

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

\*\*\*\*\*

The Programme will be effective from the commencement until the end of 31<sup>st</sup> March 2023.

**Eligibility details**

1. From the commencement of the calendar year 2022 to 31<sup>st</sup> March 2023, the customer may register through the ONE CENTRAL MACAU WeChat Mini- Programme (“Mini- Programme ”) or by invitation to join the Programme and become a ONE CENTRAL MACAUBESPOKE customer subject to the final approval of ONE CENTRAL MACAU BESPOKE and the fulfillment of the relevant terms and conditions.

2. Application to join the Programme is nonetheless subject to the final approval by ONE CENTRAL MACAU BESPOKE and ONE CENTRAL MACAU BESPOKE will designate the tier recognition to eligible ONE CENTRAL MACAU BESPOKE customers from time to time at its sole discretion, and ONE CENTRAL MACAU BESPOKE reserves the absolute right to withdraw any invitation or reject any application without providing any reason or notice whatsoever. The eligibility for joining the Programme and the designation of tier recognition are at ONE CENTRAL MACAUBESPOKE ’s sole discretion at all times. ONE CENTRAL MACAU BESPOKE ’s decision on whether any customer is or is not eligible for the joining the Programme or designation of tier recognition for the Programme is final and binding on all customers, and is not open to challenge.

This Programme is across ONE CENTRAL in Macau, LANDMARK in Hong Kong and WF CENTRAL in Beijing, PRC. To enjoy the overseas benefits and privileges under this Programme, customers are required to give consents required under the Personal Information Protection Law (“PIPL”) passed by China’s National People’s Congress and which is effective from 1st November 2021, and such consents includes but without limitation, the processing and handling of the individual’s personal information and personal sensitive information. Customers are also required to give consents pursuant to the PIPL, Hong Kong’s Personal Data (Privacy) Ordinance and Macau’s Personal Data Protection Law on transferring their personal information respectively out of PRC, Hong Kong and Macau to other jurisdictions/locations etc.

For the benefits and privileges of LANDMARK in Hong Kong and WF CENTRAL in Beijing, PRC, please refer to the respective terms and conditions of the Programme for LANDMARK in Hong Kong and WF CENTRAL in Beijing, PRC.

3. Required documents: For the purpose of application to join the Programme, customers are required to provide their full name (the name as appeared on their identification document), a valid mobile phone number and bind with ONE CENTRAL MACAU WeChat Mini-Programme as well as documents for proof of identification and/or verification purposes. The documents will only be used for identification and/or verification purpose. ONE CENTRAL MACAU BESPOKE will not make copies of such documents for customer. Customers' contact details, including the postal address, email and mobile phone number will be used for receiving Programme communications from ONE CENTRAL MACAU BESPOKE 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. Should an applicant fail to provide any of the aforementioned items, ONE CENTRAL MACAU BESPOKE may be unable to process or accept the application

The Programme is only eligible for customers of 18 years of age or above.

4. For the avoidance of doubt, all the Reward Points accumulated prior to the commencement of the calendar year 2022 in any programme held by ONE CENTRAL MACAU BESPOKE or other related programmes will be treated as null and void and of no further effect as of the end of the calendar year 2021 and no such Reward Points will be carried forward to the Programme effective from the commencement of the calendar year 2022.

5. For each of the customer who has applied to join the Programme and who has been approved by ONE CENTRAL MACAU BESPOKE to become an eligible ONE CENTRAL MACAU BESPOKE customer save and except for BESPOKE Crystal customer, such eligible ONE CENTRAL MACAU BESPOKE customer may (in addition to that eligible ONE CENTRAL MACAU BESPOKE customer's name) register the name of only one additional person ("additional person") for earning Reward Points and redeeming rewards under the Programme under that eligible ONE CENTRAL MACAU BESPOKE customer's account subject to these Terms and Conditions. For the purpose

of registering the additional person, the additional person is required to provide his/her full name, the name as appeared on identification document, email address and mobile phone number as well as documents for proof of identification and/or verification purposes. The name printed on the relevant receipts and the corresponding electronic payment slips must be the same as the name of that additional person registering for the Reward Point. At any given time, only one additional person is permitted to be registered by any eligible ONE CENTRAL MACAU BESPOKE customer under that eligible ONE CENTRAL MACAU BESPOKE customer's account. For the avoidance of doubt, the additional person does not amount to an eligible ONE CENTRAL MACAU BESPOKE customer under the Programme and that additional person is not entitled to add any additional person under these Terms and Conditions.

Subject to ONE CENTRAL MACAU BESPOKE's approval, an eligible ONE CENTRAL MACAU BESPOKE member may (i) withdraw its membership from the Programme (ii) withdraw the nominated additional person from the Programme and (iii) withdraw any representative whom an eligible ONE CENTRAL MACAU BESPOKE member has authorized to handle the member's account. Subject to ONE CENTRAL MACAU BESPOKE's approval, additional person may also withdraw from the Programme.

### **Privileges & Rewards**

6.1 Subject to these Terms and Conditions (including without limitation clause 6.2), for the period from the commencement until 30<sup>th</sup> March 2023 (but excluding the period designated by ONE CENTRAL MACAU BESPOKE as being not eligible for registration and accumulation purposes under the Programme) (both days inclusive), eligible ONE CENTRAL MACAU BESPOKE customers of the Programme who make a purchase of MOP100 or more by cash or electronic payment (including a credit card, AliPay, WeChat Pay, Apple Pay, Google Pay, EPS payment or other types of electronic payment as solely permitted by ONE CENTRAL MACAU BESPOKE from time to time) in a single transaction at any retail outlets in ONE CENTRAL MACAU and/or Mandarin Oriental Macau (a. Accommodations: Hotel room stay on direct bookings at Mandarin Oriental Macau, including room rates, dining, spa and any other services during the stay and designated promotional offer, excluding booking under Online Travel Agents, negotiated rates includes but not limited to corporate rates and group rates. ; b. Dining at the following restaurants within the Hotel: The Mandarin Cake Shop, Lobby Lounge, Vida Rica Restaurant, Vida Rica Bar; c. Purchase at The Spa) in Macau, LANDMARK ATRIUM, LANDMARK PRINCE'S, LANDMARK ALEXANDRA,

