Terms and Conditions of the Programme and agree with the Company's discretion on amending the Terms and Conditions at any time.

2. Eligibility and Membership

- 2.1 Customers can become a pre-member of the Programme (“Pre-member(s)”) upon completing the email and mobile phone number verification process after successfully submitting all required information in the application form via the TAIKOO+ mobile app (the "Mobile App")/ Citygate Outlets WeChat Mini Program (the “WeChat Mini Program”)/ CLUB CG webpage inside Citygate Outlets website (the “CLUB CG Webpage”).

Pre-members are not eligible to enjoy any points earning (as defined in clause 3), member privileges, offers or rewards of the Programme.

- 2.2 Customers can become a member of the Programme (“Member(s)”) if they make a single purchase of HK\$2,000 or more by electronic payment at designated merchants in Citygate Outlets (please refer to clause 3.3 Eligible Receipts), and successfully upload the eligible receipt and its corresponding electronic payment slips which must show the payment made by the same customer (please refer to clause 3.3 Eligible Receipts) via the Mobile App or the WeChat Mini Program within 14 days from the day of purchase (The purchase day is counted as the first day). Under normal circumstances, all spending will be processed in 7 working days upon successful upload, and the relevant membership upgrade will occur within 24 hours after verification.

Approval process may possibly be delayed due to system maintenance without further notice.

- 2.3 Programme participants must be at least 18 years old.
- 2.4 The registered name of member must be the same as the one on the related electronic payment receipts. The registered birth month must be the same as on ID card or passport.
- 2.5 Each applicant is entitled to one membership account. Each membership account can only be used by the member who has registered it. Members must not offer or allow others to use their account information. Membership accounts are non-transferable.

- 2.6 Applicants must ensure that the information they submit for member registration is authentic, accurate, complete, not misleading and without any fraud. Applicants may need to present the ID document(s) specified by the Company for registration and verification. If applicants cannot provide the required documents, their application will not be accepted.
- 2.7 Once registered, Pre-member will receive a welcome email and an account activation email. Pre-members must activate their accounts to be able to successfully upload receipts for membership upgrade. If a Pre-member has not activated his/her account within 30 days upon receipt upload, the receipt will not be processed and will expire after 30 days.
- Once a Pre-member is upgraded to a Member, he/she will receive a confirmation email for the successful upgrade.
- 2.8 Members are required to download the Mobile App or WeChat Mini Program to view member news, upload receipts, earn points and renew their membership tier, as well as enjoy member privileges, offers, rewards and other benefits.
- 2.9 500 welcome points will be automatically credited to a member's account when they are upgraded from a Pre-member to a Member. Each member can enjoy this welcome offer once only. The Company reserves the right to define the validity of any membership and revoke any welcome points without notice.
- 2.10 Members must provide a correct and valid email address or mobile phone number (only available for Hong Kong and Mainland China mobile numbers) to receive programme related messages. The member must be the legitimate owner of this email address or registered mobile number. The Company takes no responsibility for any undelivered SMS, push notifications or emails.
- 2.11 Members must provide their valid contact information, including their current email address and mobile phone number, to ensure that all Programme communications are correctly delivered. If any contact information changes, members shall notify the Company immediately.
- 2.12 If members need to update their email address, mobile phone number or birthday month after registration, they must send an update request to the Company via email at clubcg@citygateoutlets.com to revisit their personal information.
- 2.13 Upon an email address or mobile phone number update request is successfully made by a member, a confirmation message will be sent to the updated email address and mobile

phone number of the member. The member must then click the verification link in the message to complete the update process. For a birthday month update request, a push notification will be sent to the “Notifications” at Mobile App or WeChat Mini Program as a confirmation.

The member will receive a push notification at Notifications” via their Mobile App or WeChat Mini Program upon completion of the update.

2.14 Employees of the merchants and management offices of Citygate Outlets are eligible to participate in the Programme and are subject to these Terms and Conditions.

2.15 The Company has an absolute right to determine whether a member has abused the member benefits of the Programme, violated the terms, or made a misrepresentation to the Company, and to correspondingly terminate the membership and/or cancel the points that the member has earned/accumulated.

2.16 The Company's staff shall have the right to request a member to present a valid ID document to verify the member information shown on their mobile phone at any time.

2.17 The Company reserves the right to terminate any membership without notice if a member uses any account that belongs to another person, or is found to be dishonest in their application for membership or the exercise of member privileges.

3. CLUB CG Points

3.1 Earning points

3.1.1 Members can earn points based on the below rate:

General Merchants: HK\$1 = 1 point
Other Merchants*: HK\$10 = 1 point

*Other merchants include: Breitling, Chow Sang Sang, Chow Tai Fook, Fortress, Lukfook Jewellery, Mabelle Outlet, Mannings and TSL Jewellery.

Upon receipt approval of the first single eligible purchase of HK\$2,000 or more, Pre-members may enjoy the corresponding points. Pre-members will then become Members and can start earning points by uploading electronic payment receipts (any single purchase of HK\$100 or more) from designated merchants (please refer to 3.3 “Eligible Receipts”).

3.1.2 Subject to clause 3.3 “Eligible Receipts” below, each electronic

payment transaction made by the Member on or after the date of membership registration at any of the shops, outlets or restaurants at Citygate Outlets ("Qualifying Tenants") is eligible to earn Points (excluding TaSTe, HK JEBN, Andante, Essence, Fresh, Olea, The Enclave, The Pavilion, Eternal East Cross-Border Coach, HSBC, HSBC ATM, Bank of China (Hong Kong), Bank of China (Hong Kong) ATM, lockers, services at Customer Care Centre, Delivery Service Counter by SF Express, Car Park, Hotel, temporary shops and any shops or outlets at Tung Chung Crescent, online transactions from tenants' official channels or food delivery / pick-up service at food delivery platforms. The list of temporary shop is subject to change from time to time without prior notice. For details, please contact our Customer Services Officers). Each receipt generated from each restaurant inside Food Opera is counted as one receipt, member cannot combine receipts of restaurants inside Food Opera as one receipt.

