



LANDMARK x American Express Sales Promotion 2024 Terms and Conditions

1. The Promotion runs from May 20, 2024 till June 16, 2024 (as “**Promotion Period**”, all dates inclusive and are based on the transaction date). American Express International, Inc., Hong Kong Branch (“**American Express**”) and Hongkong Land Bespoke Limited reserve the right to amend these terms and conditions and terminate the Promotion at any time without prior notice.
2. Subject to clause 4, to be eligible for this Promotion, customers must:
 - 2.1 be a LANDMARK BESPOKE member (joined and approved within the Promotion Period);
 - 2.2 make,
 - 2.2.1 a single net purchase between HK\$30,000 and HK\$99,999, or
 - 2.2.2 a single net purchase between HK\$100,000 and HK\$199,999; or
 - 2.2.3 a single net purchase between HK\$200,000 and HK\$500,000 or above,by the following means of payment (including deposit if any) within the promotion period fully paid by: physical cards of Centurion® Card in black colour, The Platinum Card® or American Express® Peninsula Platinum Card issued in Hong Kong by American Express (“**Eligible Card**”) bearing the American Express logo, or transaction made by Apple Pay & Google Pay of the Eligible Cards (if applicable) ; and also applicable to the Basic and Supplementary Cardmembers of the Eligible Cards with a valid account (“**Eligible Cardmember**”) (excludes any other electronic payment including other credit cards, AliPay, WeChat Pay, Apple Pay, Google Pay, EPS payment deposits, Cash, Octopus, PayMe, BOC Pay, LANDMARK Gift Card or BESPOKE dollars) (as recorded in one machine-printed receipt) at any retail outlets in LANDMARK ATRIUM, LANDMARK PRINCE’S, LANDMARK ALEXANDRA, LANDMARK CHATER, Exchange Square, Jardine House, The Landmark Mandarin Oriental (a. Accommodations: Hotel room stay (maximum length of stays for reward points is 7 days) on direct bookings at The Landmark Mandarin Oriental, Hong Kong’s own website and at the best available rate, including room rates, dining, spa and any other services during the stay and designated promotional offer, excluding bookings under online travel agents and negotiated rates including but not limited to corporate rates and group rates; b. Dining at the following restaurants within the Hotel: Amber, SOMM, MO Bar, Please Don’t Tell Cocktail Bar; c. The Oriental Spa, including all spa treatment and membership, product and other services) or Mandarin Oriental, Hong Kong (a. Accommodations: Hotel room stay (maximum length of stays for reward points is 7 days) on direct bookings at Mandarin Oriental, Hong Kong’s own website and at the best available rate, including room rates, dining, spa and any other services during the stay and designated promotional offer, excluding booking under online travel agents and negotiated rates including but not limited to corporate rates and group rates; b. Dining at the following restaurants within the Hotel: Café Causette, Captain’s Bar, Clipper

Lounge, Mandarin Grill + Bar, Man Wah, The Aubrey, The Chinnery, The Krug Room and in-room dining; c. Net purchase at the following shops within the Hotel, including all treatments, products and other services, excluding memberships: The Mandarin Spa, The Mandarin Salon, The Mandarin Barber, The Mandarin Cake Shop and The Mandarin Flower Shop) (“**Eligible Merchants**”) as recorded by a single Eligible Receipt (as defined in clause 5.1 below); and

2.3 present the physical Eligible Cards or in digital wallet of Eligible Cards, eligible machine-printed original receipt and the Eligible Card / electronic payment slip from the date of the transaction and BESPOKE membership proof (member ID on the BESPOKE Mobile App or registered mobile number) at 3 dedicated Concierges, located at 1/F LANDMARK CHATER, 2/F LANDMARK ATRIUM (next to York House) and 1/F LANDMARK PRINCE’S, operating daily from 10:00am to 7:30pm.

