

**ONE CENTRAL MACAU  
BESPOKE (“Programme”)  
Member Programme Terms & Conditions 2021**

The Programme will be effective from the commencement until the end of the calendar year 2021.

**Eligibility details**

1. Required information: For the purpose of application to join the Programme, customers are required to register their full name (need to be same as the identification document), a valid mobile phone number, and bind with One Central Macau Official WeChat Service Account (for communication of various privileges or promotions). Customers are required to present proof of identification document. The documents will only be used for identification and/or verification purpose. Should an applicant fail to provide any of the aforementioned items, One Central Macau may be unable to process or accept the application.
2. Participants are required to use their personal WeChat account to bind with One Central Macau Official WeChat Service Account (WeChat ID: onecentralsmacau) and register a personal account for the Programme to manage, enquire and/or redeem rewards from the Programme.
3. Participants must be 18 years old or above.
4. If participants fail to agree to these Terms and Conditions, Programme terms and conditions on WeChat and/or the consent statement set out in the registration process during the registration, One Central Macau may be unable to process or accept the application.
5. This Programme is regional across One Central Macau in Macau, LANDMARK in Hong Kong and WF Central in Beijing, PRC. However, to enjoy the overseas benefits, privileges and rewards under this Programme, customers are required to give consent to One Central Macau in the prescribed consent form of One Central Macau for transferring the customer’s personal data overseas. For the benefits, privileges and rewards of LANDMARK in Hong Kong and WF Central in Beijing, PRC, please refer to the respective terms and conditions of the Programme for LANDMARK and WF Central.

**Privileges & Rewards**

6. For the period from the commencement until the end of the calendar year 2021 (but excluding the period designated by One Central Macau as being not eligible for registration and accumulation purposes under the Programme) (both days inclusive), eligible ONE CENTRAL MACAU BESPOKE members of the Programme who make purchase of MOP\$100 or more in a single transaction by cash or electronic payment at any retail outlets in ONE CENTRAL MACAU, between the commencement until the end of the calendar year 2021 (but excluding the period designated by One Central Macau as being not eligible for registration and accumulation purposes under the Programme) (both days inclusive) (“**Qualified Spending**”) are entitled to bring their receipts for registration and accumulation purposes during this period in order to redeem rewards (subject to stock availability, according to eligible ONE CENTRAL MACAU BESPOKE member’s respective tiers and on a first-come-first-served basis) set out in these Terms and Conditions. Eligible ONE CENTRAL MACAU

BESPOKE members must submit request for reward redemption on or before the end of the calendar year 2021. For the avoidance of doubt, all the Reward Points accumulated during the period designated by One Central Macau as being not eligible for registration and accumulation purposes under the Programme will be treated as null and void, and no such Reward Points will be carried forward to any other programme nor being eligible for redeeming any rewards under the Programme or other programme whatever.

7. Eligible ONE CENTRAL MACAU BESPOKE members must bring their receipts of Qualified Spending for registration at BESPOKE Salon or register the receipts of Qualified Spending through the WeChat App within 7 days from the issuance date of the relevant receipt. Receipts which were issued prior to the joining date of eligible ONE CENTRAL MACAU BESPOKE members to the Programme are not eligible for registration.
8. Subject to eligible One Central Macau BESPOKE members giving consent to One Central Macau for transferring the member's personal data overseas for purposes identified in the prescribed consent form, eligible One Central Macau BESPOKE members can also earn and redeem Reward Points (as defined below) on their purchases at LANDMARK in Hong Kong and WF CENTRAL in Beijing. Eligible One Central Macau BESPOKE customers should refer to the respective terms and conditions of the Programme for LANDMARK and WF Central for details. Eligible One Central Macau BESPOKE members should bring their receipts for registration and accumulation purposes at the respective retail mall in which such Qualified Spending was made.

### **Reward Points**

9. Each receipt of a single transaction with spending more than MOP\$100 is eligible to accumulate points pursuant to the earn rate which being every MOP\$1 in Qualified Spending at One Central Macau corresponds to 1 reward point in the Programme ("**Reward Point**"), unless otherwise specified.. Reward Points must be accumulated as whole numbers in each single transaction and any cents in the Qualified Spending will not be counted. Eligible ONE CENTRAL MACAU BESPOKE member may redeem a designated reward or experience with the requisite Reward Points as may be designated by One Central Macau from time to time. One Central Macau reserves the right to change the classification of the Reward Point or the basis on which the Reward Points are earned at any time without notice. Reward Points once registered cannot be revoked or cancelled at any time despite that the Qualified Spending could have entitled the eligible ONE CENTRAL MACAU BESPOKE member to earn more Reward Points as a result of any change in the basis on which the Reward Points are earned.