- 3.1.3 Receipts with transaction date from 24 October 2020 onwards which purchased gold pellets, grains, bars or deposits for gold saving club and jewellery club are excluded from membership registration or earning points.
- 3.1.4 There is no upper limit for Point earn per Member.
- 3.1.5 Members must apply for points within 14 days from the day of purchase; the purchase day (the issue date marked on the merchant's machine printed receipt) is counted as the first day. Expired receipts will not be accepted.
- 3.1.6 The Company reserves the right to award extra points or benefits to members during different promotion events. Members are subject to the terms and conditions herein stated, as well as those of the relevant promotion events.
- 3.1.7 The credited amount stated on the electronic payment slip will be counted towards points registration.
- 3.1.8 Should there be any decimal place in the payment amount, it will be rounded down to the nearest dollar.
- 3.1.9 Transaction location, merchant name, transaction date, invoice number and transaction amount must be clearly shown on the machine-printed merchant receipt and its image for points registration. Any receipt that does not have the mentioned information clearly shown shall be rejected for points registration.

- 3.1.10 Uploaded receipts will be processed within 7 working days under normal circumstances, and the points will be credited to the member's account automatically upon receipts approval.
- 3.1.11 Points cannot be transferred to another member's account.
- 3.1.12 Members cannot use their points in combination with any other membership accounts.
- 3.1.13 Points have no cash value and are not exchangeable for cash. Members cannot sell, buy, assign, or transfer points.
- 3.1.14 Terms and conditions on earning Points may be amended by the Company at its sole discretion from time to time and will form parts of these Terms and Conditions. The Company may, at its sole determination, deduct from Member's Points in the following situations: Any Points suspected to be fraudulently recorded or earned by Member; Any Points recorded in error; And any Points relating to a transaction which has been cancelled.
- 3.1.15 The Company reserves the right to refuse to award points to any suspected or actual fraudulent transaction, and to terminate the relevant membership account or suspend it for investigation until further notice.

3.2 Point accumulation cycle and validity period

- 3.2.1 The Point validity is counted on a Point Cycle ("Point Cycle") basis. The expiry date of earned points depends on the month in which the member successfully upgraded to a Member.
- If a Pre-member has become a Member on 3 Jun 2022, the points the member earn between 3 June 2022 and 30 June 2023 (based on the membership upgrade date according to system record) will be valid through 30 June 2023, the last day of their membership upgrade month in the next year.
 - A new point accumulation cycle will start on 1 July 2023. For points earned between 1 July 2023 and 30 June 2024 (based on the date that points are successfully earned), the validity period will be through 30 June 2024, and so forth.

3.2.2 All points earned from eligible receipts and promotion events during each Point Cycle can be used to redeem point rewards on or before the points' expiry date.

Point balance of each cycle will be reset to zero after the end date of that cycle, unused Points will not be carried forward to the new Point Cycle.

3.2.3 Member can check the validity period of their points on the Mobile App or WeChat Mini Program.

3.3 Eligible receipts

3.3.1 "Eligible Receipt" means a receipt:

3.3.1.1 Recording any purchase or spending by a Member at a Qualifying Tenant which is HK\$100 or more and is settled by electronic payment including credit card, debit card, EPS, UnionPay card, Alipay, PayMe, Apple pay, Samsung Pay, Google Pay, WeChat Pay, Tap & Go, BoC Pay, Octopus card or other types of electronic payment as solely permitted by Swire Properties Management Limited from time to time; and

3.3.1.2 Original form and machine-printed sales receipt which clearly states the date, name of the merchant, address, spending amount and payment method; and

3.3.1.3 Electronic payment stating the same name as the registered name of member (Note: The Company reserves the right to request the Member to present the relevant card for verification purposes).

3.1.1.4 Recording payment by Alipay / PayMe / Apple Pay / Samsung Pay / Google Pay / WeChat Pay / Tap & Go / BoC Pay / Octopus card / other types of electronic payment as solely permitted by Swire Properties Management Limited from time to time shown on the mobile phone or uploaded on Mobile App or WeChat Mini Program. The payment record must show date & time of transaction, shop name and spending. If members visit the Designated Concierges to earn points, the company has the right to request the member to present the corresponding payment records shown on his/her own mobile phone and the credit card linked with mobile payment account for verification purpose. Payment records in the form of screen capture or photo are not accepted.

3.1.1.5 Movie ticket stubs will not be accepted. Members must present their original machine-printed receipt for their same-day electronic payments at the cinema.

3.3.2 To earn Points, Members must register using the following methods within FOURTEEN (14) days of the purchase date as shown on the receipts (i.e. if the purchase date is 1 December, the latest eligible upload date of the receipt is 14 December):

- Qualifying Tenant at Citygate Outlets (excluding shops that accept refund): Member must upload the eligible machine-printed sales receipt and matching electronic payment slip issued by the relevant Qualifying Tenant and which are Eligible Receipts via Mobile App or WeChat Mini Program. (as defined at 3.3.1 and 3.3.7).
- Qualifying Tenant at Citygate Outlets (excluding shops that accept refund): Member must upload the eligible machine-printed sales receipt and matching electronic payment slip issued by the relevant Qualifying Tenant and which are Eligible Receipts via Mobile App or WeChat Mini Program. (as defined at 3.3.1 and 3.3.7).

It is the responsibility of the member to ensure that the person making the purchase must be the member himself / herself. The company reserves the right to require members to present relevant consumption cards for verification purposes. The Company has the absolute right to determine whether a member abuses the membership rights of the plan, violates the terms of the plan, or makes misrepresentation to the company, terminates the membership of the member and/or cancels the reward points earned/accumulated by the member.

3.3.3 All Eligible Receipts will be stamped on the front upon presentation at the Designated Concierges. If members refuse to have their receipts stamped, the mall staff shall have the right to reject that receipt registration request.

3.3.4 Mall staff shall have the right to request members to provide them with their original merchant machine-printed receipts and corresponding electronic payment slips for internal verification, and to record these by photographing, photocopying, and recording any spending details.

- 3.3.5 In the event of any eligible receipt that has been registered but subsequently fully or partially refunded, withdrawn, or cancelled, or if a Member intends to cancel a purchase that has been used to redeem Points, a Member is obliged to promptly inform CLUB CG and must return the earned Points at the Customer Care Center before receiving a refund from merchant. Using receipts that have been earned Points from CLUB CG to obtain a refund without any in advance notification is prohibited. The Company reserves the right to deduct corresponding Points from the Member's account, charge a Member the appropriate fee for any activity joined as a reward, or require a Member to either return any redeemed rewards or gifts. In addition, CLUB CG reserves the right to terminate the Membership in the event of any unreported refund, withdrawn, or cancelled receipts, or any gorged or fraudulent receipts.
- 3.3.6 Each receipt and its corresponding payment slip can only be used for points registration once. and the amount shown on the receipt cannot be split. Unless specified, the receipts that are used for points registration cannot be used in conjunction with other offers and promotions in the mall, except free parking.
- 3.3.7 The following spending shall be considered ineligible and cannot be used to register for membership and/or earn points:
- Receipt for purchase before the date of membership registration.
 - Cash payment.
 - Reprinted, reused, copied, damaged or hand-written receipts, and standalone merchant machine-printed receipts or electronic payment slips.
 - Receipts for purchase of any gift certificates, merchant vouchers, cash coupons.
 - Receipts issued in respect of a transaction that has subsequently been refunded or withdrawn.
 - Receipts showing purchases settled by credit notes, deposit notes, credit vouchers, payments on account in settling payments, merchants' points, merchant gift certificates or cash vouchers, stored-value cards (including Merchants' membership card), Health Care Voucher, Citygate Outlets cash vouchers or mobile payment's cash coupons.
 - Receipts showing purchases or spending relating to banking services, telecommunications services, car parking, hotels, charity donations, Jumpin Gym USA tokens, stored-value cards or any value added to stored-value cards (including Merchants' membership card), topping-up of Octopus cards, deposits on merchandise and meals.

