

CENTURION

A) Generic Terms and Conditions applicable to the “Centurion Luxe Living at LANDMARK – BESPOKE Benefits” (“BESPOKE Benefit”) :

1. The BESPOKE Benefit is valid from September 15, 2023 to March 31, 2026 (both dates inclusive) (“Benefit Program Period”).
2. During the Benefit Program Period, the Basic Centurion® Cards issued by American Express International, Inc.(“American Express”) in Hong Kong (“Eligible Card” and accordingly the “Eligible Cardmembers”) can enjoy:
 - i. Complimentary Access to BESPOKE Salon and three (3) complimentary guest passes for access to BESPOKE Salon by Eligible Cardmember’s guests (“Benefit 1”);
 - ii. Complimentary Valet Parking Service (“Benefit 2”); and
 - iii. BESPOKE Membership (“Benefit 3”)
(Collectively “Benefit”)
3. To enjoy the BESPOKE Benefit, Eligible Cardmembers must fulfil the below requirements:
 - a. Register via the BESPOKE Benefit Landing Page https://www.lyyti.in/centurion_LANDMARK;
 - b. Create a BESPOKE Member account via the LANDMARK HONGKONG App;
 - c. In addition, the Eligible Cardmembers need to have a valid email account to receive the confirmation email with registration code;
 - d. To activate Centurion status in BESPOKE Member account, the Eligible Cardmembers must present the (1) confirmation email with the 6-digit registration code, (2) Eligible Card and (3) HKID / Passport of Eligible Cardmembers to the BESPOKE staff of location below in person:

	Location	Operation Date & Time
1	BESPOKE salon, 2/F, LANDMARK CHATER	Monday-Sunday: 10am – 8:30pm
2	2/F, LANDMARK ATRIUM (NEXT TO GLOUCESTER TOWER)	Monday-Saturday: 8am – 7:30pm Sunday & Public Holidays: 10am – 7:30pm

4. In the event of any issue in connection with the LANDMARK HONGKONG App, please reach out to LANDMARK Concierge at 2500 0555.
5. To enjoy the Benefit, the name stated on the Eligible Card used to redeem the Benefit must be the same as the registered name used to join BESPOKE Member account.
6. The BESPOKE Benefit will be terminated immediately if the Eligible Card account has been suspended or cancelled.
7. American Express and Hongkong Land BESPOKE Limited (“Participating Mall”) reserve the right to request any person who engages in inappropriate behavior, including but not limited to property damage or violence, to leave the BESPOKE Benefit.
8. American Express shall not be liable for any loss or damage whatsoever which is suffered (including but not limited to, indirect or consequential loss) or for personal injury which is suffered or sustained, as a result of accessing the BESPOKE Benefit, except for any liability which cannot be excluded by law.
9. American Express accepts no liability in respect of the quality of the goods and services provided by the Participating Mall and outlets at the Participating Mall or any additional offers/discounts which the Participating Mall and outlets at the Participating Mall may or may not offer. You are advised to check the details and related Terms and Conditions with the staff_ of the Participating Mall.
10. American Express reserves the right to change these Terms and Conditions, suspend or terminate the BESPOKE Benefit at any time without prior notice.
11. In case of dispute, the decision of American Express shall be final.
12. In the event of any inconsistency between the English and Chinese versions of these Terms and Conditions, the English version shall prevail.

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13. In case of any enquiry related to this BESPOKE Benefit, please contact your Centurion Relationship Manager or call The Centurion Service on 2277 2888.
14. Terms and Conditions of the LANDMARK BESPOKE Customer Program will apply.

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B) Terms and Conditions applicable to the Complimentary Access to BESPOKE Salon ("Benefit 1") :