Please refer to the separate information to be provided from time to time.

10. All reward redemptions are to be made by eligible ONE CENTRAL MACAU BESPOKE member's request to One Central Macau by person and are subject to the accumulation of the designated amount of Reward Points and One Central Macau's final acceptance. In the event of inadequate Reward Points, eligible ONE CENTRAL MACAU BESPOKE member's request for reward redemption will be automatically cancelled. All requests for reward redemption by eligible ONE CENTRAL MACAU BESPOKE members cannot be exchanged for cash (including money or money's worth), cannot be revoked or cancelled by eligible ONE CENTRAL MACAU BESPOKE members nor any claim for cash refund.
11. One Central Macau reserves the right at any time to request eligible ONE

CENTRAL MACAU BESPOKE members to submit the relevant original and registered receipts and/or such further documents or evidence of the Qualified Spending for verification. In this respect, eligible ONE CENTRAL MACAU BESPOKE members are required to keep all supporting documents for verification purposes by One Central Macau, if required, for a period of 12 months from the date of registration of the receipt or the end of the Programme (whichever is later).

## **Recognition**

12. There are 6 tiers of eligible ONE CENTRAL MACAU BESPOKE members: Crystal, Opal, Pearl, Emerald, and Sapphire and Sapphire Plus (collectively referred to as "eligible ONE CENTRAL MACAU BESPOKE members" unless otherwise specifically referred to.

12.1 Subject to Crystal Member duly registering and accumulating 30,000 Qualified Spending before the end of calendar year 2021 (but excluding the period designated by One Central Macau as being not eligible for registration and accumulation purposes under the Programme), Crystal Member will be upgraded to Opal Member on the next working day after the requisite Qualified Spending have been duly registered with One Central Macau.

12.2 Subject to Opal Member duly registering and accumulating 200,000 Qualified Spending before the end of calendar year 2021 including the Qualified Spending registered and accumulated under Crystal Member (but excluding the period designated by One Central Macau as being not eligible for registration and accumulation purposes under the Programme), Opal Member will be upgraded to Pearl Member on the next working day after the requisite Qualified Spending have been duly registered with One Central Macau.

12.3 Subject to Pearl Member duly registering and accumulating a total of 500,000 Qualified Spending before the end of calendar year 2021 including the Qualified Spending registered and accumulated under Crystal Member and/or Opal Member (but excluding the period designated by One Central Macau as being not eligible for registration and accumulation purposes under the Programme), Pearl Member will be upgraded to Emerald Member on the next working day after the requisite Qualified Spending have been duly registered with One Central Macau.

12.4 Subject to Emerald Member duly registering and accumulating a total of 1,000,000 Qualified Spending before the end of calendar year 2021 including the Qualified Spending registered and accumulated under Crystal Member, Opal Member and/or Pearl Member (but excluding the period designated by One Central Macau as being not eligible for registration and accumulation purposes under the Programme), Emerald Member will be upgraded to Sapphire Member on the next working day after the requisite Qualified Spending have been duly registered with One Central Macau.

12.5 Sapphire Plus Member is by invitation only.

13. In order to maintain at least the same tier of eligible ONE CENTRAL MACAU BESPOKE members in the next calendar year, each tier of eligible ONE CENTRAL MACAU BESPOKE members must continue to register and accumulate the requisite Qualified Spending in the current calendar year, that is, 30,000

Qualified Spending for Opal Member , 200,000 Qualified Spending for Pearl Member, 500,000 Qualified Spending for Emerald Member and 1,000,000 Qualified Spending for Sapphire Member.