LANDMARK CHATER, Exchange Square, Jardine House, The Landmark Mandarin Oriental (a. Dining at the following restaurants within the Hotel: Amber, SOMM, MO Bar, Please Don't Tell Bar Cocktail Bar; b. The Oriental Spa, including all spa treatment and membership, product and other services, except Bastien Gonzalez Treatment) 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, including room rates, dining, spa and any other services during the stay and designated promotional offer, excluding booking under Online Travel Agents, negotiated rates includes 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. 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 and The Mandarin Flower Shop.) in Hong Kong and WF CENTRAL in Beijing, PRC between the commencement until the end of 30<sup>th</sup> March 2023 (but excluding the period designated by ONE CENTRAL MACAU BESPOKE as being not eligible for registration and accumulation purposes under the Programme ) (both days inclusive) (subject to the exclusions in clause 6.2, referred to as "Qualified Spending") are entitled to bring their receipts for registration and accumulation purposes at the respective retail mall in which such Qualified Spending was made during this period in order to redeem rewards (subject to stock availability, according to eligible ONE CENTRAL MACAU BESPOKE customer's respective tiers and on a first-come-first-served basis) set out in these Terms and Conditions. Eligible ONE CENTRAL MACAU BESPOKE customers must submit request for reward redemption on or before the end of 30<sup>th</sup> March 2023. For the avoidance of doubt, all the Reward Points accumulated during the period designated by ONE CENTRAL MACAU BESPOKE 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.

6.2 For the avoidance of doubt, Qualified Spending excludes:

6.2:1 any amount of payment which is settled, deducted and/or set-off by the use of:  
(1) any kind of vouchers (including without limitation, any kind of paper or electronic vouchers, cash vouchers, discount offers, discount vouchers, redeemable vouchers, Payment with Points or ONE CENTRAL MACAU BESPOKE vouchers), and/or  
(2) any kind of offers or reward earned, redeemed or offered by or from credit cards,

payment platform or device, banks, financial institutions, tenants, retailers or ONE CENTRAL MACAU BESPOKE (including without limitation, any kind of rebate dollars, merchant dollars, cash or credit rewards, discount offers and/or any other kinds of credit card rebate dollars or rewards having similar effect or usage), and/or (3) any kind of gift card issued by any one, entity or organization (but only except the Qualified Spending settled by the ONE CENTRAL MACAU Gift Card); and/or

6.2:2 any spending or payment (including without limitation to those payment methods set out in clause 6.2:1) on or for purchasing of the ONE CENTRAL MACAU BESPOKE Gift Card;

6.2:3 any cash withdrawal, cash advance by credit card, transactions not paid by credit card, AliPay, WeChat Pay, Apple Pay, Google Pay or EPS payment or other types of electronic payment as solely permitted by ONE CENTRAL MACAU BESPOKE from time to time;

6.2:4 any transactions and payments made by cash, PayMe from HSBC, BOC Pay and/or Octopus payments;

6.2:5 any spending/receipt on or through telecommunications services, banking services, currency exchange services, car parking fees, the purchase of any gift vouchers, gift cards (including without limitation, ONE CENTRAL MACAU gift cards), 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 or gift cards, online/internet purchases, mail/ fax/ phone orders, charity donations;

6.2:6 any 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;

6.2:7 any spending/receipt showing only a payment of the deposit or partial payment, or that have been used for registration and BESPOKE Reward Points have been credited to the customer's account, or that any receipt which is not customer's copy; and/or

6.2:8 any reprinted or photocopied or duplicated receipts, standalone electronic payment receipts, hand-written receipts, deposit receipts, damaged receipts.

For the avoidance of doubt, the amount of Qualified Spending is based on the net spending amount, which is the final amount charged to the credit card as shown on the credit card slip.

6.3 For the avoidance of doubt, all the Reward Points accumulated during the period designated by ONE CENTRAL MACAU BESPOKE 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.

6.4 ONE CENTRAL MACAU BESPOKE has sole discretion to determine whether any spending at any retail outlets in ONE CENTRAL in Macau, Mandarin Oriental Macau, LANDMARK ATRIUM, LANDMARK PRINCE'S, LANDMARK ALEXANDRA, LANDMARK CHATER, Exchange Square, Jardine House, The Landmark Mandarin Oriental, Mandarin Oriental, Hong Kong and WF CENTRAL in Beijing, PRC falls under the definition of Qualified Spending for the purpose of the Programme. ONE CENTRAL MACAU BESPOKE's determination in this regard is final and binding on each customer.

6.5 Eligible ONE CENTRAL MACAU BESPOKE customers must bring their receipts of Qualified Spending at ONE CENTRAL MACAU for registration 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 customers to the Programme are not eligible for registration.

6.6 For Qualified Spending at LANDMARK in Hong Kong and WF CENTRAL in Beijing, PRC, eligible ONE CENTRAL MACAU BESPOKE customers must bring their receipts of Qualified Spending for registration within 30 days and 7 days from the issuance date of the relevant receipt.

6.7 BESPOKE salon located at 2/F, ONE CENTRAL MACAU is only accessible for BESPOKE Pearl customers, BESPOKE Emerald customers, BESPOKE Sapphire customers and BESPOKE Sapphire Plus members.

## **Reward Points**

7.1 Each receipt of a single transaction with spending more than MOP100 is eligible to accumulate points pursuant to the earn rate which being every MOP1 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 every single transaction and any cents in the Qualified Spending will not be counted. Eligible ONE CENTRAL MACAU BESPOKE customer may redeem a designated reward or experience with the requisite Reward Points as may be designated by ONE CENTRAL MACAU BESPOKE from time to time. ONE CENTRAL MACAU BESPOKE 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 customer 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.