3. Eligible Receipts must be registered by 7:30pm on June 16, 2024 at the three dedicated Concierges. Late redemption will not be accepted. Receipts that are overdue or out of the Promotion Period are not accepted. Self-upload is not applicable to this redemption, only redemptions made on-site at the three dedicated Concierges are eligible for the rewards. The Eligible Receipts cannot be registered at BESPOKE Salon or at the other concierge counters.
4. The presented Eligible Receipts in accordance with clause 2.3 will then be considered and where applicable, be approved and accepted by Hongkong Land Bespoke Limited.
5. 5.1 An Eligible Receipt means: (a) the original and eligible machine-printed receipt and corresponding electronic payment slip; (b) the name printed on the receipt and the corresponding electronic payment slip must fully match the name of the LANDMARK Bespoke member; (c) the amount shown on the receipt must have an expenditure of more than HK\$30,000; (d) the card number, merchant name, merchant address, transaction date and transaction amount must be clearly shown on the eligible receipt; and (e) only final receipt(s) and corresponding payment slip issued during the Promotion Period will be considered for the purpose of clause 4.
- 5.2 An Eligible Receipt, including deposit (if any), has to be fully settled by the Eligible Cards pursuant to clause 2.2. Partial payments by other credit card(s) will not be eligible to redeem the rewards.
- 5.3 Hongkong Land Bespoke Limited does not accept any photocopies or receipts with amendment or handwritten receipts, and reserves the right not to accept any receipts that are suspected to be invalid, forged, or issued for spurious transactions, or on other grounds, without any need for explanation.
- 5.4 Eligible Receipts marked/stamped by Hongkong Land Bespoke Limited cannot be used again for redeeming gifts/rewards from other promotions and returns at related Eligible Merchants. Each Eligible Receipt can only be used for redemption of the rewards once.

(A) BESPOKE Basic Reward Points

6. If Eligible Receipts evidencing the total net spend in clause 2.2 is presented and approved and accepted pursuant to clause 4, then the 1X BESPOKE Basic Reward Points will be deployed to the Eligible Cardmembers' LANDMARK HONGKONG App.
7. BESPOKE Basic Reward Points will be valid until March 31, 2025.

(B) BESPOKE Bonus Reward Points

8. Eligible Cardmembers will also be entitled to additional 2X BESPOKE Bonus Reward Points, being 1X BESPOKE Basic Reward Points already received pursuant to clause 6 for a single net purchase of HK\$200,000 or above during the Promotion Period. For the purpose of this Promotion and calculation of BESPOKE Bonus Reward Points, an Eligible Cardmember's net purchase and spent of single eligible receipt will be capped at HK\$500,000 which equates to 1,000,000 BESPOKE Bonus Reward Points. **The BESPOKE Bonus Reward Points** referred to in clause is:
 - 8.1 subject to availability and are served on a first-come and first-served basis;
 - 8.2 subject to the participating merchants' operating hours and terms and conditions;
9. BESPOKE Bonus Reward Points will be deployed to the Eligible Cardmembers' LANDMARK HONGKONG App after clauses 2.1, 2.2 and 2.3 have been complied with and the Eligible Receipts have been accepted pursuant to clause 3 and 4.
10. BESPOKE Bonus Reward Points will be valid until March 31, 2025

(C) Bonus Rewards

11. Upon presentation of Eligible Receipt(s) pursuant to clause 2.3 and as accepted by Hongkong Bespoke Limited pursuant to clause 4, Eligible Cardmembers that make a single net purchase,
 - 11.1 between HK\$30,000 and HK\$99,999, or
 - 11.2 between HK\$100,000 and HK\$199,999,may also be entitled to a Reward Voucher and a gift, together referred to as "**Bonus Rewards**".
12. For Eligible Cardmembers that makes a single net purchase pursuant to clause 11.1, the Eligible Cardmembers may receive the below rewards on the LANDMARK HONGKONG App:
 - 12.1 a HK\$280 Reward Voucher, and
 - 12.2 Paul Lafayet Gift Set (Retail Value: HK\$280)For the HK\$280 Reward Vouchers' participating merchant list, please refer to:
landmark.hk/en/pages/accept-bespoke-dollars-participating-merchants
(to be updated from time to time)

13. For Eligible Cardmembers that makes a single net purchase pursuant to clause 11.2, the Eligible Cardmembers may receive the below rewards on the LANDMARK HONGKONG App:
 - 13.1 5 pieces of HK\$300 Reward Voucher,
 - 13.2 1 piece of HK\$800 Reward Voucher, and
 - 13.3 a set of The Charbonnel Classics (Retail Value: HK\$700) from Charbonnel et WalkerFor the HK\$300 and HK\$800 Reward Vouchers' participating merchant list, please refer to:
landmark.hk/en/pages/accept-bespoke-dollars-participating-merchants
(to be updated from time to time)