**Eligible Receipt registration:**

14. Eligible ONE CENTRAL MACAU BESPOKE members must present in person with the original and eligible receipt(s) with members' name printed which must be identical to the registered BESPOKE members' name or purchased products or electronic payment receipts must be presented in person at BESPOKE Salon (2/F, Shop 210 of One Central Macau) if the eligible receipt (s) without members' name printed for earning reward points. Opening hours of BESPOKE Salon from 10:30 to 23:00 (Sunday to Thursday), 10:30 to 00:00 (Friday to Saturdays and Public Holidays).
15. Eligible ONE CENTRAL MACAU BESPOKE members may register their eligible receipts by electronic payment through the WeChat App. Each ONE CENTRAL MACAU BESPOKE member should only login his/her own individual account and register the transactions completed by him/her solely. Registration on behalf of another member is prohibited. The member must provide accurate information of the requested fields including shop name, transaction date and transaction amount and upload clear images of the original entire merchant sales receipt and the corresponding electronic payment slips (credit card / EPS payment slip counterfoil) to the WeChat App. The merchant sales receipts must be issued by the retailers in One Central Macau. The submitted spending registration will be processed within 3 calendar days from the date of receipt of the registration request through the WeChat App. If the submission is approved by One Central Macau, the earned Reward Points will be credited to the member's account. The registration of Eligible Receipts through the WeChat App does not apply for transactions over MOP\$1,000,000 per sale receipt. The ONE CENTRAL MACAU BESPOKE members must register their Eligible Receipt of these transactions at the above designated location in person.
16. One Central Macau reserves the right to reject any repeated submission of registration of the same eligible receipts or submission with inaccurate information. One Central Macau reserves the right to request for the original merchant sales receipts, the original electronic payment slips (if payment is made by electronic means) and/or further information relating to the transaction for verification and cross check the receipts submitted through the WeChat App with the retailers in One Central Macau. If the members fail to provide the original receipts or payment slips or other required information, the registration request will not be processed and the relevant submitted information will be deleted from the record automatically. The registration of the eligible receipts is considered unsuccessful.
17. One Central Macau reserves the right to deduct the points from the ONE CENTRAL MACAU BESPOKE members' account in respect of transactions that have been refunded, withdrawn or cancelled.
18. The service of the WeChat App may be temporarily unavailable due to update or maintenance of the WeChat App or any other reasons. Under these circumstances, the ONE CENTRAL MACAU BESPOKE members must register their eligible receipts at the above designated location in person.
19. The receipts will be stamped after registration. Stamped receipt(s) will not be accepted for further registration despite that the Qualified Spending could have entitled the eligible ONE CENTRAL MACAU BESPOKE members to earn more

Reward Points as a result of any change in the basis on which the Reward Points are earned. For the avoidance of doubt, receipts of any of the followings 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-valued cards or any value added to the stored-valued 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 or unsettled transactions; receipts for charity donations, bank services; receipts showing only a payment of deposit or partial payment.

20. The name printed on the relevant receipts must be the same as the name of the eligible ONE CENTRAL MACAU BESPOKE member registering for the Reward Point. In the event of the member's name not being printed on the relevant receipts, the eligible ONE CENTRAL MACAU BESPOKE member must present the relevant electronic payment receipts and relevant credit card if payment is made by electronic means for verification purpose. If no customer name is printed on the relevant receipts nor the relevant electronic payment receipts, the eligible ONE CENTRAL MACAU BESPOKE member must present the purchased item(s) for verification purpose.
21. For registration in person, all eligible ONE CENTRAL MACAU BESPOKE members must register the eligible receipt(s) in person and provide documents of identification and personal information if so requested by One Central Macau. The documents will only be used for identification and/or verification purpose. In the event of the ONE CENTRAL MACAU BESPOKE customers not being able to register the eligible receipt(s) in person, an authorization letter issued by One Central Macau must be signed by the eligible Rewards members and submitted by the representative. The representative must present the eligible receipt(s) and the relevant electronic payment receipts (if applicable) set out in these Terms and Conditions. Sales personnel are NOT allowed to register eligible receipt(s) on behalf of the eligible ONE CENTRAL MACAU BESPOKE members.

**Eligible Receipt registration period:**

22. Eligible ONE CENTRAL MACAU BESPOKE members must register their eligible receipt(s) within 7 days of the date of issuance of the receipt (but excluding the period designated by ONE CENTRAL MACAU as being not eligible for registration and accumulation purposes under the Programme), e.g. for a purchase date of 1<sup>st</sup> October 2021, the corresponding eligible receipt must be registered on or before 7<sup>th</sup> October 2021. Notwithstanding anything to the contrary in these Terms and Conditions, all eligible receipts issued during the period from the commencement until the end of calendar year 2021 must be registered on or before the end of calendar year 2021 for calculating and redeeming rewards.