- Receipts of tips towards any spending or purchases.
- Receipts of purchasing gold pellets, grains, bars or deposits for gold saving club or jewellery club.

3.4 Birthday Double Points Reward

- 3.4.1 To enjoy this offer, members must select their birthday months on the application form during membership registration. Transaction that is made before providing the month of birth cannot earn double bonus points.
- 3.4.2 Members can enjoy double bonus points when they spend at Qualifying Tenants in Citygate Outlets within their birthday months, upload the relevant receipts to the Mobile App or WeChat Mini Program, have the uploaded receipts being approved.
- 3.4.3 Once the eligibility of the spending is confirmed, members will receive their basic points instantly, while the bonus points will be credited to their accounts on the last day of the next month.
- 3.4.4 Each member can enjoy this offer once a year only.

4. Point Rewards

4.1 CG Dollar

- 4.1.1 CG Dollar refers the reward converted from Points which can be used at Participating Merchants at Citygate Outlets. Each CG Dollar is converted from every 250 points.
- 4.1.2 CG Dollar Qualifying Tenants: means any tenants within Citygate Outlets at which Members may use CG Dollars. The Company reserves the right to update the Participating Merchants list from time to time without notice. Please refer to Mobile App or WeChat MiniProgram (available after 28 September 2023) for the latest CG Dollar Qualifying Tenant list.

4.2 Using CG Dollar

- 4.2.1 Every 250 points can be converted into \$1 CG Dollar, and each CG Dollar can be used as HK\$1 instant cash to be spent in a transaction at a Qualifying Tenant.
- 4.2.2 CG Dollar is in the unit of \$1. Members shall use at least \$10 CG Dollars in one (1) single transaction whereas the transaction amount must be equal to or higher

than the amount of CG Dollars to be used. There is no maximum usage of CG Dollar in each transaction. The amount of CG Dollar a member can spend on each transaction may vary depending on the tenant. Members should refer to the tenant for details.

- 4.2.3 The conversion rate and/or the corresponding number of Points required for the CG Dollar conversion will be reflected during the conversion process in Mobile App or WeChat MiniProgram, by continuing with such process, the Member confirms his/her acceptance with the rate.
- 4.2.4 A one-time QR code presenting the spending amount will appear on the Mobile App or WeChat MiniProgram (available after 28 September 2023) upon completing the conversion process. After successful scanning by Qualifying Tenant, points will be deducted instantly from a Member's account. Deducted points cannot be refunded or returned under any circumstances.
- 4.2.5 The one-time QR code is valid for three (3) minutes after it has been generated. For expired redemptions, no point and/or CG Dollar will be deducted.
- 4.2.6 Members can view their CG Dollar usage record in "Points Record" under "My Points".
- 4.2.7 If Member makes any refund with transaction using CG Dollars (whether in full or in part), deducted points will not be refunded in any circumstances.
- 4.2.8 CG Dollars cannot be exchanged for cash and cannot be sold, purchased or transferred to any other Members or individuals. Used CG Dollars cannot be returned to Points or being cancelled, voided or refunded under any circumstances.
- 4.2.9 Member should ensure their mobile device, network and applications are operating normally. If a Member cannot use CG Dollar during the transaction period due to personal reasons, the company and CG Dollar Qualifying Tenants will not be responsible for any potential lost.
- 4.2.10 Transaction amount settled by CG Dollars are not eligible for points registration under the Programme.
- 4.2.11 Members must settle the remaining amount after deducting CG Dollar to CG Dollar Qualifying Tenants. The transaction amount after deducting CG Dollar is eligible for points registration upon fulfilling Terms and Conditions stated in clause 3.3 above.
- 4.2.12 The Company has the right to adjust the CG Dollar conversion rate at any time without any prior notice and/or to restrict or limit the number of CG Dollars a Member can use for each transaction.

4.2.13 In any event, if The Company suspects any suspected fraud or suspicious events are directly or indirectly involved, The Company may suspend or terminate the relevant eligible Member account and CG Dollar until further notice. The Company may also suspend or revoke customer's eligibility to use CG Dollar, and points accrued in the Programme may be forfeited. During the suspension, revocation or termination of Member's account, Member will no longer be able to access the Membership account and any unredeemed and/or unused points, rewards, gift certificates or any other kinds of privileges will be immediately suspended and no compensation, no reinstatement and no reissuance will be made to any Member under any circumstances whatever. The Company's decision shall be final and binding on all parties.

4.3 Other Point Rewards

4.3.1 Upon accumulation of certain amounts of points, members may use their points to redeem designated rewards as specified by the Company from time to time. All rewards are subject to their respective terms and conditions. Members are subject to the Terms and Conditions herein stated, as well as those of the relevant rewards.

4.3.2 All rewards are available on a first-come, first-served basis while stocks last.

4.3.3 Redemption requests cannot be cancelled once confirmed. The required points will be deducted from the member's account without refund.

4.3.4 Member must visit the Customer Care Centre on L2 in person to redeem their rewards.

Customer Care Centre on L2 service hours: 10:00am – 10:00pm

4.3.5 All rewards photos and descriptions are for reference only, and the actual products may vary. The rewards do not include any warranty, exchange, transfer, cash refund or change. Members are responsible for checking the 13 quality of their rewards at the time of redemption. No rewards will be reissued and no points will be refunded afterwards.

4.3.6 All rewards are only available while in stock. The Company may, at its sole discretion, terminate the provision of a reward, or provide a similar reward of equal value at any time without notice prior to the redemption. The Company does not guarantee that rewards will remain available.

4.3.7 The right of pick-up or usage of the goods, services or offers will become invalid upon termination of operation of the merchants/suppliers, and no refund of points, cash or compensation will be offered.