7.2 All reward redemptions are to be made by eligible ONE CENTRAL MACAU BESPOKE customer’s request to ONE CENTRAL MACAU BESPOKE and are subject to the accumulation of the designated amount of Reward Points and ONE CENTRAL MACAU BESPOKE ’s final acceptance. In the event of inadequate Reward Points, eligible ONE CENTRAL MACAU BESPOKE customer’s request for reward redemption will be automatically cancelled. All requests for reward redemption by eligible ONE CENTRAL MACAU BESPOKE customers cannot be exchanged for cash (including money or money’s worth), cannot be revoked or cancelled by eligible ONE CENTRAL MACAU BESPOKE customers nor any claim for a cash refund.

7.3 ONE CENTRAL MACAU BESPOKE reserves the right at any time to request eligible ONE CENTRAL MACAU BESPOKE customers to submit the relevant original and registered receipts (including original corresponding electronic payment slip) and/or such further documents or evidence of the Qualified Spending for verification. In this respect, eligible ONE CENTRAL MACAU BESPOKE customers are required to keep all supporting documents for verification purposes by ONE CENTRAL MACAU BESPOKE , 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**

8.1 There are 6 tiers of eligible ONE CENTRAL MACAU BESPOKE customers: BESPOKE Crystal Customer, BESPOKE Opal Customer, BESPOKE Pearl Customer, BESPOKE Emerald Customer and BESPOKE Sapphire Customer and BESPOKE Sapphire Plus Customer (collectively referred to as “eligible ONE CENTRAL MACAU BESPOKE customers” unless otherwise specifically referred to).

8.2 Subject to BESPOKE Crystal Customer duly registering and accumulating 30,000 Qualified Spending before the end of 30<sup>th</sup> March 2023 (but excluding the period designated by ONE CENTRAL MACAU BESPOKE as being not eligible for registration and accumulation purposes under the Programme), BESPOKE Crystal Customer will be upgraded to BESPOKE Opal Customer on the next working day after the requisite Qualified Spending have been duly registered with ONE CENTRAL MACAU BESPOKE.

8.3 Subject to BESPOKE Opal Customer duly registering and accumulating 200,000 Qualified Spending before the end of 30<sup>th</sup> March 2023 including the Qualified Spending registered and accumulated under BESPOKE Crystal Customer (but excluding the period designated by ONE CENTRAL MACAU BESPOKE as being not eligible for registration and accumulation purposes under the Programme), BESPOKE Opal Customer will be upgraded to BESPOKE Pearl Customer on the next working day after the requisite Qualified Spending have been duly registered with ONE CENTRAL MACAU BESPOKE.

8.4 Subject to BESPOKE Pearl Customer duly registering and accumulating a total of 500,000 Qualified Spending before the end of 30<sup>th</sup> March 2023 including the Qualified Spending registered and accumulated under BESPOKE Crystal Customer and/or BESPOKE Opal Customer (but excluding the period designated by ONE CENTRAL MACAU BESPOKE as being not eligible for registration and accumulation purposes under the Programme), BESPOKE Pearl Customer will be upgraded to BESPOKE Emerald Customer on the next working day after the requisite Qualified Spending have been duly registered with ONE CENTRAL MACAU BESPOKE.

8.5 Subject to BESPOKE Emerald Customer duly registering and accumulating a total of 1,000,000 Qualified Spending before the end of 30<sup>th</sup> March 2023 including the Reward Points registered and accumulated under BESPOKE Crystal Customer and/or BESPOKE Opal Customer and/or BESPOKE Pearl Customer (but excluding the period designated by ONE CENTRAL MACAU BESPOKE as being not eligible for registration and accumulation purposes under the Programme), BESPOKE Emerald Customer will



be upgraded to BESPOKE Sapphire Customer on the next working day after the requisite Qualified Spending have been duly registered with ONE CENTRAL MACAU BESPOKE.

8.6 BESPOKE Sapphire Plus Customer are by invitation only.

In order to maintain at least the same tier of eligible ONE CENTRAL MACAU BESPOKE customers in the next calendar year, each tier of eligible ONE CENTRAL MACAU BESPOKE customers must continue to register and accumulate the requisite Qualified Spending in the current calendar year, that is, 30,000 Qualified Spending for BESPOKE Opal Customer, 200,000 Qualified Spending for BESPOKE Pearl Customer, 500,000 Qualified Spending for BESPOKE Emerald Customer and 1,000,000 Qualified Spending for BESPOKE Sapphire Customer.

**Eligible Receipt registration:**

9.1 Eligible ONE CENTRAL MACAU BESPOKE customers must personally present the original and eligible machine printed merchant sales receipt(s) and corresponding purchased products or electronic payment slips (including without limitation, payment slip counterfoil for AliPay, WeChat Pay, Apple Pay, Google Pay or EPS payment or other types of electronic payment as solely permitted by ONE CENTRAL MACAU BESPOKE from time to time) with a matching credit card number, cardface and spending amount to each of the merchant sales receipts ("Eligible Receipt") at the BESPOKE Salon located at 2<sup>nd</sup> floor ONE CENTRAL MACAU depending on the tier of recognition:

9.2 Eligible ONE CENTRAL MACAU BESPOKE customers and the additional person may register their Eligible Receipts through the WeChat Min-Programme. Each ONE CENTRAL MACAU BESPOKE customer and the additional person should only login his/her individual account and register the transactions completed by him/her solely. The additional person cannot use his/her individual account to register the Eligible Receipts for the principal account of the ONE CENTRAL MACAU BESPOKE customer. Registration on behalf of another customer is prohibited. The customer 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 (including without limitation, payment slip counterfoil for AliPay, WeChat Pay, Apple Pay, Google Pay or EPS payment or other types of electronic payment as solely permitted by ONE

CENTRAL MACAU BESPOKE from time to time) to the WeChat Min-Programme. The merchant sales receipts must be issued by the tenants in ONE CENTRAL MACAU and/or Mandarin Oriental Macau in Macau, The submitted spending registration will be processed within 3 calendar days from the date of receipt of the registration request through the WeChat Min-Programme. If the submission is approved by ONE CENTRAL MACAU BESPOKE, the earned Reward Points will be credited to the customer's account.