**Required Reward Points for redemption:**

23. In the event of One Central Macau's acceptance of eligible ONE CENTRAL MACAU BESPOKE member's request for redemption of the relevant redemption reward or BESPOKE experience, the required Reward Points will be deducted from that eligible ONE CENTRAL MACAU BESPOKE members Reward Points accumulated for such redemption.

**Rewards Redemption Frequency, Rewards Format and Redemption Process:**

24. Subject to these Terms and Conditions, eligible ONE CENTRAL MACAU BESPOKE members can choose their redemption rewards at their own will. Once member has redeemed and registered their redemption reward, no exchange, replacement or return will be allowed.
25. For the avoidance of doubt, all the Reward Points accumulated under Programme will be treated as null and void and of no further effect if such Reward Points have not been redeemed under these Terms and Conditions. No Reward Points will be carried forward to any other programme whatever.

## **General**

26. One Central Macau reserves the right to withhold the registration of receipts and the earning of Reward Points from any transactions or receipts if One Central Macau suspects that any such transactions or receipts involved any fraud and in such event, the relevant eligible ONE CENTRAL MACAU BESPOKE member's account is suspended from the Programme until further notice.
27. The Reward Points have no cash value and are not equivalent to money or money's worth. Reward Points are not exchangeable for cash, credit, other products or services or other benefits. Reward Points cannot be sold, purchased, assigned or transferred by the eligible ONE CENTRAL MACAU BESPOKE member.
28. All redemption rewards are subject to availability and One Central Macau reserves the right to discontinue any item or to substitute a similar item of equal value at any time without prior notice.
29. One Central Macau reserves the right to disqualify any participant if One Central Macau has reasonable grounds to believe the participant has breached any of these Terms and Conditions, or the information provided does not comply with these Terms and Conditions.
30. One Central Macau reserves the right to recover from any eligible ONE CENTRAL MACAU BESPOKE member the value of the redemption reward if One Central Macau finds any eligible ONE CENTRAL MACAU BESPOKE member failing to comply with these Terms and Conditions after the redemption reward has been redeemed.
31. One Central Macau reserves the right to scan or copy members' machine-printed receipts for internal reference only.
32. All eligible ONE CENTRAL MACAU BESPOKE members must redeem the designated instant reward(s) in person and provide documents of identification if so requested by One Central Macau. The documents will only be used for identification and/or verification purpose. Sales personnel are NOT allowed to redeem any redemption reward(s) on behalf of the eligible ONE CENTRAL MACAU BESPOKE members.
33. One Central Macau shall not be responsible to eligible ONE CENTRAL MACAU BESPOKE member 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 the using of any of the redemption rewards.
34. One Central Macau shall not be responsible for any matters in relation to the related privileges or services provided by another party. The respective

merchants are solely responsible for all obligations and liabilities relating to all goods, products, advice or services and all ancillary services offered to customers.

35. One Central Macau is not the merchant of the goods, services, products or food items in these privileges and shall not be liable for the operations of or the goods, services, products or food items provided by any of the participating merchants in these privileges. Any enquiry or complaint on the quality of the goods, services, products or food items provided relating to these privileges should be directed to the relevant merchants. One Central Macau shall assume no liability in respect of the goods, services, products or food items provided by the relevant merchants. The terms and conditions of the relevant merchants shall apply. Please inquire the details with the relevant merchants.

36. One Central Macau reserves the right to amend these Terms and Conditions or cancel the Programme at any time without prior notice to the participants or eligible ONE CENTRAL MACAU BESPOKE members. All questions or disputes shall be resolved by One Central Macau in its absolute discretion. In the event of any dispute, the decision of One Central Macau shall be final. The decision of One Central Macau on all matters relating to, or in connection with, the Programme shall be final and binding on all parties concerned.

37. Personal Data Protection:

37.1 For the purposes of this Programme, One Central Macau needs to collect personal data from the eligible ONE CENTRAL MACAU BESPOKE members, e.g. full name, mobile number and email address. Customers' contact details, including the postal address, email and mobile phone number will be used for receiving Programme communications from One Central Macau including those notifications relating to the current and future Programme period, eligibility of membership tiers and benefits, tier upgrade, rewards and redemption notification (including redeemed points, remaining points and expiry dates), electronic vouchers and their redemption, update on personal data confirmation, and relevant information related to the Programme. Failure to provide personal data as requested will result in One Central Macau being unable to process or accept the registration. Failure to provide or keep up to date the required personal data might result in One Central Macau being unable to offer the Programme and associated benefits to that eligible ONE CENTRAL MACAU BESPOKE member.