1. The Benefit 1 is valid from September 15, 2023 to March 31, 2026 (both dates inclusive) ("Benefit Program Period").
2. During the Benefit Program Period, Eligible Cardmembers can enjoy: (i) complimentary access to the BESPOKE Salon at LANDMARK, 2/F, LANDMARK CHATER, Central, Hong Kong Island (the "BESPOKE Salon") with one (1) complimentary set of food and one (1) set of beverages on the menu once (1) per day per entry; and (ii) three (3) complimentary "Guest: Salon Pass" which can be redeemed by Eligible Cardmember for their guest's access to the BESPOKE Salon during the Benefit Program Period with the Eligible Cardmember.
3. The BESPOKE Salon is available to access at the following times every day:
Monday to Sunday 10am – 8:30pm
4. Access to the BESPOKE Salon is subject to availability on a first-come, first-served basis. Eligible Cardmembers can enjoy complimentary access to the BESPOKE Salon up to once (1) per day (the "Limit"). Eligible Cardmembers will be required to pay with 20,000 BESPOKE Points for each visit in excess of the Limit upon entering the Salon.
5. Each Eligible Cardmember may bring a maximum of three (3) companion guests per visit to BESPOKE Salon. The guest(s) must be accompanied by Eligible Cardmember in order to enter the BESPOKE Salon. Access for each companion guest during each visit can be obtained by either redeeming "Guest: Salon Pass" ("Salon Guest Pass") stored in the LANDMARK HONGKONG App from Eligible Cardmember's BESPOKE account or by using BESPOKE Points accumulated in Eligible Cardmember's BESPOKE account at the rate of 20,000 BESPOKE Points per BESPOKE Salon visit. Access to the BESPOKE Salon is not redeemable from cash or gift cards.

Each Eligible Cardmember may have a maximum group of four (4) (including Eligible Cardmembers) to access the BESPOKE Salon per visit as below:

[Scenario A] 1 Free Eligible Cardmember + 1 paid guest or

[Scenario B] 1 Free Eligible Cardmember + 2 paid guests or

[Scenario C] 1 Free Eligible Cardmember + 3 paid guests

i.e. (Scenario A: one (1) Eligible Cardmember for free and one (1) guest aged 6 or above each for 20,000 BESPOKE Points per visit) or (Scenario B: one (1) Eligible Cardmember for free and two (2) guests aged 6 or above each for 20,000 BESPOKE Points per visit). Or (Scenario C: one (1) Eligible Cardmember for free and three (3) guests aged 6 or above each for 20,000 BESPOKE Points per visit).

6. To enjoy the Benefit, Eligible Cardmembers must have fulfilled the registration requirement in **Clause A3 of Generic Terms and Conditions applicable to the "Centurion Luxe Living at LANDMARK - BESPOKE Benefits"**.
7. Upon BESPOKE Salon check-in, Eligible Cardmembers must present the "Centurion: Salon Pass" ("Salon Pass") on the LANDMARK HONGKONG App.
8. BESPOKE Salon Sta_ reserves the right to require proper proof of identity (e.g. Eligible Card with a valid account status; and passports or national identity cards) for all persons checking.

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9. Each visit to the BESPOKE Salon is limited to two (2) hours per day. The last food order is at 8:15pm. If Eligible Cardmembers have any dietary requirements, please inform a BESPOKE Salon Staff.
10. One (1) complimentary drink and one (1) set of food from the menu will be provided to each guest. An additional charge will apply to extra orders of any food or beverages (if applicable) by Eligible Cardmembers or their accompanying guests and such charge must be settled at the time of placing the order. The complimentary set of food and beverages is limited only to Eligible Cardmembers who dine in the BESPOKE Salon. Takeaway services are not available.
11. Salon Pass will be auto-pushed to Eligible Cardmember daily on the LANDMARK HONGKONG App at 12:00am (HKT).
12. The Salon Pass is not transferable or exchangeable to cash. Any unused limit may not be carried forward to the following day.
13. Children (who are aged 6 or above) will be treated as one accompanying guest. All accompanying children (who are below age 6) will be treated as a paid guest if he or she consumes any food or beverages.
14. The BESPOKE Salon welcomes children aged 6 or above, but guests aged below 18 will not be served alcoholic drinks and must be accompanied by an adult aged 18 years or above.
15. Consumption of alcohol is not applicable to persons below 18 years of age and Salon Staff reserves the right to request identification at any time when serving alcoholic beverages.
16. Eligible Cardmembers should not leave their guests or children under the age of 18 unaccompanied at the BESPOKE Salon, and they are responsible for the conduct of their guests.
17. Please do not smoke or bring food from outside in the BESPOKE Salon.
18. In the event of any change in service hours of the BESPOKE Salon or any change in the food menu, please refer to announcements at the BESPOKE Salon, or check with BESPOKE Salon Staff for details.