5 Year-round Offers

- 5.1 Year-round offers only apply to participating merchants. Members must visit the participating merchants in person and open the Year-Round Offers page on the Mobile App or WeChat Mini Program to select the relevant offer page, then present the Offer Detail Page to shop staff in order to complete the redemption.
- 5.2 Offers cannot be exchanged for cash.
- 5.3 All offers are subject to their respective terms and conditions. Members are subject to the terms and conditions herein stated, as well as those of the relevant offers.

6 Termination of Membership

- 6.1 If any member decides to terminate their memberships in the Programme, they must inform the Company's Marketing and Promotions Department in writing via the following email address: clubcg@citygateoutlets.com
- 6.2 Once a Member's termination of membership is accepted, all the member's existing and pending points will be immediately voided, without compensation. Points are non-transferrable.
- 6.3 If any member has, or the company has reasons to believe that the member has, violated these Terms and Conditions, the Company will suspend or terminate the member's membership, and/or void the member's points and rewards, and take action to request compensation for any possible damage or loss caused to the Company due to the member's violation.

7 Data Privacy and Security Policy

- 7.1 The Company reserves the right to photocopy and/or take photos of the machine-printed sales receipts and matching electronic payment slips, and to store the photocopies and/or photos for recording and verification purposes.

7.2 Personal data and information provided by members at membership Registration, Point registration or Rewards redemption relating to the Programme may be used by the Company for administration purpose or other purposes specified in the Personal Information Collection (“PICS”). Terms may be updated, revised and changed from time to time and will take effect immediately upon being posted on www.swireproperties.com/en/pics.aspx

7.3 We are committed to protecting the privacy of the personal data (“Personal Data”) we hold. To ensure that you can make informed decisions and feel confident about providing your Personal Data to us, we outline our practices and the choices you have concerning the collection and use of your Personal Data in the Data Privacy and Security Policy. Terms may be updated, revised and changed from time to time and will take effect immediately upon being posted on <https://www.swireproperties.com/en/data-privacy-and-security-policy.aspx>

7.4 In future, if members would like to update or change any of their personal data, or opt-out from receiving direct marketing materials and communications from the Programme, please send the request through any one of the following channels:

- By e-mail: clubcg@citygateoutlets.com

- By post: Marketing and Promotions Department
 Swire Properties Management Limited
 Suite 505, One Citygate, 20 Tat Tung Road, Tung Chung
 Lantau, Hong Kong

- By approaching the CLUB CG Member Counter on L2 or Customer Care Centre on L2 in person.

8. General

8.1 The Company reserves the right to change, terminate or suspend the Programme, or to amend these Terms and Conditions, at any time without the need or obligation to give notice. The Company may (but is not obligated to) notify members in advance if the

Programme will be terminated or suspended, or if the Terms and Conditions have been updated.

- 8.2 The Company's failure to enforce certain terms or conditions does not mean that the Company waives those terms or conditions.
- 8.3 The Company shall not be responsible for the condition and operation of the rewards and offers supplied by the merchants, or any damage, loss or bodily injury arising from the redemption and/or usage of such items. Any dispute concerning the rewards and offers supplied by the merchants (quality or otherwise) shall be the responsibility of the relevant merchants and shall be settled between the member and the relevant merchants. The Company assumes no responsibility and shall not be liable for any service or product warranty or quality issues.
- 8.4 The Company assumes no responsibility for any damage or loss and does not make any representations or warranties regarding the rewards and offers supplied by the merchants, nor is it accountable for any matters relating to such items (including, but not limited to, their quality).
- 8.5 The Company shall not be liable for any claims, losses, costs, expenses or damages of any nature arising from the redemption of rewards.
- 8.6 Suspected or actual fraud and/or suspected or actual abuse relating to the accumulation of Points or redemption of Rewards may result in immediate forfeiture of accumulated Points as well as termination of Member's membership.
- 8.7 All issues or disputes arising from participation eligibility, points accumulation, or offer redemption are at the sole discretion of the Company.
- 8.8 The Company may notify members of updates to the Terms and Conditions or other information via SMS, Mobile App and WeChat Mini Program push notifications, email, or post, and may also post a notice on <https://www.citygateoutlets.com.hk/en/>.
- 8.9 All terms are governed and regulated by the law of the Hong Kong Special Administrative Region.

8.10 The Company reserves the right to amend these Terms at any time without prior notice.

8.11 These Terms are written in English language and may be translated into other languages. In the case of any discrepancy, the English version shall prevail, and it shall be executed according to the English version.

9. Disclaimers

9.1 Members agree to bear the risk of their participation and/or redemption and use of the rewards and offers. The Company and its officers, directors, employees, agents, contractors, and related companies/persons who are appointed to execute and manage the Programme (hereinafter collectively referred to as "Company Representatives") do not directly or indirectly make warranties or representations in relation to the following matters:

9.1.1 Whether members are able to participate in and/or utilise all or part of the Programme, its materials, content, and the information and/or functions contained therein in a timely, safe and error-free manner.

9.1.2 Whether the quality of the rewards and offers redeemed by the members meets their expectations. Neither the Company nor the Company Representatives make any warranties or representations regarding the rewards' merchantability or fitness to the member, nor the suitability of the offers redeemed by the member.

9.1.3 That the member's computer systems will not be damaged or contract a computer virus due to any of the Programme's online activities.

9.2 Members shall decide at their sole discretion whether to download or otherwise obtain information through the Internet and shall bear all the risks of doing so. Members are also solely responsible for any damage or loss of data to their computer system(s) if they choose to download the data.

9.3 Limitation of Liability: Without prejudice to any of the foregoing provisions, members expressly understand and agree that the Company and Company Representatives are not liable for any of the following matters: (a) Any loss, cost or damage incurred by the member as a result of participating in or using the Programme, and the redemption or use of rewards and offers. (b) Any indirect, incidental, special, consequential, or disciplinary damages including, but not limited to, profit loss, goodwill, data, or other intangible

losses; with no exceptions, even if the Company and Company Representatives have been informed that the member's participation in the Programme and/or redemption of rewards and offers may cause the above damages.

These Terms and Conditions were announced by Swire Properties Management Limited on 26 May 2022 and was updated on 10 April 2024.