14. For Eligible Cardmembers that have met all the below criteria during the Promotion Period pursuant to clause 2, the Eligible Cardmembers may receive a HK\$2,000 LANDMARK Gift Card on the LANDMARK HONGKONG App by July 5, 2024:
 - 14.1 A brand New BESPOKE member or current a Crystal/ Opal / Pearl BESPOKE member within the Promotion Period;
 - 14.2 Successfully register at least 1 Eligible Receipt pursuant to clause 2 within the Promotion Period; and
 - 14.3 Upgraded to Emerald or above membership within the Promotion Period (20 May – 16 June 2024), equates to HK\$500,000 accumulated spending. The HK\$2,000 LANDMARK Gift Card can be redeemed at the designated Concierge located at 2/F, LANDMARK ATRIUM (next to Gloucester Tower) until August 31, 2024. The Gift Card will be valid for use until July 31, 2025.For the LANDMARK Gift Cards' participating merchant list, please refer to:
landmark.hk/en/pages/gift-card-participating-merchants (to be updated from time to time)

15. For Eligible Cardmembers who have successfully applied The Platinum Card® or American Express® Peninsula Platinum Card issued by American Express during the Promotion Period pursuant to clause 2, the Eligible Cardmembers may receive a HK\$500 LANDMARK Gift Card delivered by American Express directly. The Gift Cards referred to in clause 14.3 and 15 are:
 - 15.1 subject to availability and are served on a first-come and first-served basis;
 - 15.2 subject to the participating merchants' operating hours and terms and conditions;
 - 15.3 of no cash value and cannot be exchanged for cash or any other form of compensation;
 - 15.4 welcome offer terms and condition apply, please call 2811 6933 for details.

16. The Reward Vouchers referred to in clauses 12.1, 13.1 and 13.2 may be used at the designated participating merchant's list and must be used by September 30, 2024. Any unused Reward Voucher after this date will be void and of no value. The Reward Vouchers referred to in clauses 12.1, 13.1 and 13.2 are:
 - 16.1 subject to availability and are served on a first-come and first-served basis;
 - 16.2 subject to the participating merchants' operating hours and terms and conditions;
 - 16.3 of no cash value and cannot be exchanged for cash or any other form of compensation; and
 - 16.4 non-transferable and cannot be transferred to another individual or exchanged for alternative items.

17. The gifts of Bonus Rewards referred to in clauses 12.2 and 13.2 are:
 - 17.1 subject to availability and are served on a first-come and first-served basis;
 - 17.2 subject to the participating merchants' operating hours and terms and conditions;
 - 17.3 of no cash value and cannot be exchanged for cash or any other form of compensation; and
 - 17.4 non-transferable and cannot be transferred to another individual or exchanged for alternative items.

18. The gifts of Bonus Rewards may be redeemed at the following locations:
- 18.1 for The Charbonnel Classics , to redeem at Charbonnel et Walker, Shop 104, 1/F, LANDMARK ALEXANDRA. Redemption is subject to availability while stock lasts and the deadline is June 30, 2024;
- 18.2 for Paul Lafayet Gift Set , to redeem at Paul Lafayet, Shop 240-241, 2/F, LANDMARK PRINCE'S. Redemption is subject to availability while stock lasts and the deadline is June 30, 2024.
19. The promotion is applicable to Eligible BESPOKE members. For more information on the recognition of customer tiers, please refer to the Hongkong Land Bespoke Limited Terms and Conditions at landmark.hk/en/pages/bespoke-tnc.

(D) Reward Ratio

Example: Spending HK\$200,000 as a Sapphire Plus Member

BESPOKE Basic Rewards Points (1X)		BESPOKE Bonus Rewards Points (2X)*	Total Rewards
1.75%	+	3.5% (1.75% x 2)	5.25%

*Capped at HK\$500,000 Spending.

Details please refer to BESPOKE website at landmark.hk/en/pages/bespoke-tnc.

General Terms and Conditions

20. Hongkong Land Bespoke Limited reserves the right to scan or copy any Eligible Receipts and to record the name and BESPOKE member ID for internal reference only.
21. All Eligible Cardmembers may be required to provide their names, contact phone numbers or e-mail addresses matching with their BESPOKE membership during redemption for the purpose of verification.
22. Other than LANDMARK x American Express Sales Promotion 2024, this offer cannot be used in conjunction with any other promotional offers.
23. Any fraudulent, unauthorised, unposted, cancelled, or refunded transactions will not be deemed as eligible transactions and will not qualify for the Promotion.
24. The Eligible Cardmembers shall forthwith inform American Express and/or Hongkong Land Bespoke Limited of any transaction where BESPOKE Reward Points have been earned/redeemed but such transaction is subsequently cancelled, refunded, or reversed for whatever reasons. In such circumstances, or if the Eligible Cardmembers fail to inform American Express and/or Hongkong Land Bespoke Limited but those cancelled, refunded or reversed transaction(s) has come to the knowledge of American Express and/or Hongkong Land Bespoke Limited, then either:
- (a) the Eligible Cardmembers shall pay to American Express and/or Hongkong Land Bespoke Limited forthwith upon notice from American Express and/or Hongkong Land Bespoke Limited the value of the Reward, which value shall be determined by American Express and/or Hongkong Land Bespoke Limited at its/their sole and absolute discretion; or
- (b) Hongkong Land Bespoke Limited shall be entitled to deduct the BESPOKE Reward Points earned from the

transaction(s) that have been cancelled, refunded or reversed from the Eligible Cardmembers' account. The Eligible Cardmembers agrees that the aforesaid payment by the Eligible Cardmembers to American Express and/or Hongkong Land Bespoke Limited is an agreed liquidated damage but not a penalty.