38. One Central Macau may disclose the information collected to such person to whom One Central Macau is required to make disclosure under the laws of Macau.

39. In future, if the eligible ONE CENTRAL MACAU BESPOKE members would like to update or change any of their personal data, or if the eligible ONE CENTRAL MACAU BESPOKE members do not wish to receive such promotional materials from One Central Macau, please send the request to the Marketing Department of One Central Macau through any one of the following channels:

E-mail:

[bespoke@onecentral.com.m](mailto:bespoke@onecentral.com.m)

[o](#)

Phone : +853 2875 7661

Address: BESPOKE Salon (Shop 210, 2/F, One Central Macau)

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

#### **PARKING BENEFIT**

41. Sapphire plus and Sapphire members, subject to availability of the car parking spaces, are entitled to enjoy a maximum of 4-hour free parking per day (inclusive of the first 1-hour free parking for all visitors) at One Central Macau starting from becoming a Sapphire plus and Sapphire customer until 31<sup>st</sup> December 2021. Eligible members are required to present Sapphire plus and Sapphire tier membership QR Code on One Central Macau WeChat Official Service Account and the parking ticket at One Central's BESPOKE Salon located the 2F for Salon staff to stamp the "Sapphire membership chop" on the parking ticket in order to enjoy the entitled privileges. And then member shall visit the service counter (Opposite to BESPOKE salon) for further registration before leaving the carpark, Sapphire plus and Sapphire members must also provide documents of identification if so requested by One Central Macau. The documents will only be used for identification and/or verification purpose.
42. Emerald members, subject to availability of the car parking spaces, are entitled to enjoy a maximum of 3-hour free parking per day (inclusive of the first 1-hour free parking for all visitors) at One Central Macau starting from becoming an Emerald members until 31<sup>st</sup> December 2021. Eligible members are required to present the Emerald tier membership QR Code on One Central Macau WeChat Official Service Account and the parking ticket at One Central's BESPOKE Salon located the 2F for Salon staff to stamp the "Emerald membership chop" on the parking ticket in order to enjoy the entitled privileges. And then member shall visit the service counter (Opposite to BESPOKE salon) for further registration before leaving the carpark,. Emerald members must also provide documents of identification if so requested by One Central Macau. The documents will only be used for identification and/or verification purpose.
43. Pearl members, subject to availability of the car parking spaces, are entitled to enjoy a maximum of 2-hour free parking per day (inclusive of the first 1-hour free parking for all visitors) at One Central Macau starting from becoming a Pearl member until 31<sup>st</sup> December 2021. Eligible members are required to present the Pearl tier membership QR Code on One Central Macau WeChat Official Service Account and the parking ticket at One Central's BESPOKE Salon located the 2F for Salon staff to stamp the "Pearl membership chop" on the parking ticket in order to enjoy the entitled privileges. And then member shall visit the service counter (Opposite to BESPOKE salon) for further registration before leaving the carpark. Pearl members must also provide documents of identification if so requested by One Central Macau. The documents will only be used for identification and/or verification purpose.
44. Opal members, subject to availability of the car parking spaces, are entitled to enjoy a maximum of 2-hour free parking per day (inclusive of the first 1-hour free parking for all visitors) at One Central Macau upon spending MOP100 or above on the same day by presenting eligible receipts for registration subject to these Terms and Conditions starting from becoming a Opal member until 31<sup>st</sup> December 2021. For the avoidance of doubt, the eligible receipts must be presented at one single time for registration in order to be entitled to this privilege. Eligible members are required to present the Opal tier membership QR Code on One Central Macau WeChat Official Service Account and the parking ticket at at One Central's BESPOKE Salon located the 2F for Salon staff



to stamp the "Opal membership chop" on the parking ticket in order to enjoy the entitled privileges. And then member shall visit the service counter (Opposite to BESPOKE salon) for further registration before leaving the carpark.. Opal members must also provide documents of identification if so requested by One Central Macau. The documents will only be used for identification and/or verification purpose.