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C) Terms and Conditions applicable to Complimentary Valet Parking Service (“Benefit 2”) :

1. The Benefit 2 is valid from September 15, 2023 to March 31, 2026 (both dates inclusive) (“Benefit Program Period”).
2. During the Benefit Program Period, Eligible Cardmembers can enjoy complimentary valet parking service access to LANDMARK ATRIUM (B2M/F) or CHATER HOUSE (B1/F) or EXCHANGE SQUARE (B/F) (the “Valet Parking”) during the operating hours of the carpark basements.
3. The Valet Parking is available to access at the following times every day:
LANDMARK ATRIUM: 7am – 12 midnight daily
CHATER HOUSE & EXCHANGE SQUARE: 10am – 12 midnight daily
4. Access to the Valet Parking is subject to availability on a first-come, first-served basis. Eligible Cardmembers can enjoy complimentary access to the Valet Parking up to once (1) per day (the “Limit”). Eligible Cardmembers will be required to pay a fee of HK\$50 per hour for each visit in excess of the Limit.
5. All payment must be made with the Eligible Card.
6. To enjoy the Benefit, Eligible Cardmembers must have fulfilled the registration requirement in **Clause A3 of Generic Terms and Conditions applicable to the “Centurion Luxe Living at LANDMARK - BESPOKE Benefits”**.
7. Upon Valet Parking check-in, Eligible Cardmembers must present the Centurion: Valet Parking Pass (“Valet Parking Pass”) on the LANDMARK HONGKONG App to Jockeys.
8. Jockeys reserve the right to require proper proof of identity (e.g. Eligible Card with a valid account status; and passports or national identity cards) for all persons checking.
9. If any of the Valet Parking Pass shown on the LANDMARK HONGKONG App or the parking ticket is not provided for any reason whatsoever, the Eligible Cardmember cannot enjoy the Valet Parking Benefit under any circumstances, and the Eligible Cardmember must settle all charges/costs for the parking service.
10. Each Benefit usage is limited to two (2) hours per day. If any Valet Parking service is less than 2 hours, then any such unused portion of the said hours will be forfeited upon redemption of the Valet Parking on that day. Any such unused portion of the said hours is non-transferable, non-refundable and non-redeemable for cash, credit or other benefits or offers, and cannot be used to set-off or carry forward to settle any Valet Parking service on any other day.
11. Valet Parking Pass is not transferable or exchangeable to cash. Any unused limit may not be carried forward to the following day.
12. In the event of any change in service hours of the Valet Parking, please refer to announcements at the Valet Parking, or check with Jockeys for details.

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D) Terms and Conditions applicable to the BESPOKE Membership (“Benefit 3”) :

1. The Benefit 3 is valid from September 15, 2023 to March 31, 2026 (both dates inclusive) (“Benefit Program Period”) and is divided into three (3) phases of a Benefit Tracking period:
 - a. From September 15, 2023 to March 31, 2024 or
 - b. From April 1, 2024 to March 31, 2025 or
 - c. From April 1, 2025 to March 31, 2026 (“Benefit Tracking Period”).

2. During the one of the Benefit Tracking Period, Eligible Cardmembers can upgrade to the BESPOKE Sapphire Member Tier if they meet the HK\$750,000 accumulative Qualified Spending amount (original HK\$1,000,000) made by their Eligible Card in one (1) BESPOKE Member account.

3. The attained Sapphire membership period will be as shown below –

Tracking Period	Sapphire Membership Valid Period
From September 15, 2023 to March 31, 2024	From the date of upgrading to Sapphire Tier (2023/2024) to March 31, 2025
From April 1, 2024 to March 31, 2025	From the date of upgrading to Sapphire Tier (2024/2025) to March 31, 2026
From April 1, 2025 to March 31, 2026	From the date of upgrading to Sapphire Tier (2025/2026) to March 31, 2027

4. The Eligible Cardmember will be upgraded to a BESPOKE Sapphire Member in 3 months after the requisite Qualified Spending has been duly registered with Hongkong Land BESPOKE Limited.
5. To enjoy the Benefit, Eligible Cardmembers must have fulfilled the registration requirement in **Clause A3 of Generic Terms and Conditions applicable to the “Centurion Luxe Living at LANDMARK - BESPOKE Benefits”**.
6. Unless otherwise specified, this promotion is applicable to the below means of payment:
 - i. Eligible Card with the same account name as the BESPOKE Member account or
 - ii. Transactions made by Apple Pay or Google Pay of these Eligible Card (if applicable) (“Eligible Mobile Payment”).
7. In case of any enquiry related to the BESPOKE Points, please reach out to LANDMARK Hong Kong directly via The LANDMARK Concierge at 2500 0555.
8. The BESPOKE Sapphire membership upgrade decision shall be made solely at the discretion of American Express.