25. American Express and/or Hongkong Land Bespoke Limited are not the provider of the gifts, rewards or the services of the participating merchant. Any enquiries or disputes relating to the goods and the services should be directed to the participating merchant. American Express and/or Hongkong Land Bespoke Limited gives no representation or guarantee as to the goods and services provided by the participating merchant (including but not limited to the quality and quantity of goods), and does not accept any liability arising in conjunction with the goods and services provided by the participating merchant. The participating merchant is solely responsible for all obligations and liabilities relating to the goods and services.
26. American Express and/or Hongkong Land Bespoke Limited shall not be responsible to customers or any other party for any liability, loss, damage, claim, cost, or expense whatever and howsoever arising in respect of, relating to or in connection with the redemption or using of any of the rewards.
27. All information and images are for reference only.
28. These terms and conditions are governed by and construed in accordance with the laws of the Hong Kong Special Administrative Region and the parties submit to the jurisdiction of the courts of the Hong Kong Special Administrative Region.
29. No person other than the Eligible Cardmembers, American Express and/or Hongkong Land Bespoke Limited will have any rights under the Contracts (Rights of Third Parties) Ordinance to enforce or enjoy the benefits of any of the provisions of these terms and conditions.
30. LANDMARK HONGKONG App can be downloaded from official application stores. By using the LANDMARK HONGKONG App, the Eligible Cardmembers agree to be bound by the terms and conditions and privacy policy posted on the LANDMARK HONGKONG App which may be updated from time to time.
31. Mobile payment applications are the third parties' mobile applications. Mobile payment applications are subject to such service providers' terms and conditions. American Express and/or Hongkong Land Bespoke Limited are not the service provider of the mobile payment applications. If Eligible Cardmembers have any enquiry or complaint about the mobile payment applications, please directly contact the service providers. American Express and/or Hongkong Land Bespoke Limited give no guarantee to the mobile payment applications of the service providers, and does not accept any liability arising in conjunction with the use of the mobile payment applications or the services provided by the service providers.
32. Eligible Cardmembers' personal data may be collected by Hongkong Land Bespoke Limited for the purposes of the Promotion. The use of such personal data is subject to the privacy policy of Hongkong Land Bespoke Limited. By providing the relevant personal data to Hongkong Land Bespoke Limited, the Eligible Cardmember is deemed to have understood the purpose of such collection of personal data and has agreed to such collection. For details, please check with HongKong Land Bespoke Limited directly.

33. Should there be any illegal or fraudulent act or violation of the terms and conditions of the Promotion committed by a customer, American Express and/or Hongkong Land Bespoke Limited has the right of forfeiture of a customer's eligibility to participate in this Promotion and reserves the right to take legal action in such instances.
34. The status of the Eligible Cardmembers' Credit Card account must be valid, normal and in good credit by the time of receiving any one of the rewards in order to be eligible for the Promotion. In the event of violation of the Credit Card User Agreement or Credit Card Agreement, termination of the accounts, overdue payment or in bad credit record, American Express and/or Hongkong Land Bespoke Limited has the right of forfeiture of a customer's eligibility of reward redemption without prior notice.
35. American Express and/or Hongkong Land Bespoke Limited reserve the right to amend these terms and conditions or the list of participating merchants, or cancel the Promotion or any one of the rewards at any time without prior notice to any customer or BESPOKE members. In the event of disputes, the decision of American Express and/or Hongkong Land Bespoke Limited shall be final.
36. In case of any enquiry related to this Promotion, Eligible Cardmembers can visit 3 dedicated Concierges, located at 1/F LANDMARK CHATER, 2/F LANDMARK ATRIUM (next to York House) and 1/F LANDMARK PRINCE'S, operating daily from 10:00am to 7:30pm during the promotion period or call the 24-hour enquiry hotline of American Express shown at the back of the eligible American Express® Cards issued in Hong Kong.
37. Should there be any discrepancy or inconsistency between the English and the Chinese versions of these terms and conditions, the English version shall prevail.