#### **PRIVILEGES AT MANDARIN ORIENTAL, MACAU**

45. Sapphire plus and Sapphire members are entitled to enjoy 25 percent off at designated food and beverage outlets in Mandarin Oriental, Macau (which includes Vida Rica Restaurant, Vida Rica Bar, Lobby Lounge and The Mandarin Cake Shop) and The Spa at Mandarin Oriental, Macau. Eligible customers are required to present the Sapphire plus and Sapphire tier WeChat interface and QR Code on One Central Macau WeChat Official Service Account in order to enjoy the entitled privileges. Sapphire plus and Sapphire members must also provide documents of identification if so requested by Mandarin Oriental, Macau. The documents will only be used for identification and/or verification purpose.
46. Emerald members are entitled to enjoy 20 percent off at designated food and beverage outlets in Mandarin Oriental, Macau (which includes Vida Rica Restaurant, Vida Rica Bar, Lobby Lounge and The Mandarin Cake Shop) and The Spa at Mandarin Oriental, Macau. Eligible customers are required to present the Emerald tier WeChat interface and QR Code on One Central Macau WeChat Official Service Account in order to enjoy the entitled privileges. Emerald members must also provide documents of identification if so requested by Mandarin Oriental, Macau. The documents will only be used for identification and/or verification purpose.
47. Pearl members are entitled to enjoy 15 percent off at designated food and beverage outlets in Mandarin Oriental, Macau (which includes Vida Rica Restaurant, Vida Rica Bar, Lobby Lounge and The Mandarin Cake Shop) and The Spa at Mandarin Oriental, Macau. Eligible customers are required to present the Pearl tier WeChat interface and QR Code on One Central Macau WeChat Official Service Account in order to enjoy the entitled privileges. Pearl members must also provide documents of identification if so requested by Mandarin Oriental, Macau. The documents will only be used for identification and/or verification purpose.
48. Opal members are entitled to enjoy 10 percent off at designated food and beverage outlets in Mandarin Oriental, Macau (which includes Vida Rica Restaurant, Vida Rica Bar, Lobby Lounge and The Mandarin Cake Shop) and The Spa at Mandarin Oriental, Macau. Eligible customers are required to present the Opal tier WeChat interface and QR Code on One Central Macau WeChat Official Service Account in order to enjoy the entitled privileges. Opal members must also provide documents of identification if so requested by Mandarin Oriental, Macau. The documents will only be used for identification and/or verification purpose.
49. All privileges and services in relation to Mandarin Oriental, Macau will be subject to the terms and conditions prescribed by Mandarin Oriental, Macau. One Central Macau shall not be responsible for any matters in relation to the related privileges or services.
50. All privileges are non-transferable, non-refundable and non-redeemable for cash, credit or other benefits or offers.

## **BESPOKE Salon**

51. BESPOKE Salon is located at Shop 210, 2/F, One Central Macau. Opening hours of BESPOKE Salon is from 10:30 to 23:00 (Sunday to Thursday), 10:30 to 00:00 (Friday to Saturdays and Public Holidays).
52. Eligible ONE CENTRAL MACAU BESPOKE members can choose a maximum of 3 items (including food and beverage) from the menu in BESPOKE Salon at their own will on a single day.
53. Pearl, Emerald, Sapphire plus and Sapphire members are entitled to access BESPOKE Salon anytime during BESPOKE Salon's opening hours.
54. Opal members with qualified spending of MOP50, 000 or above is entitled to be rewarded with instant access to the BESPOKE Salon on the same day of purchase. For the avoidance of doubt, the eligible receipts must be presented at one single time for registration in order to be entitled to this privilege.

## **"ONE CENTRAL MACAU GIFT VOUCHER" Terms and Conditions**

55. For ONE CENTRAL MACAU BESPOKE members who have registered their spending in designated areas of One Central Macau for 2021 only.
56. The "One Central Macau Gift Voucher" will be issued at BESPOKE salon, the designated redemption location at One Central Macau.
57. The "One Central Macau Gift Voucher" cannot be used in conjunction with other Gift Vouchers issued by MGM Macau or any merchant(s).
58. To use the "One Central Macau Gift Voucher", customers are required to present the "One Central Macau Gift Voucher" QR code at the participating merchants for scanning purpose, once the "One Central Macau Gift Voucher" QR code is scanned, the "One Central Macau Gift Voucher" is successfully used.
59. The "One Central Macau Gift Voucher" can be used once and only at participating merchants which accept "One Central Macau Gift Voucher". If the value of the item(s) the customer purchases or order exceeds the value of the "One Central Macau Gift Voucher", the customer will be required to settle any additional cost exceeding the value of the "One Central Macau Gift Voucher" presented. If the value of the item(s) the customer purchases or orders is less than the value of the "One Central Macau Gift Voucher", no change is allowed for any unused amount in the voucher presented and any unused amount will be forfeited.
60. All "One Central Macau Gift Voucher" will be bounded by individual validation.
61. The "One Central Macau Gift Voucher" is non-transferable, non-refundable and non-redeemable for cash, credit or other benefits or offers.
62. One Central Macau shall not be liable for the operations of or the goods, services, products or food items provided by any of the participating merchants in this Programme. Any enquiry or complaint for the goods, services, products or food items shall be directed to the relevant participating merchants. The relevant participating merchants shall be solely responsible for all their goods, services, products and food items provided or offered to the customers.