东荟城名店仓 CLUB CG 会员计划条款及细则

1. 会员计划

1.1 CLUB CG (以下称为「本计划」) 是由太古地产管理有限公司 (以下称为「本公司」) 为合格会员 (按第 2.1、2.2 及 2.3 条会员资格定义) 提供。本计划受以下所述之条款及细则 (以下称为「条款及细则」) 约束, 本公司有绝对权利随时更改有关之条款或细则, 毋须另行通知。

4.2 各会员均须确认及同意本计划之条款及细则, 并接受本公司可以随时更改有关条款及细则。

2. 会员资格及会籍

2.1 本计划接受以下顾客加入成为准会员 (以下称为「准会员」): 透过 TAIKOO+ 流动應用程式 (以下称为「流动應用程式」) / 东荟城名店仓微信小程序 (以下称为「微信小程序」) / 东荟城名店仓网站内之 CLUB CG 页面 (下称「CLUB CG 网页」) 填妥所需资料, 成功提交申请表格, 并完成电邮验证及流动电话号码验证之人士。

本计划之任何积分赚取 (按第 3 条定义)、会员礼遇 / 优惠 / 奖赏均不适用于准会员。

2.2 本计划接受以下顾客加入成为会员 (以下称为「会员」): 顾客本人于东荟城名店仓以电子货币于指定商户 (请参阅 3.3「合资格收据」) 单一消费满港币 2,000 元或以上, 消费当日起 14 日内 (消费当日为第 1 日), 透过流动應用程式或微信小程序上传由顾客本人签账之合资格消费单据及对应之电子货币存根 (请参阅 3.3「合资格收据」) 之准会员。一般情况下, 消费将于成功上传后 7 个工作日内被审批, 唯审批时间有机会

因系统更新而有所延误，恕不作另行通知。消费被成功批核后，会员会籍将于 24 小时内升级。

唯会员可享用本计划之会员礼遇、奖赏、全年优惠及赚取积分。

2.3 任何人士须年满 18 岁方能参与本计划。

2.4 会员注册时所提交之英文全名须与会员本人签账之电子货币存根上的名字一致；而会员注册时所提交之生日月份亦须与本人身份证明文件或护照上之资料一致。

2.5 每位申请人只可拥有一个会员账户。会员账户只供会员本人使用。会员不可透过或容许其他人士使用其账户资料，亦不可将其会员账户转让予他人使用。

2.6 申请人必须确保所提供的会员登记资料全属真实、正确、完整、没有误导及欺诈成份。申请过程中，合资格申请人可能需要提供本公司指定之身份证明文件以作登记及核实用途。如不能提供有关文件，申请将不予受理。

2.7 一经成功登记成为准会员，准会员将收到一封迎新电邮及一封帐户启动电邮。准会员必须启动账户，方可上传单据以作会籍升级用途。如准会员于上传单据后 30 日内仍未启动账户，该单据将于 30 日后逾期并不能被批核。

一经成功由准会员升级成为会员，会员将收到一封确认电邮。

2.8 会员必须下载流动应用程式或微信小程序，以查看其会员讯息、上传单据、赚取积分、更新会籍等级，及享受会员礼遇 / 优惠 / 奖赏等。

2.9 准会员成功升级成为会员后将获得 500 分迎新积分。该积分将自动存入会员账户。每个会员账户只可获迎新积分礼遇一次。本公司有权决定会员的会籍是否有效及保留撤销有关迎新积分之权利而毋须另行通知。

2.10 会员必须登记正确、有效、由其本人实际拥有的电邮地址及手机号码 (只限香港及中国内地号码) 以接收电邮及 SMS 一次性密码。本公司概不承担任何未能成功传送的手机短讯、推送通知或电邮之责任。

2.11 会员须提供最新之联络资料，包括有效的电邮地址及手提电话号码，确保所有本计划通讯均能传送到适当之地址。联络资料如有更改，会员须立即通知本公司。

2.12 会员于完成登记后，如须更改电邮地址、流动电话号码或生日月份，必须发送电邮至 clubcg@citygateoutlets.com，向本公司发出「个人资料更新」申请，方可更改有关个人资料。

2.13 如会员申请更改电邮或流动电话号码，确认信息将于成功递交申请后发送至新电邮地址及流动电话号码。会员需点击信息内之验证连结，方可完成更新；如会员申请更改生日月份，确认信息将于成功递交申请后推送至流动應用程式或微信小程序之「通知」页面。

更改完成后，确认信息将推送至流动應用程式或微信小程序之「通知」页面。

2.14 东荟城名店仓各商户及管理处之雇员均可参加本计划，并需受本条款及细则约束。

2.15 本公司拥有绝对权利裁定会员是否滥用本计划之会员权益、违反本计划之条款或向本公司作出失实陈述，并终止会员之会籍及 / 或取消会员已赚取 / 累积之奖赏积分。

2.16 本公司職員有權隨時要求會員出示身份證明文件以核對會員手機內的會員資料。
本公司职员有权随时要求会员出示身份证明文件以核对会员手机内的会员资料。

2.17 任何会员如被发现盗用他人帐户、以不诚实方法登记会籍或使用会员福利，本公司有权随时终止该等人士的会籍而毋须另行通知。

3. CLUB CG 积分

3.1 赚取积分

3.1.1 会员可以以下积分兑换率赚取积分：

一般商戶 - 港币 1 元 = 1 分

其他商戶* - 港币 10 元 = 1 分

*其他商戶包括：百年灵、周生生、周大福、丰泽、六福珠宝、Mabelle Outlet、万宁及谢瑞麟。

准会员于首张港币 2,000 元或以上之有效单据成功获批后，将获得相应积分。准会员成功升级至会员后，于合资格商户以电子货币单一消费满港币 100 元或以上（请参阅 3.3「合资格收据」），即可登记单据以赚取积分。

- 3.1.2 根据以下第 3.3 条「合资格收据」，会员在会员注册日或之后于东荟城名店仓指定食肆、商户或店铺（以下称为「合资格商户」）的电子货币消费可用作赚取积分（TaSTe、楼上、Andante、Essence、Fresh、Olea、The Enclave、The Pavilion、过境巴士、汇丰银行、汇丰银行自动柜员机、中国银行(香港)、中国银行(香港)自动柜员机、储物柜、顾客服务中心之服务、速递服务柜台(顺丰速运)、停车场、酒店、临时商铺及东堤湾畔商户之消费、于商户之官方网站上进行之网上交易或外卖平台自取/速递服务之消费恕不接受，临时商铺名单将不时作出更新，恕不另行通知，详情可向商场顾客服务主任查询）。食代馆内各餐厅所发出的每张单据将作独立计算，不能把食代馆内之餐厅所发出之单据当作一张单据。
- 3.1.3 2020 年 10 月 24 日或以后购买金粒、金条、供金会及珠宝会之消费单据恕不能用作会员注册或赚取积分。
- 3.1.4 每位会员可赚取之积分不设上限。
- 3.1.5 会员须于消费当日起计 14 天内登记积分（以商户机印发票发出日期作计算）（消费当日为第一日），逾期无效。
- 3.1.6 公司有权随时按不同之推广活动给予会员额外积分或其他额外优惠，会员需同时受此条款及细则及相关推广活动之条款及细则约束。
- 3.1.7 登记积分金额以电子货币付款存根显示之签账金额计算。
- 3.1.8 如收据金额有小数位，则向下舍入至最接近之整数。
- 3.1.9 用作积分登记之商户机印发票正本及影像必须清晰显示付款方式、交易地点、商户名称、交易日期、发票号码及消费金额。未能显示任何上述资料之单据将未能赚取积分。

