

One Central Macau BESPOKE Chinese New Year Promotion 2021

"One Central Macau Chinese New Year Gift Voucher Redemption" Terms and Conditions

1. From 12th to 21st February 2021 inclusive ("the promotion period"), customers can register and accumulate points with single or multiple receipts from any One Central Macau retailer with every purchase receipt of a minimum spending of MOP 20,000 or above ("eligible spending"), paid either electronically (credit card or online payment) or in cash ("valid purchases"), within 7 days of issue during the promotion period, and exchange these for BESPOKE special reward points*. During the promotion period, points may be exchanged for Chinese New Year (CNY) Gift Vouchers[^] a maximum of 2 times, at the rates below:

Reward Points	Reward Rebate	CNY Gift Voucher (MOP)
20,000 – 49,000	3.0%	600 – 1,500
50,000 – 99,999	3.5%	1,750 – 3,500
100,000 – 499,999	4.0%	4,000 – 20,000
500,000 – 999,999	4.5%	22,500 – 45,000
1,000,000 – 2,999,999	5.0%	50,000 – 150,000
3,000,000 – 4,999,999	5.5%	165,000 – 275,000
5,000,000 or above	6.0%	300,000

*** BESPOKE Special Reward Points**

- (1) Valid One Central Macau purchase receipts can be exchanged at a rate of 1 MOP = 1 Reward Point
- (2) Reward points for each transaction are awarded in integers, with eligible spending less than MOP 1 shall be disregarded.
- (3) Starting with the first receipt within 7 days of issue, register your receipts (only applicable during the promotion period) to redeem points for CNY Gift Vouchers.

[^] CNY Gift Voucher:

- (4) Eligible amounts are initially calculated on the basis of the corresponding rebate rate, with any amount below 0.5 rounded down to the nearest whole number, and any amount above 0.5 rounded up to the nearest whole number; the amount will then be rounded down again to the nearest MOP 50.
 - Example: If the eligible amount is MOP 89,999.50, then the Rebate Rate is 3.5%. $90,000 \times 3.5\% = 3,149.90$, which is rounded up to 3,150, so you will receive a CNY Gift Voucher worth MOP 3,150.
 - Example: If the eligible amount is MOP 28,000, then the Rebate Rate is 3%. $28,000 \times 3\% = 840$, which is rounded down to 800, so you will receive a CNY Gift Voucher worth MOP 800.
 - Example: If the eligible amount is MOP 375,431.20, then the Rebate Rate is 5%. $375,431 \times 5\% = 18,771.50$, which is rounded down to 18,700, so you will receive a CNY Gift Voucher worth MOP 18,700.
- (5) CNY Gift Vouchers cannot be used in conjunction with gift vouchers from other programs.
- (6) The combination of denominations of all gift vouchers has been pre-set and

cannot be changed.

- (7) CNY Gift Vouchers can only be used at "participating retailers#" in the BESPOKE campaign and will be issued through the BESPOKE campaign.
- (8) Gift Vouchers must be redeemed during the promotion period.
- (9) Gift Vouchers are valid from 12th February to 30th March 2021.
- (10) During the promotion period, customers can only redeem CNY Special Reward Points a maximum of 2 times. Either 5.5% or 6% reward only can redeem once.
- (11) Vouchers are available on a first-come-first-served basis, subject to availability while stocks last.

#BESPOKE Campaign:

Please refer to the terms and conditions of the BESPOKE programme for details.

- 2. Participating gift voucher recipients must register as members of the BESPOKE programme and provide their names, a valid mobile telephone number, email address, postal address and other necessary information for registration and verification, and bind with the official One Central Macau WeChat account (for communication of various privileges or promotions). The name printed on the relevant receipts for the gift redemption must be the same as the name of the eligible BESPOKE programme customer ("eligible customer") registered or to be registered.
- 3. To receive CNY Gift Vouchers, eligible members must present original and eligible machine-printed receipts issued during the promotion period in person to the BESPOKE Salon redemption counter, located at Floor 2, One Central Macau with below special arrangement:

<u>Location</u>	<u>Members</u>
BESPOKE Salon (Shop 210 at Floor 2)	Members of Sapphire Plus, Sapphire, Emerald and Pearl
Redemption Counter (next to Service Counter at Floor 2)	Members of Opal, Crystal and New members

BESPOKE Salon and Temporary Redemption Counter are open from 10:30am-11:00pm (Sunday to Thursday) and 10:30am-midnight (Friday, Saturday and public holidays). The purchase receipts will be stamped after registration, and stamped receipts cannot be re-used for registration and redemption. The following receipts are NOT accepted: Reprinted or photocopied or duplicated receipts, standalone electronic payment receipts, hand-written receipts, or deposit receipts, damaged receipts; receipts for the purchase of any gift vouchers, coupons, merchant vouchers or credit notes or deposit notes or payments on accounts or any equivalent notes of pre-payment, stored-value cards or any value added to the stored-value cards; receipts processed as internet purchases, mail/ fax/ phone orders, charity donations; receipts issued in respect of a transaction

that has subsequently been refunded or withdrawn or cancelled or falsified or unauthorized or fraud or abuse or unsettled or forged or fraudulent transactions; receipts for charity donations, bank services; receipts showing only a payment of deposit or partial payment.