Collection and processing of sensitive personal data: When customers register their Eligible Receipts through the WeChat Min-Programme or at BESPOKE salon, WeChat Min-Programme will automatically retrieve customer data from the submitted receipts and electronic payment slips. Such data may include shop name, credit card records and information, transaction and consumption records (including without limitation, date and transaction amount), for verification and processing the earned Reward Points to the customer's account. If customers refuse to provide consent to WeChat Min-Programme for collection and processing of the above data, WeChat Min-Programme will not be able to provide Reward Points registration, and customers will not be able to earn Reward Points.

WeChat Min-Programme reserves the right to reject any repeated submission of registration of the same Eligible Receipts or submission with inaccurate information. WeChat Min-Programme reserves the right to request for the original merchant sales receipts, the original electronic payment slips and/or further information relating to the transaction for verification and cross-check the receipts submitted through the WeChat Min-Programme with the tenants in the ONE CENTRAL MACAU. If the customers 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.

ONE CENTRAL MACAU BESPOKE reserves the right to deduct the points from the ONE CENTRAL MACAU BESPOKE customers' account in respect of transactions that have been refunded, withdrawn or cancelled.

The service of the WeChat Min-Programme may be temporarily unavailable due to update or maintenance of the WeChat Min-Programme or any other reasons. Under these circumstances, the ONE CENTRAL MACAU BESPOKE customers must register their Eligible Receipts at the above designated location in person.

The registration of Eligible Receipts through the WeChat Min-Programme does not apply for transactions over MOP1,000,000 per sale receipt. The ONE CENTRAL MACAU BESPOKE customers must register their Eligible Receipts of these transactions at the above designated location in person.

9.3 For registration in person, 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 customer to earn more Reward Points as a result of any change in the basis on which the Reward Points are earned.

9.4 The name printed on the merchant sales receipts (if any) must be the same as the name of the eligible ONE CENTRAL MACAU BESPOKE customer registering for the Reward Point.

9.5 For Eligible Receipt registration of LANDMARK in Hong Kong and WF CENTRAL in Beijing, PRC, please refer to the respective terms and conditions of the Programme for LANDMARK in Hong Kong and WF CENTRAL in Beijing, PRC.

**Eligible Receipt registration period:**

9.6 Eligible ONE CENTRAL MACAU BESPOKE customers 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 BESPOKE as being not eligible for registration and accumulation purposes under the Programme), e.g. for a purchase date of 1st January 2022, the corresponding Eligible Receipt must be registered on or before 7<sup>th</sup> January 2022. Notwithstanding anything to the contrary in these Terms and Conditions, all Eligible Receipts issued during the period from the commencement until the end of 30<sup>th</sup> March 2022 must be registered on or before the end of 30<sup>th</sup> March 2022 for calculating and redeeming rewards.

For Eligible Receipt registration period of LANDMARK in Hong Kong and WF CENTRAL in Beijing, PRC, please refer to the respective terms and conditions of the Programme for LANDMARK in Hong Kong and WF CENTRAL in Beijing, PRC.

**Required Reward Points for redemption:**

9.7 In the event of ONE CENTRAL MACAU BESPOKE 's acceptance of eligible ONE CENTRAL MACAU BESPOKE customer'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 customers Reward Points accumulated for such redemption.

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

9.8 Subject to these Terms and Conditions, eligible ONE CENTRAL MACAU BESPOKE customers can choose their redemption rewards at their own will. Once the customer has redeemed and registered their redemption reward, no exchange, replacement or return will be allowed.

9.9 Eligible ONE CENTRAL MACAU BESPOKE customers and the additional person who have downloaded and logged in the LANDMARK Mobile App or ONE CENTRAL Macau WeChat App or WF CENTRAL WeChat App (collectively "Mobile App") can redeem the relevant reward(s) by selecting the item, and inputting the quantity needed through the Mobile App, subject to the availability of the reward(s) on a first-come-first-served basis and the accumulation of the designated amount of Reward Points. Moreover, ONE CENTRAL MACAU BESPOKE reserves the right to make available certain rewards which are exclusively available to those customers who are physically and personally present at the retail mall for redeeming such rewards which are not otherwise available on the Mobile App. For rewards that are not able to be redeemed on the Mobile App, eligible ONE CENTRAL MACAU BESPOKE customers and additional person have to check the availability of the relevant rewards and redeem in person either at BESPOKE Salon. Eligible ONE CENTRAL MACAU BESPOKE customers and the additional person must attend in person at the designated merchants or outlets during their respective opening hours to use or collect the redeemed reward.

9.10 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 so redeemed under these Terms and Conditions. No Reward Points will be carried forward to any other programme whatever.

9.11 Payment with Points

9.11.1 The Payment with Points (“PWP”) is available till 31<sup>st</sup> March 2023 (or on a date to be announced by ONE CENTRAL MACAU BESPOKE) to the eligible ONE CENTRAL MACAU BESPOKE customer in accordance with these Terms and Conditions. Eligible ONE CENTRAL MACAU BESPOKE customer must have duly installed and signed up for the most updated version of the WeChat Mini-Programme in the mobile device. For eligible ONE CENTRAL MACAU BESPOKE customer in LANDMARK in Hong Kong, PWP will be available with the LANDMARK Mobile APP activated.