3.1.10 已上传单据于一般情况下将于 7 个工作日内被批核。单据获批后，积分将自动存入会员账户。

3.1.11 积分一律不得转让予其他会员。

3.1.12 不同会员账户内之积分不得合并使用。

3.1.13 积分没有现金价值，及不能兑换现金。会员不可出售、购买、分配或转让积分。

3.1.14 本公司有绝对权利随时修订赚取奖赏积分之条款及细则，并保留绝对权利在下列情况下从会员账户内扣除积分，包括任何涉嫌或实际欺诈之交易所赚取之积分；任何错误记录之积分；及任何与已取消之交易有关之积分。

3.1.15 任何涉嫌或实际欺诈之交易记录，本公司将保留权利不授予该次交易可赚取之积分，并暂停相关会员之会籍以进行审核，直至另行通告或取消该会员之会籍为止。

3.2 积分周期及积分有效期

3.2.1 积分之有效期以积分周期（以下称为「积分周期」）计算。其赚取积分之到期日取决于会员成为会员之月份。

- 如准会员于 2022 年 6 月 3 日成为会员，于 2022 年 6 月 3 日至 2023 年 6 月 30 日期间赚取之积分（以系统显示之会员升级当日计算），积分有效日期为 2023 年 6 月 30 日，即按准会员升级为会员之月份下年度之最后一日。
- 新一个积分年度则会于 2023 年 7 月 1 日开始，往后之积分有效期为一年，即于 2023 年 7 月 1 日至 2024 年 6 月 30 日期间赚取之积分（以成功赚取积分当日计算），有效期将直至 2024 年 6 月 30 日，如此类推。

3.2.2 在每个积分周期期间从合资格收据和推广活动中获得的积分可于积分周期

完结前用于兑换奖赏。积分周期完结日后，积分结余将重置为零，未被使用的积分将不会累积至下个周期。

3.2.3 会员可于流动应用程式或微信小程序查阅积分有效期。

3.3 合资格收据

3.3.1 「合资格收据」泛指：

3.3.1.1 会员在东荟城名店仓合资格商户内消费满港币 100 元或以上并以电子消费之收据（包括信用卡、扣帐卡、易办事、银联卡、支付宝手机程式、PayMe、Apple Pay 手机程式、Samsung Pay 手机程式、Google Pay 手机程式、微信支付手机程式、Tap & Go 拍住赏、BoC Pay、八达通或太古地产管理有限公司不时单独授予允许的其他电子支付方式），以及

3.3.1.2 机印之收据正本，付款记录须显示交易日期、商户名称、地址、消费金额及电子消费方式，以及

3.3.1.3 电子消费付款记录并印有会员于本计划之登记姓名之收据（注：本公司有权要求会员出示相关之消费卡以作核实用途）。

3.3.1.4 以手机出示或于流动应用程式或微信小程序上载载有支付宝、PayMe、Apple Pay、Samsung Pay、Google Pay、微信支付、Tap & Go 拍住赏、BoC Pay、八达通或太古地产管理有限公司不时单独授予允许的其他电子支付方式，付款记录须显示交易日期、时间、商户名称及消费金额。如会员亲临东荟城名店仓指定柜台登记积分，本公司有权要求会员出示手机上的有关付款记录以及已绑定电子付款帐户之信用卡作核实用途，不接受以截图或图片形式呈现之付款记录。

3.3.1.5 不接受戏院票尾。顾客必须凭戏院售票处发出之即以电子货币消费之机印收据正本。

3.3.2 会员如欲赚取积分，必须在东荟城名店仓合格商户消费当日（按收据日期计算）起 14 天内凭以下方法登记。（如消费日是 12 月 1 日，最后可登记之日期则为 12 月 14 日）：

- 东荟城名店仓合格商户（可接受退款之商户除外）：会员须透过流动应用程式或微信小程序上载由东荟城名店仓合格商户发出之消费单据及对应之电子货币存根登记积分（按 3.3.1 及 3.3.7 条之定义）。
- 东荟城名店仓可接受退款的合格商户：会员须在早上 10 时至晚上 10 时之间亲临东荟城名店仓于二楼 CLUB CG 会员专柜或二楼顾客服务中心（以下称为「指定柜台」），出示由东荟城名店仓合格商户发出之消费单据及对应之电子货币存根登记积分（按 3.3.1 及 3.3.7 条之定义）。

会员有责任确保签账者必须为会员本人。本公司有权要求会员出示相关之消费卡以作核实用途。本公司拥有绝对权利裁定会员是否滥用本计划之会员权益、违反本计划之条款或向本公司作出失实陈述，并终止会员之会籍及 / 或取消会员已赚取 / 累积之奖赏积分。

3.3.3 凡于指定柜台登记之合格收据均会被盖印于收据正面。若会员拒绝，商场职员有权拒绝登记该收据。

3.3.4 商场职员有权向会员索取商户机印收据及相应电子货币付款存根正本并即场拍照、影印存档及登记消费资料作内部稽核之用。

3.3.5 如任何已经登记积分之收据但随后被全额或部分退款、撤回或取消，或如会员欲取消已用登记积分之消费，会员有责任立即于顾客服务中心通知 CLUB CG 以取消相关已登记之积分，方可到商户办理退款手续。会员严禁擅自利用已从 CLUB CG 登记积分之收据获得退款且没有事先告知 CLUB CG。本公司保留一切于会员账户中扣除相应积分、向会员收取已参与兑换活动的适当费用、和要求会员必须归还已兑换礼品之权利。此外，如发现会员未有通知有关之退款、撤销或取消收据、或有任何伪造或虚假收据，CLUB CG 保留注销该会员资格之权利。