4. Valid reward points earned for purchase receipts issued outside the promotion period but only registered outside of the promotion period cannot be used as part of this promotional campaign. For example, if the purchase date is 20th February 2021, but the reward points are registered on 25th February 2021, they cannot be redeemed for rewards as part of this promotion. Furthermore, valid reward points for purchase receipts that are issued outside of the promotion period but are registered during the promotion period cannot be used as part of this promotional campaign. For example, if the purchase date is 10th February 2021, but the reward points are registered on 13th February 2021, they cannot be redeemed for rewards as part of this promotion.
5. Existing registered BESPOKE members CANNOT use their valid accumulated points (earned points out of this campaign period) in their accounts to redeem CNY gift vouchers. Reward points earned from receipts for purchases under MOP 20,000 during the promotion period paid either electronically (credit card or online payments) or in cash CANNOT be redeemed for CNY gift vouchers.
6. Rewards may not be exchanged for cash, credit, or other products or services.
7. Eligible customers cannot receive replacements, substitutions or refunds following reward redemption.
8. One Central Macau reserves the right to photograph, scan or photocopy customer's machine printed receipts for internal reference.
9. All eligible customers must redeem rewards in person. Rewards cannot be redeemed by salespeople or other representatives on behalf of eligible customers.
10. All eligible customers must provide their names, mobile phone numbers and email addresses at the time of redemption for verification purposes and to receive notifications of rewards.
11. One Central Macau shall not be liable for any loss, damage, claim or expense whatsoever caused by the customer or any person for any reason or circumstance arising from the

redemption or use of any reward.

12. One Central Macau has absolute discretion in all matters and disputes. In the event of any dispute, the decision of One Central Macau shall be final and conclusive.

13. Personal Data Protection:

For the purposes of this programme, One Central Macau is required to collect the personal data of eligible One Central Macau BESPOKE members, such as name, mobile phone number, and email address. Customers' contact details (including postal address, email address, and mobile phone number) will be used to receive communications from One Central Macau regarding the programme (including current and future programme periods, membership levels and benefit qualifications, notices regarding level upgrades, rewards and redemption notifications (including points redemptions, remaining points and expiration dates), electronic vouchers and their redemption, confirmation of updates to relevant personal data, and information related to the programme). Failure to provide personal information upon request will prevent One Central Macau from processing or accepting such registrations. Failure to provide or update all necessary personal information may lead to One Central Macau being unable to offer this programme and related benefits to eligible One Central Macau BESPOKE members.

One Central Macau may disclose information collected to such persons as may be required according to the laws of Macau.

In the future, if eligible One Central Macau BESPOKE members wish to update or alter their personal information, or if eligible One Central Macau BESPOKE members do not wish to receive marketing materials from One Central Macau, please send all requests to the Marketing Department of One Central Macau through any of the following channels:

Email: bespoke@onecentral.com.mo

Phone: +853 2875 7661

Postal address: One Central Macau BESPOKE Salon (Unit 210, Floor 2, One Central Macau)

14. In case of discrepancies between the Chinese and English versions, the English version shall prevail.

CNY Gift Vouchers can only be used at "participating retailers#" in the BESPOKE campaign including:

Participating outlets at One Central		
- Aeronautica Militare	- Fabio Caviglia	- Off-White
- Bally	- FENDI	- Oasis by H&B
- Berluti	- Giuseppe Zanotti	- Salvatore Ferragamo
- Bottega Veneta	- Glasstique	- Sandro
- Boucheron	- Gucci	- SHIATZY CHEN
- Brunello Cucinelli	- Jimmy Choo	- TOD'S
- Burberry	- KENZO	- Starbucks
- BVLGARI	- Loewe	- TOM FORD
- Canali	- Loro Piana	- TORY BURCH
- Cartier	- Liquid Gold	- TUMI
- Dolce & Gabbana	- Maje	- UM Junior
- Dsquared2	- Max Mara	- UM Undergarment
- Edo Japanese Restaurant	- Moschino	- Under Armour
- Emporio Armani	- New Horizon	- VALENTINO
- Ermenegildo Zegna	- RIMOWA	- VERSUS
- ESCADA	- Rainbow	- WF fashion

Participating outlets at Mandarin Oriental Macau		
- Lobby Lounge	- Vida Rica Bar	- Mandarin Cake Shop
- Vida Rica Restaurant	- The Spa	- Hotel Stay