9.11.2 The PWP is available at those retail outlets in ONE CENTRAL in Macau who have agreed to participate in PWP (“Participating Merchants”). PWP is not applicable to Participating Merchants’ online platforms (including without limitation official website and/or mobile application and/or designated website whether or not they are operated by the Participating Merchants themselves or by any other party).

9.11.3 After the eligible ONE CENTRAL MACAU BESPOKE customer submit the request for using PWP, an one-time dynamic PWP QR code will appear on the WeChat Mini-Programme for 60 seconds. If such PWP QR code was not scanned by the Participating Merchant after 60 seconds of generation, it will have no further effect. The eligible ONE CENTRAL MACAU BESPOKE customer will need to re-submit a request for a fresh one-time dynamic PWP QR code.

9.11.4 Eligible ONE CENTRAL MACAU BESPOKE customer can choose how much in terms of Macau dollar value that he/she wishes to redeem under the PWP subject to a minimum amount of MOP10 for payment and up to the total dollar amount of the available Reward Points based on the redemption rate of his/her tier at the time of using PWP. The redemption rate of Reward Points and/or the corresponding number of Reward Points required for the PWP redemption will be reflected during the checkout process at the Participating Merchants (“Eligible Transactions”), and by continuing with the transaction, eligible ONE CENTRAL MACAU BESPOKE customer confirms his/her acceptance this redemption rate. For each successful redemption under the PWP, the points will be deducted from eligible ONE CENTRAL MACAU BESPOKE customer’s account instantly and reflected in eligible ONE CENTRAL MACAU BESPOKE customer’s account in ONE CENTRAL MACAU BESPOKE ’s designated format.

9.11.5 Once the PWP is used, such payment and transaction cannot be cancelled, refunded, voided, reversed and/or exchanged for cash or other rewards under any circumstances or for any reasons.

9.11.6 ONE CENTRAL MACAU BESPOKE may change, add or remove any of the Participating Merchants or any points redemption rate from time to time without prior notice to customers or eligible ONE CENTRAL MACAU BESPOKE customers.

9.11.7 If ONE CENTRAL MACAU BESPOKE suspects that any transactions or receipts of to your PWP redemption request directly or indirectly involved any suspected fraud or suspicious events, ONE CENTRAL MACAU BESPOKE may suspend or terminate the relevant eligible ONE CENTRAL MACAU BESPOKE customer's account and PWP until further notice. In any event, if ONE CENTRAL MACAU BESPOKE suspects any suspected fraud or suspicious events are directly or indirectly involved, ONE CENTRAL MACAU BESPOKE may also suspend or revoke customer's eligibility to participate in PWP, and points accrued in the Programme may be forfeited. During the suspension, revocation or termination of eligible ONE CENTRAL MACAU BESPOKE customer's account, eligible ONE CENTRAL MACAU BESPOKE customer will no longer be able to access ONE CENTRAL MACAU BESPOKE customer's account and any unredeemed and/or unused BESPOKE Reward Points, rewards, gift certificates or any other kinds of privileges will be immediately deleted and no compensation, no reinstatement and no reissuance will be made to any member under any circumstances whatever. ONE CENTRAL MACAU BESPOKE's decision shall be final and binding on all parties.

9.11.8 Eligible ONE CENTRAL MACAU BESPOKE customer will be responsible for payment of any amount in addition to the PWP to the Participating Merchants. Eligible ONE CENTRAL MACAU BESPOKE customer must not withhold any payment due based upon eligible ONE CENTRAL MACAU BESPOKE customer's expectation of receiving future Reward Points in the Programme. Future Reward Points in the Programme to be registered in the Programme as a result of PWP will not amount to a payment towards the balance payable to the Participating Merchants.

9.11.9 For the avoidance of doubt, any amount of payment which is settled, deducted and/or set-off by the use of PWP is not eligible for registration and accumulation of Reward Points for any purpose whatever under the Programme.

9.12 Temporary arrangements for overseas benefits and privileges under this Programme

9.12.1 With effect from 1st November 2021, the implementation date of the PIPL,

our regional loyalty programme BESPOKE will be updated. While eligible ONE CENTRAL MACAU BESPOKE customers can continue to enjoy their current membership tier and corresponding privileges across LANDMARK in Hong Kong and ONE CENTRAL in Macau, the regional membership privileges with WF CENTRAL in Beijing will be processed using a new approach.

9.12:2 Current membership tiers and privileges will remain unchanged across LANDMARK in Hong Kong, ONE CENTRAL in Macau and WF CENTRAL in Beijing.

9.12:3 Points earned at LANDMARK in Hong Kong and ONE CENTRAL in Macau will be accumulated under the existing BESPOKE Programme. Points earned at WF CENTRAL in Beijing will be accumulated within the WF CENTRAL BESPOKE Member Programme only.

9.12:4 Points earned at LANDMARK in Hong Kong and ONE CENTRAL in Macau can be used to redeem rewards via the LANDMARK App, ONE CENTRAL Macau WeChat Mini-Programme or in person through the concierge at WF CENTRAL in Beijing.

9.12:5 Points earned from WF CENTRAL in Beijing can be used to redeem rewards via the WF CENTRAL WeChat Mini Program, or in person through the concierge at LANDMARK in Hong Kong and ONE CENTRAL in Macau.

9.12:6 For the avoidance of doubt, no double or further registration or earning of Reward Points if points were registered in and earned from either of LANDMARK in Hong Kong, ONE CENTRAL in Macau or WF CENTRAL in Beijing. No double or further redemption of Rewards will be permitted if such Reward Points were redeemed by way of Gift Certificates.

## **General**

10. ONE CENTRAL MACAU BESPOKE reserves the right to withhold the registration of receipts and the earning of Reward Points from any transactions or receipts if ONE CENTRAL MACAU BESPOKE suspects that any such transactions or receipts involved any fraud and in such event, the relevant eligible ONE CENTRAL MACAU BESPOKE customer's account is suspended from the Programme until further notice.