3.3.6 每张收据只可用作赚取奖赏积分一次，不可重复使用，同一收据内之交易额不得分拆计算。除非特别注明，否则所有已用作登记积分之收据及存根，不可与商场其他优惠及推广活动同时使用，免费泊车则不包括在内。

3.3.7 以下消费均视为不合格并不能登记会籍及 / 或赚取积分：

- 会员注册日前消费之收据。
- 现金交易
- 任何重印、重用、影印副本、损毁或手写收据，亦不接受只出示商户机印收据或电子货币付款存根。
- 购买礼券、商户优惠券或现金券之收据。
- 已退货或退款之收据。
- 以信用票据、存款单、信用券、记账、商户积分、商户现金券或礼券、商户会员卡、医疗券、东荟城名店仓礼券或手机支付所提供的现金券所付款之交易金额均不可赚取积分。
- 银行服务、电讯服务、停车场服务、酒店服务、慈善捐款、购买美国冒险乐园代币、购买储值卡、购买商户会员卡、储值卡或八达通增值、任何订金之消费单据恕不接受。
- 购物及服务之小费。
- 购买金粒、金条、供金会及珠宝会之收据。

3.4 生日双倍积分奖赏

3.4.1 会员必须于登记成为会员时，于申请表格上选择出生月份，方可享有此奖赏。会员于提供生日月份前之消费将不能获得双倍积分。

- 3.4.2 生日月份内，会员于东荟城名店仓合格商户之合格消费，于成功上传至流动应用程式或微信小程序并获批后，方可享双倍积分。
- 3.4.3 合格消费获批后，基本积分将即时存入会员账户；额外积分将于下一个月份的最后一天存入会员账户。
- 3.4.4 每位会员每年只可享有此奖赏一次。

4. 积分奖赏

4.1 CG Dollar

4.1.1 「CG Dollar」泛指由积分转换成之奖赏，会员可于东荟城名店仓之 CG Dollar 参与商户中使用。

4.1.2 「CG Dollar 参与商户」泛指参与 CG Dollar 计划之零售商户，会员可于此类商户使用 CG Dollar。本公司有权随时更改参与商户名单，毋须另行通知。有关最新 CG Dollar 参与商户，请参阅流动应用程式或微信小程序（2023 年 9 月 28 日起适用）。

4.2 使用 CG Dollar

4.2.1 每 250 积分可兑换 \$1 CG Dollar，而每 \$1 CG Dollar 可兑换成港币 1 元正电子币值，并于 CG Dollar 参与商户交易中使用。

4.2.2 CG Dollar 以每 \$1 计算，交易不设最高付款上限，惟会员须于单一交易中需使用最少 \$10 CG Dollars。使用 CG Dollar 进行交易之消费金额必须等同或高于 CG Dollar 的使用金额。会员于每笔交易中可使用的 CG Dollar 金额视乎参与商户而定，详情请向参与商户查询。

4.2.3 兑换 CG Dollar 所需的相应积分数额将于兑换过程中显示于流动应用程式或微信小程序内，同意继续兑换即代表会员确认接受此兑换率。

4.2.4 会员输入需要兑换的 CG Dollar 后，流动应用程式或微信小程序将显示一次性二维码。会员需向商户出示该二维码，商户成功扫描二维码后即表示交易成功。每次成功兑换 CG Dollar，积分即时于会籍中扣除及不获发还。

- 4.2.5 一次性二维码有效时限为 3 分钟，如逾时，该二维码将会失效，CG Dollar 或积分将不会扣除。会员需重新输入兑换金额及获得新二维码以进行交易。
- 4.2.6 会员可于「我的积分」内「积分记录」中查看 CG Dollar 的使用记录。
- 4.2.7 所有使用 CG Dollar 进行的交易（包括但不限于全额使用或部份金额使用）如需要办理退货或退款，牵涉交易的 CG Dollar 均不能转回积分。
- 4.2.8 CG Dollar 不能兑换现金，不得出售、购买或转让给任何其他会员或个人。在任何情况下，已使用的 CG Dollar 均不能转回积分或退款、作废、撤销和/或兑换成现金或其他奖赏。
- 4.2.9 会员应确保其流动装置、网络及应用程式运作正常，如会员因个人原因于交易期间无法使用 CG Dollar，本公司及 CG Dollar 参与商户概不负责。
- 4.2.10 使用 CG Dollar 结算、扣除和/或抵销的任何付款项目均不符合本计划下之积分赚取资格。
- 4.2.11 会员必须向 CG Dollar 参与商户支付扣除 CG Dollar 兑换后之余下金额。扣除 CG Dollar 后的交易金额如符合合格收据条款及细则，则可以用作赚取积分。
- 4.2.12 本公司有权随时调整 CG Dollar 兑换率，恕不事先发出通知，及/或限制或限定会员可用于每笔交易的 CG Dollar 数量。
- 4.2.13 在任何情况下，如本公司怀疑出现直接或间接涉及任何涉嫌欺诈或可疑事件，包括但不限于任何交易、收据发出的 CG Dollar 兑换，本公司有权暂停或终止相关会员的账户及 CG Dollar 使用权，直至另行通知。本公司亦有权暂停或撤销顾客参与 CG Dollar 的资格，并有权收回所有该计划中累积的积分。在会员账户被暂停、撤销或终止期间，任何未经兑换和/或未使用的积分、其他奖赏、礼券或任何其他类型的礼遇将立即停止使用，而且在任何情况下均不会对任何会员作出任何补偿，亦不会恢复及重新发出会籍。本公司拥有最终决定权，并对各方具有约束力。

4.3 其他积分奖赏

4.3.1 会员于累积满指定数量积分后，可使用积分兑换本公司不定时推出之指定奖赏。所有奖赏均有独立使用条款及细则，会员需同时受此条款及细则及礼品之使用条款及细则约束。

4.3.2 所有奖赏数量有限，先到先得，换完即止。

4.3.3 兑换奖赏要求一经确认，不得取消，所需积分将自动由会员账户内扣除，已扣除之积分不能补发。

4.3.4 会员必须于服务时间内亲临二楼顾客服务中心兑换奖赏。

二楼顾客服务中心服务时间：早上 10 时 - 晚上 10 时

4.3.5 奖赏图片及描述只供参考，一切以实物为准。所有奖赏均不包括货品保养、退换、转让、兑换现金或作现金找赎。会员须即时检验所换领之礼品，否则事后任何情况下均不会获补发奖赏或积分。

4.3.6 所有奖赏只能在有存货之情况下提供。本公司可全权酌情决定随时终止提供某项奖赏或提供具有同等价值之类似奖赏作为代替，而毋须于换领奖赏前另行通知。本公司并不保证任何奖赏将一直保持供应。