63. The decision of One Central Macau on all matters relating to, or in connection with, the use of the "One Central Macau Gift Voucher" shall be final and binding on all parties concerned.

#### **"ONE CENTRAL MACAU E-GIFT VOUCHER" Terms and Conditions**

64. For ONE CENTRAL MACAU BESPOKE customers who have registered their spending in designated areas of One Central Macau for 2021 only.

65. The "One Central Macau E-Gift Voucher" will be issued from One Central Macau Official WeChat Service Account (WeChat ID: onecentralsmacau).

66. The "One Central Macau E-Gift Voucher" cannot be used in conjunction with other Gift Vouchers issued by MGM Macau or any merchant(s).

67. To use the "One Central Macau E-Gift Voucher", customers are required to present the "One Central Macau E-Gift Voucher" QR code at the participating merchants for scanning purpose, once the "One Central Macau E-Gift Voucher" QR code is scanned, the "One Central Macau E-Gift Voucher" is successfully used.

68. The "One Central Macau E-Gift Voucher" can be used once and only at participating merchants which accept "One Central Macau E-Gift Voucher". If the value of the item(s) the customer purchases or order exceeds the value of the "One Central Macau E-Gift Voucher", the customer will be required to settle any additional cost exceeding the value of the "One Central Macau E-Gift Voucher" presented. If the value of the item(s) the customer purchases or orders is less than the value of the "One Central Macau E-Gift Voucher", no change is allowed for any unused amount in the voucher presented and any unused amount will be forfeited.

69. All "One Central Macau Gift Voucher" will be bounded by individual validation.

70. The "One Central Macau E-Gift Voucher" is non-transferable, non-refundable and non-redeemable for cash, credit or other benefits or offers.

71. One Central Macau shall not be liable for the operations of or the goods, services, products or food items provided by any of the participating merchants in this Programme. Any enquiry or complaint for the goods, services, products or food items shall be directed to the relevant participating merchants. The relevant participating merchants shall be solely responsible for all their goods, services, products and food items provided or offered to the customers.

72. "One Central Macau E-Gift Voucher" is valid from 1 January 2021 to 15 January 2021.

73. The decision of One Central Macau on all matters relating to, or in connection with, the use of the "One Central Macau E-Gift Voucher" shall be final and binding on all parties concerned.

#### **General Terms and Conditions for the Services**

74. One Central Macau shall not in any way be regarded as the customers' agent in rendering the Services.

75. The customers shall not assign or transfer any rights or obligations under these Terms and Conditions to any third person without One Central Macau's prior written consent.