11. 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 customer.

12. All redemption rewards are subject to availability and ONE CENTRAL MACAU BESPOKE reserves the right to discontinue any item or to substitute a similar item of equal value at any time without prior notice.

13. ONE CENTRAL MACAU BESPOKE reserves the right to disqualify any participant if ONE CENTRAL MACAU BESPOKE 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.

14. ONE CENTRAL MACAU BESPOKE reserves the right to recover from any eligible ONE CENTRAL MACAU BESPOKE customer the value of the redemption reward if ONE CENTRAL MACAU BESPOKE finds any eligible ONE CENTRAL MACAU BESPOKE customer failing to comply with these Terms and Conditions after the redemption reward has been redeemed.

15. ONE CENTRAL MACAU BESPOKE reserves the right to scan or copy shoppers' machine-printed receipts for internal reference only.

16. Only eligible ONE CENTRAL MACAU BESPOKE customers and the additional person are permitted to redeem the designated instant reward(s) in person and provide documents of identification if so, requested by ONE CENTRAL MACAU BESPOKE. The documents will only be used for identification and/or verification purpose. Sales personnel or assigned authorised persons are NOT allowed to redeem any redemption reward(s) on behalf of the eligible ONE CENTRAL BESPOKE customers. Sales personnel are not allowed to register any receipt on behalf of any eligible ONE CENTRAL MACAU BESPOKE customers under any circumstances or for any reasons.

17. ONE CENTRAL MACAU BESPOKE shall not be responsible to eligible ONE CENTRAL MACAU BESPOKE customer 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.

18. ONE CENTRAL MACAU BESPOKE 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 customers. All questions or disputes shall be resolved by ONE CENTRAL MACAU BESPOKE in its absolute discretion. In the event of any dispute, the decision of ONE CENTRAL MACAU BESPOKE shall be final. The decision of ONE CENTRAL MACAU BESPOKE on all matters relating to, or in connection with, the Programme shall be final and binding on all parties concerned.

#### 19. Personal Data Protection:

19.1 For the purposes of this Programme, ONE CENTRAL MACAU BESPOKE needs to collect personal data from the eligible LANDMARK BESPOKE customers, 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 BESPOKE 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 BESPOKE 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 BESPOKE being unable to offer the Programme and associated benefits to that eligible ONE CENTRAL MACAU BESPOKE customer.

19.2 ONE CENTRAL MACAU BESPOKE may disclose the information collected to such person to whom ONE CENTRAL MACAU BESPOKE is required to disclose under the laws of Hong Kong.

19.3 In future, if the eligible ONE CENTRAL MACAU BESPOKE customers would like to update or change any of their personal data, or if the eligible ONE CENTRAL MACAU BESPOKE customers do not wish to receive such promotional materials from ONE CENTRAL MACAU, please send the request to the Director and Head of Marketing and Communications Department through any one of the following channels:

E-mail: [bespoke@onecentral.com.mo](mailto:bespoke@onecentral.com.mo)

Address: Bespoke Salon, Shop210 , 2/F One Central Macau

#### 20. How we collect and use your sensitive personal information

Sensitive personal information means personal information that may threaten your personal safety or the security of your property if it is leaked, illegally provided or abused, and can easily result in damage to your reputation or physical or mental health, or discriminatory treatment. Sensitive personal information involved in this policy includes: Transaction records and browser history.

## 20.1 Declaration on the Processing of Sensitive Personal information Related to ONE CENTRAL MACAU BESPOKE Customer Programme

ONE CENTRAL MACAU BESPOKE("we" or "the company") are highly aware of the importance of sensitive personal information and we place great emphasis on protecting the sensitive personal information of the user ("you"). We use this Declaration to inform you about how we process sensitive personal information, why it is necessary to process sensitive personal information and the impact this may have on your personal rights and interests.

The specific circumstances in which we process your sensitive personal information are as follows:

### 20.1.1 We collect and process your transaction history in order to provide you with the Reward Points function

When you register your Eligible Receipts through the WeChat Mini-Programme or at Concierge counters and BESPOKE salon, we will automatically retrieve customer data from the submitted receipts and electronic payment slips. Such data may include shop name, credit card records and information, transaction and consumption records (including without limitation, date and transaction amount), for verification and processing the earned Reward Points to your account. If you refuse to provide consent to us for collection and processing of the above data, we will not be able to provide Reward Points registration, and you will not be able to earn Reward Points.

### 20.1.2 We collect and process your browsing history to recommend products, services or activities that may be of interest to you

We may use relevant technology to collect browsing or search history generated when you use the WeChat Mini-Programme and analyse your preferences using an algorithm to show or recommend products, services or activities that may be of interest to you via phone notifications, other notifications, public announcements,

notices, on-site messaging, client messaging, emails, text messages, MMS, WeChat, mail, app information feeds, etc.

If you decline to allow us to collect or process your browsing history, you may not be able to enjoy the customised access experience and market information we provide.

20.1.3 In order to provide you with BESPOKE Regional membership services, we need to transfer your personal information and sensitive personal information respectively out of PRC, Macau and Mainland China to other jurisdictions/locations etc.

In order to provide you with BESPOKE regional membership services, we need to transfer all of the personal information and sensitive personal information referred to in the preceding clauses respectively out of PRC, Macau and Mainland China to other jurisdictions/locations etc, as detailed in the Declaration on the Transfer of Personal information Related to WeChat Mini-Programme Customer Programme Overseas below.

If you decline to allow us to transfer your personal information and sensitive personal information overseas, you may not be able to join the BESPOKE Regional Membership Programme.

21. How your personal information and sensitive personal information are transferred around the world

When you choose to join the BESPOKE Regional membership programme, cross-border sharing of data is a prerequisite for the provision of services and is used to guarantee that we are able to consistently provide you with high-quality services in the relevant country or region and ensure that you are able to enjoy the relevant membership benefits of LANDMARK in Hong Kong, ONE CENTRAL in Macau and WF CENTRAL in Beijing. Consequently, we may lawfully provide personal information and sensitive personal information that is relevant to the features and services of the Product and has already been collected to entities and organisations in other countries or regions.