4.3.7 如个别商户 / 供应商停止营业，有关于该商户 / 供应商领取及 / 或使用货品、服务或奖赏之权利将于该商户 / 供应商停止营业当刻即时停止，并不获任何退分、退款或补偿。

5. 全年优惠

5.1 全年优惠只适用于参与商户。会员须亲临参与商户，于流动应用程式或微信小程序点选「全年优惠」页面，开启相应优惠页面，并向商户职员出示页面以进行兑换。

5.2 优惠不可兑换现金。

5.3 所有优惠均有独立使用条款及细则，会员需同时受此条款及细则及优惠之使用条款及细则约束。

6. 终止会员参加资格

- 6.1 若会员决定终止参加此计划，请按以下电邮地址以书面通知本公司的市场及推广部：clubcg@citygateoutlets.com
- 6.2 会员决定终止参加此计划之指示一经被接纳，所有现存于该会员的会员账户内及等待被批核之积分会即时作废，而不会获得任何补偿，积分不能转移给其他会员。
- 6.3 倘若会员违反或本公司有理由相信会员违反此等条款及细则，本公司会暂停或终止会员的会籍，及 / 或取消会员的积分，及或取消会员的奖赏礼遇，并采取行动要求补偿任何因会员的违反行为而可能导致本公司所造成的任何破坏及损失。

7. 资料私隐及保安政策

- 7.1 本公司有权把机印收据及电子消费单据影印及 / 或拍照，并将其影印本及 / 或照片储存作记录及核实用途。
- 7.2 会员在登记注册，积分登记或与兑换奖赏时提供的个人数据和信息可能被公司用于行政管理目的或其他于个人资料收集（“PICS”）中所列之目的。我们不时更新、修订和更改资料私隐及保安政策条款，并于发布到 www.swireproperties.com/zh-cn/privacy-policy.aspx 后立即生效。
- 7.3 我们致力于保护我们所持有的个人资料（以下称为「个人资料」）隐私。为确保会员能信赖我们并向我们提供其个人资料，我们于资料私隐及保安政策中概述了有关收集和使用个人资料的方式及选项。条款可能会不时更新、修订和更改，并于发布到 <https://www.swireproperties.com/zh-cn/data-privacy-and-security-policy.aspx> 后立即生效。
- 7.4 如会员希望更新或更改任何个人资料，或选择不接收本计划的直接推广资料和通讯，请透过以下任何途径发送有关要求：

- 电邮地址：clubcg@citygateoutlets.com
- 邮递地址：香港大屿山

东涌达东路 20 号东荟城一座 505 室
太古地产管理有有限公司
市场及推广部

- 亲临二楼 CLUB CG 会员专柜或二楼顾客服务中心。

8. 一般条款

- 8.1 本公司保留权利更改、终止或暂停本计划，或随时更改有关之条款及细则，毋须亦没有责任另行通知。本公司或会(但没有义务)预先通知会员本计划将被终止或暂停、或有关条款及细则已被更新。
- 8.2 本公司如未能执行某条款或细则，并不代表本公司豁免该条款或细则。
- 8.3 本公司对由商户提供之奖赏及礼遇的状况、运作、或因领取及 / 或享用奖赏及礼遇引至之任何损毁、损失或身体受伤概不负责。任何有关奖赏及礼遇之争议 (无论是质量或其他) 将由提供该奖赏及礼遇之商户负责，并由会员与有关商户自行解决，本公司概不负责，也不会为任何服务或货品之保养或质量问题负责。
- 8.4 由商户提供之奖赏及礼遇，本公司概不就任何损毁或损失负责，或就该等物品作任何陈述或保证，亦毋须就任何与由商户提供之奖赏及礼遇有关 (包括但不限于质量) 之事宜负上任何法律责任。
- 8.5 本公司不会为奖赏兑换所引致之任何性质之申索、损失、成本、费用或损害承担任何责任。
- 8.6 若发生有关累积积分或换领奖赏之涉嫌或实际欺诈及 / 或涉嫌或实际滥用行为，可能会导致所累积之积分被即时没收，以及有关会员被终止参与本计划之权利。
- 8.7 有关本计划之参与资格、积分之累积或奖赏换领之所有问题或争议，均由本公司全权决定。
- 8.8 本公司可能会透过手机短讯、流动應用程式推送讯息、电邮或邮寄方式通知会员有关条款及细则更新或其他相关讯息，亦可能会在 <https://www.citygateoutlets.com.hk/zh-cn/> 刊登通告。

- 8.9 所有条款均受香港特别行政区之法律约束和监管。
- 8.10 本公司保留权利随时更改条款及细则，毋须另行通知。
- 8.11 所有条款及细则以英文撰写，可能会被翻译为其他语言，当中如有歧异，概以英文版本为准，并按英文版本执行。

9. 免责声明

- 9.1 各会员同意承担参与及 / 或兑换及使用奖赏之风险。本公司以及其为执行与管理本计划而任用之长官、董事、雇员、代理商、承办商及相关之公司 / 人士 (以下统称「本公司之代表」) 均没有就下列事项直接或间接地作出以下保证或声明：
- 9.1.1 能够及时、安全及无误地参与及 / 或利用本计划、本计划材料、内容、其中所载资料及 / 或功能之全部或部份。
- 9.1.2 各会员所换领之奖赏之质素在任何方面均符合会员之预期。本公司及本公司之代表均不就奖赏对会员之适销性、适用性或会员换领之奖赏之合用性作出任何保证或声明。
- 9.1.3 不会因本计划之任何网上活动散播电脑病毒或对各会员之电脑系统造成损害。
- 9.2 各会员应自行决定是否透过互联网下载或以其他方式获取资料，而且一切风险均由会员自行承担。如下载资料引致其电脑系统遭受任何损害或数据损失，须由会员自行负责。
- 9.3 责任限制：在无损前述任何条文之前提下，各会员明确表示理解及同意本公司及其本公司之代表不须就下列事项承担任何法律责任：(a) 各会员因登记加入本计划、使用本计划、换领奖赏及使用奖赏所引致之任何损失、成本及损害，(b) 任何间接、附带发生、特殊、作为结果发生或惩戒性损害，包括但不限于盈利损失、商誉、数据或其他无形损失等损害；即使本公司及本公司之代表已获知会会员可能因加入本计划及 / 或换领及使用奖赏而引致上述损害，亦不例外。

由太古地产管理有限公司于 2022 年 5 月 26 日公布，并于 2024 年 4 月 10 日更新。