76. The WeChat App is available to mobile devices running Apple iOS and Android OS operating systems. One Central Macau will use reasonable efforts to enable availability of WeChat Membership App at all times. The customers acknowledge that functions and features of the WeChat Membership App will only be available when the customers' mobile device is connected to the Internet, mobile networks, Wi-Fi and/or Bluetooth network. Accordingly, the quality and availability of the WeChat App may be affected by factors outside One Central Macau's reasonable control.
77. One Central Macau and its officers, employees, agents, contractors or sub-contractors do not accept any responsibility whatsoever for unavailability of the WeChat Membership App, or any difficulty or inability to download, upload or access content or any other communication system failure which may result in the WeChat App being unavailable.
78. One Central Macau will not be responsible for any support or maintenance of the WeChat App.
79. In no event shall One Central Macau, its officers, employees, agents, contractors or sub-contractors be responsible to you or any other person for any direct, indirect, incidental, special, punitive, exemplary or consequential loss or damage whatsoever arising out of your use or access to or inability to use the WeChat Membership App (including without limitation unauthorized access using your username and password or transmission of content or any transactions entered into through the WeChat Membership App).
80. One Central Macau shall not be liable to you for any damage or alteration to your electronic equipment including but not limited to computer equipment, mobile device or iPad or tablet as a result of the installation or use of the WeChat App.
81. Whilst One Central Macau takes reasonable precaution to ensure that the WeChat Membership App are free from computer viruses or other harmful elements, One Central Macau expressly disclaims any liability for any loss or damage caused as a result of such computer viruses or other harmful elements.
82. Where the WeChat Membership App provides links to third party website, these are provided solely as a convenience to you, and they are not affiliated to One Central Macau. Such websites shall not in any way be regarded as an endorsement of any kind by One Central Macau approving the contents thereon. If you access any linked third party websites, you do so entirely at your own risk. One Central Macau neither takes any responsibility for nor makes any representations, warranties or undertakings (whether express or implied) as to their availability and the contents contained in third party websites. Any questions or comments relating to such third party websites shall be addressed to the operators or owners of those websites.
83. One Central Macau does not guarantee uninterrupted, continuous and/or secure access to the WeChat Membership App. Part of the WeChat Membership App may be unexpectedly unavailable for whatever duration and for whatever reasons that may include but not limited to system malfunctions and disruptions, Internet access downtime and other technical problems beyond One Central Macau's control for which One Central Macau cannot and shall not be held responsible. The customers agree that their use of the WeChat Membership App is at their own risk and that the customers will not hold One Central Macau responsible for any damage or loss caused by the customers'

inability to use the WeChat App for any reason whatsoever. One Central Macau reserves the right to take any part or the whole of the WeChat Membership App offline with or without notice for reasons including but not limited to system maintenance or upgrading.

84. Although One Central Macau will use its reasonable endeavors to restrict access to the database of the users' personal data only to One Central Macau's personnel and/or its affiliates, One Central Macau does not guarantee that other parties will not, without One Central Macau's and/or its affiliates' consent, gain access to such database. For One Central Macau's policies regarding the usage and protection of personal data provided by any user of the WeChat App, please refer to "One Central Macau Privacy Policy and Personal Information Collection Statements".
85. One Central Macau reserves the right to amend these Terms and Conditions or cancel the Services at any time without prior notice to any customer. All questions or disputes shall be resolved by One Central Macau in its absolute discretion. In the event of any dispute, the decision of One Central Macau shall be final. The decision of One Central Macau on all matters relating to, or in connection with, the Services shall be final and binding on all parties concerned.
86. In case of discrepancies between the English and Chinese versions of these Terms and Conditions, the English version shall prevail.

87. Participating merchants:

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|-----------------------------|-------------------------|---------------------|
| 1. Aeronautica Militare     | 17. Giuseppe Zanotti    | 33. Sandro          |
| 2. Bally                    | 18. Glasstique          | 34. SHIATZY CHEN    |
| 3. Berluti                  | 19. Jimmy Choo          | 35. Starbucks       |
| 4. Bottega Veneta           | 20. KENZO               | 36. TOM FORD        |
| 5. Boucheron                | 21. Loewe               | 37. TORY BURCH      |
| 6. Brunello Cucinelli       | 22. Loro Piana          | 38. TUMI            |
| 7. Burberry                 | 23. Liquid Gold         | 39. UM Junior       |
| 8. BVLGARI                  | 24. Maje                | 40. UM Undergarment |
| 9. Cartier                  | 25. Max Mara            | 41. Under Armour    |
| 10. Dolce & Gabbana         | 26. Moschino            | 42. VALENTINO       |
| 11. Dsquared2               | 27. New Horizon         | 43. WF fashion      |
| 12. Edo Japanese Restaurant | 28. RIMOWA              |                     |
| 13. Emporio Armani          | 29. Rainbow             |                     |
| 14. Ermenegildo Zegna       | 30. Off-White           |                     |
| 15. Fabio Caviglia          | 31. Oasis by H&B        |                     |
| 16. FENDI                   | 32. Salvatore Ferragamo |                     |

Mandarin Oriental Hotel Outlets

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|-------------------------|------------------|-----------------------|
| 1. Lobby Lounge         | 3. Vida Rica Bar | 5. Mandarin Cake Shop |
| 2. Vida Rica Restaurant | 4. The Spa       | 6. Hotel Stay         |

(merchant list may need to be updated due to tenancy movement)