21.1 Declaration on the Transfer of Personal information and Sensitive Personal Information Related to ONE CENTRAL BESPOKE Customer Programme Overseas

ONE CENTRAL MACAU BESPOKE("we" or "the company") place great importance on

protecting the personal information of the user ("you") when transferring such data overseas. We use this Declaration to inform you about how we transfer your personal information overseas and how you can exercise your rights in relation to the processing of personal information and sensitive personal information with overseas recipients.

The specific circumstances in which we transfer your personal information overseas are as follows:

21.1.1 In order to provide you with BESPOKE membership services, we will transfer your personal information and sensitive personal information overseas

In order to synchronise the data of BESPOKE members in mainland China, Hong Kong and Macau, enabling us to calculate your reward points and redeem rewards etc, we will transfer your personal information and sensitive personal information to Hongkong Land Bespoke Limited, Properties Sub F, Limited and Wangfu Central Real Estate Development Company Limited.

Hongkong Land Bespoke Limited  
Contact Tel.: (852) 2500 0522  
E-mail: [contact.us@hkland.com](mailto:contact.us@hkland.com)

Properties Sub F, Limited  
Contact Tel.: (853) 2875 7661  
E-mail: [bespoke@onecentral.com.mo](mailto:bespoke@onecentral.com.mo)

Wangfu Central Real Estate Development Company Limited  
Contact Tel.: (86) 10 8564 8888  
E-mail: [info@wfccentral.cn](mailto:info@wfccentral.cn)

All information related to BESPOKE membership services that we provide to you will be transferred to Hong Kong in the manner described above, including but not limited to: Member registration information (mobile phone number, nickname, avatar, etc.), transaction history (store, amount, etc.), licence plate number information, browsing and search history, collection record, WeChat ID provided voluntarily, and member tag record generated based on your purchase record and daily service communication.

ONE CENTRAL MACAU BESPOKE will centrally manage the aforementioned transfer of personal information to Hong Kong, Macau & Mainland China.

If you decline to allow us to transfer your personal information overseas, you may not be able to join the BESPOKE Regional Membership Programme.

#### 21.1.2 How to exercise your rights in relation to the processing of personal information with overseas recipients

If you need to exercise your rights in relation to the processing of personal information with an overseas recipient, you may choose to contact the overseas recipient directly via the contact details of the overseas recipient set out in this Declaration.

If you are unable to contact the overseas recipient, you may also contact us via the method provided in this Declaration and we will take reasonable steps within a reasonable time to assist you in communicating with the overseas recipient regarding the exercise of your rights in relation to your personal information.

#### 22. How we deal with the personal information of children

Within the scope of this policy, “children” refers to minors under the age of 14. Before you register, we will ask you to honestly confirm that you are 15 years or older; as the Product is only intended for use by persons aged 15 or above, we do not collect the personal information of children as a general principle. If we discover that we have collected the personal information of children without obtaining the verifiable prior consent of a parent or guardian, we will find a way to delete the relevant data at the earliest possible opportunity.

On the rare occasions that a parent gives such consent and we collect personal information from a child, we will only process such information as permitted by law, as specifically agreed by a parent or guardian, or as required for safeguarding purposes.

If you have register for BESPOKE membership before 1st November, 2021 and you are under the age of 15, please notify your parent or guardian to contact us using the contact details below. We will assist the membership transfer to your parent or guardian and proceed to delete your relevant data in a timely manner.

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

“ONE CENTRAL MACAU Electronic GIFT CERTIFICATE” Terms and Conditions

1. For ONE CENTRAL BESPOKE customers who have registered their spending in designated areas of ONE CENTRAL for a specific promotion only.
2. Customers are required to present the “Electronic ONE CENTRAL gift certificate” through the WeChat Mini-Programme.
3. The “Electronic ONE CENTRAL gift certificate” can be used once and only at participating merchants which accept “Electronic LANDMARK gift certificate”. If the value of the item(s) the customer purchases or order exceeds the value of the “Electronic ONE CENTRAL gift certificate”, the customer will be required to settle any additional cost exceeding the value of the “Electronic ONE CENTRAL gift certificate” presented. If the value of the item(s) the customer purchases or orders is less than the value of the “Electronic ONE CENTRAL gift certificate”, no change is allowed for any unused amount in the gift certificate presented and any unused amount will be forfeited.
4. Each “Electronic ONE CENTRAL gift certificate” will be bounded by individual validation.
5. The “Electronic ONE CENTRAL gift certificate” is non-transferable, non-refundable and non-redeemable for cash, credit or other benefits or offers.
6. ONE CENTRAL MACAU BESPOKE 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 Service. 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.
7. The decision of ONE CENTRAL MACAU BESPOKE on all matters relating to, or in connection with, the use of the “Electronic ONE CENTRAL gift certificate” shall be final and binding on all parties concerned.

