

One Central Macau BESPOKE Christmas Promotion 2021

"One Central Macau Electronic Christmas Gift Voucher Redemption" Terms and Conditions

1. From 23rd November to 26th December 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 10,000 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 Christmas 2021 Electronic Gift Vouchers^ a maximum of **3 times**, at the rates below.
2. In addition, from 10th December to 26th December inclusive ("the promotion period"), Macao local customer who spends over MOP30,000 or above and pays by specific Bank of China Macau Branch Visa Credit Card~ within the single receipt from any One Central Macau retailer ("eligible spending"), within 7 days of receipt issue during the promotion period, could receive additional MOP500 electronic cash voucher **at once** only during the promotional period.

| Reward Points | Reward Rebate | Electronic Christmas Gift Voucher (MOP) | Additional Reward (MOP) with BOC Macau Visa Credit Card |
|-------------------|---------------|---|---|
| 10,000 – 19,999 | 3.0% | 300 – 550 | |
| 20,000 – 29,999 | 3.2% | 600 – 950 | |
| 30,000 – 99,999 | 3.4% | 1,000 – 3,350 | 500 |
| 100,000 – 499,999 | 3.8% | 3,800 – 18,950 | |
| 500,000 – 999,999 | 4.2% | 21,000 – 41,950 | |
| 1,000,000 | 5% | 50,000 | |

* 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 Christmas 2021 Electronic Gift Vouchers.

^ Christmas Electronic 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 89,574.30, then the Rebate Rate is 3.4%. $MOP89,574 \times 3.4\% = 3,045.53$, which is rounded down to 3,000, so you will receive a Christmas Electronic Gift Voucher worth MOP 3,000.
 - Example: If the eligible amount is MOP 28,000, then the Rebate Rate is 3.2%. $MOP28,000 \times 3.2\% = 896$, which is rounded down to 850,

so you will receive a Christmas Electronic Gift Voucher worth MOP 850.


- Example: If the eligible amount is MOP 375,432.50, then the Rebate Rate is 4.2%. $MOP375,433 \times 4.2\% = 15,768.17$, which is rounded down to 15,750, so you will receive a Christmas Electronic Gift Voucher worth MOP 15,750.

- (5) The combination of denominations of all electronic gift vouchers has been pre-set and cannot be changed.
- (6) Only electronic voucher format will be available for Christmas gift voucher.
- (7) Christmas 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 and cannot be used in conjunction with gift vouchers from other programs..
- (9) Gift Vouchers are valid from 23rd November 2021 to 15st January 2022.
- (10) 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.

#Bank of China Privilege for LOCALs (MOP 500 Electronic cash voucher)

- (1) During the promotion period, this privilege is only entitled for Bank of China Macau Branch Visa Credit Cards with card bin 470941, 470942, 403181 and bear with a  BOC logo.
- (2) This BOC Macau privilege must be redeemed at BESPOKE Salon by customer who is required to present the valid Bank of China Macau Branch Visa Credit Card, the receipt of the specific transaction from any retailer at One Central Macau, the credit card payment receipt on top of matching the registered BESPOKE member's name on BESPOKE membership.
- (3) During the promotion period, the electronic cash voucher expiry date will be on 15 January 2022 and cannot be used in conjunction with gift vouchers from other programs.
- (4) The combination of denominations of all gift vouchers has been pre-set and cannot be changed.
- (5) These electronic cash vouchers can only be used at "participating retailers#" in the BESPOKE campaign and will be issued through the BESPOKE campaign#.
- (6) These electronic cash vouchers must be redeemed on the same day of redeeming the "Christmas Promotion" during the promotion period, are valid from 10th – 26th December 2021.
- (7) Electronic cash vouchers are available on a first-come-first-served basis, subject to availability while stocks last.

3. 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.

- To receive Christmas Electronic Gift Vouchers, eligible members must present original and eligible machine-printed receipts issued during the promotion period in person to the BESPOKE Salon and redemption counter, located at Floor 2, One Central Macau with below special arrangement:

| Location | Members |
|---|---|
| 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 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.

- 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 23rd December 2021, but the reward points are registered on 28th December 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 17th November, 2021, but the reward points are registered on 30th November 2021, they cannot be redeemed for rewards as part of this promotion.
- Existing registered BESPOKE members CANNOT use their valid accumulated points (earned points out of this campaign period) in their accounts to redeem Christmas gift

vouchers. Reward points earned from receipts for purchases under MOP 10,000 during the promotion period paid either electronically (credit card or online payments) or in cash CANNOT be redeemed for Christmas Gift vouchers.

7. Rewards may not be exchanged for cash, credit, or other products or services.
8. Eligible customers cannot receive replacements, substitutions or refunds following reward redemption.
9. One Central Macau reserves the right to photograph, scan or photocopy customer's machine printed receipts for internal reference.
10. All eligible customers must redeem rewards in person. Rewards cannot be redeemed by salespeople or other representatives on behalf of eligible customers.
11. 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.
12. 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.
13. 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.
14. 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)

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

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

| Participating outlets at Mandarin Oriental Macau | | |
|---|----------------|-----------------------|
| - Aeronautica Militare | - Glasstique | - Off-White |
| - Bally | - Jimmy Choo | - Salvatore Ferragamo |
| - Berluti | - KENZO | - Sandro |
| - Bottega Veneta | - Loewe | - SHIATZY CHEN |
| - Boucheron | - Loro Piana | - Starbucks |
| - Brunello Cucinelli | - Liquid Gold | - TOM FORD |
| - Burberry | - Luck Hock | - TORY BURCH |
| - BVLGARI | - Maje | - UM Junior |
| - Cartier | - Max Mara | - UM Undergarment |
| - Dolce & Gabbana | - Moschino | - Under Armour |
| - Edo Japanese Restaurant | - Neil Barrant | - VALENTINO |
| - Emporio Armani | - New Horizon | - WF fashion |
| - Ermenegildo Zegna | - RIMOWA | |
| - FENDI | - Rainbow | |
| - Giuseppe Zanotti | - Oasis by H&B | |

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