## **“COMPLIMENTARY SELF PARKING BENEFIT FOR BESPOKE CUSTOMERS” Terms and Conditions**

1. Subject to availability of car parking spaces, the operating hours of the Carpark and these terms and conditions,
  - 1.1 Each valid BESPOKE Sapphire Customer and BESPOKE Sapphire Plus Customer is entitled to a daily single entry to enjoy a consecutive 4–hours (inclusive of the first 1-hour free parking for all visitors) complimentary self-parking service once per day (“Self-parking Benefit”) until 31<sup>st</sup> March 2023.
  - 1.2 Each valid BESPOKE Emerald Customer and BESPOKE Pearl Customer is entitled to a daily single entry to enjoy a consecutive 3–hours (inclusive of the first 1-hour free parking for all visitors) complimentary self-parking service once per day (“Self-parking Benefit” ) until 31<sup>st</sup> March 2023.
  - 1.3 Each valid BESPOKE Opal Customer is entitled to a daily single entry to enjoy a consecutive 2–hours (inclusive of the first 1-hour free parking for all visitors) complimentary self-parking service once per day (“Self-parking Benefit” ) until 31<sup>st</sup> March 2023.
2. The Self-Parking Benefit is only available at the ONE CENTRAL MACAU during the operating hours. No overnight parking is allowed.
3. The Self-Parking Benefit is available to the valid BESPOKE Customers from the commencement until the end of 31<sup>st</sup> March 2023.
4. For the avoidance of doubt, the primary account holder of the valid BESPOKE Customer account and the additional person nominated by the primary account holder will be treated as one BESPOKE Customer only. The additional person nominated by the primary account holder of the valid BESPOKE Customer account is not entitled to register any vehicle. There will not be any Self-Parking Benefit for the nominated additional person.
5. Not more than 4 Vehicle Registration Numbers belonging to the BESPOKE Customer can be registered with ONE CENTRAL MACAU BESPOKE (“Registered Vehicle”) and only such Registered Vehicle is permitted to enjoy the Self-Parking Benefit. The Registered Vehicle cannot be changed after registration.
6. At any given time, each valid BESPOKE Customer will only be entitled to redeem the Self-Parking Benefit for only one Registered Vehicle per day. Only one valid

BESPOKE Customer account can be used for any redemption of the Self-Parking Benefit for one Registered Vehicle on a daily single entry.

7. For the avoidance of doubt, the 2-4 consecutive hours under the Self-Parking Benefit must be utilised on a daily single entry and a consecutive basis per day, and such 2-4 consecutive hours cannot be broken up and be used separately under any circumstances. If any valet parking service on a daily single entry is less than 2-4 consecutive hours per day, then any such unused portion of the said 2-4 consecutive hours will be forfeited upon redemption of the Self-Parking Benefit on that day. Any such unused portion of the said 2-4 consecutive 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 Self-Parking service on any other day.

8. The Self-Parking Benefit is limited to 2-4 consecutive hours per day on a daily single entry based on the member tier. If the parking service exceeds 2-4 consecutive hours, BESPOKE Customer will be required to settle any additional charges/cost (at the rate of MOP15 per hour or part thereof) exceeding the benefit of the Self-Parking Benefit redeemed under the Self-Parking Benefit.

9. For redemption of the Self-Parking Benefit and payment, valid BESPOKE Customer are required to provide the membership page of BESPOKE Customer on their mobile and vehicle registration number of the Registered Vehicle together to verify the identity of the BESPOKE Customer status and the Registered Vehicle and to redeem the Self-Parking Benefit. If any of the membership details, vehicle registration number of the Registered Vehicle or the parking ticket is not provided for any reason whatever, BESPOKE Customer cannot enjoy the Self-Parking Benefit under any circumstances, and BESPOKE Customer must settle all charges/cost for the Self parking service.

10. The Self-Parking Benefit is non-transferable, non-refundable and non-redeemable for cash, credit or other benefits or offers. The Self-Parking Benefit does not include any other incidental expenses.

11. The Self-Parking Benefit is subject to the rules, regulations, terms and conditions from time to time applicable to Carpark and the Self-Parking service.

12. ONE CENTRAL MACAU BESPOKE reserves all rights to suspend or terminate the



Self-Parking Benefit and/or the Self-Parking service at any time without notice. No compensation whatever is payable to any customer in respect of such suspension or termination.

13. ONE CENTRAL MACAU BESPOKE will not accept any responsibility for the loss or damage however caused to any motor vehicles or property therein, while parked on the Carpark or in utilising the Self-Parking service.

14. The decision of ONE CENTRAL MACAU BESPOKE on all matters relating to, or in connection with, the use of the Self-Parking Benefit and the Self-Parking service shall be final and binding on all parties concerned.

15. ONE CENTRAL MACAU BESPOKE reserves all rights to cancel or amend these terms and conditions without notice.

16. In case of any disputes arising out of these terms and conditions, ONE CENTRAL MACAU BESPOKE reserves the right of final decision.

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

1. ONE CENTRAL MACAU BESPOKE shall not in any way be regarded as the customers' agent in rendering the Services.

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

3. The WeChat Mini-Programme is available to mobile devices running Apple iOS and Android OS operating systems. ONE CENTRAL MACAU BESPOKE will use reasonable efforts to enable availability of WeChat Mini-Programme at all times. The customers acknowledge that functions and features of the WeChat Mini-Programme will only be available when the customers' mobile device is connected to the Internet, mobile networks, WiFi and/or Bluetooth network. Accordingly, the quality and availability of the WeChat Mini-Programme may be affected by factors outside ONE CENTRAL's reasonable control.

4. ONE CENTRAL MACAU BESPOKE and its officers, employees, agents, contractors or sub-contractors do not accept any responsibility whatsoever for unavailability of the WeChat Mini-Programme, or any difficulty or inability to download, upload or access

content or any other communication system failure which may result in the WeChat Mini-Programme being unavailable.

5. ONE CENTRAL MACAU BESPOKE will not be responsible for any support or maintenance of the WeChat Mini-Programme.

6. In no event shall ONE CENTRAL MACAU BESPOKE, its officers, employees, agents, contractors or subcontractors 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 Mobile App (including without limitation unauthorised access using your username and password or transmission of content or any transactions entered into through the WeChat Mini-Programme).

7. ONE CENTRAL MACAU BESPOKE 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 Mini-Programme.

8. Whilst ONE CENTRAL MACAU BESPOKE takes reasonable precaution to ensure that the WeChat Mini-Programme are free from computer viruses or other harmful elements, ONE CENTRAL MACAU BESPOKE expressly disclaims any liability for any loss or damage caused as a result of such computer viruses or other harmful elements.

9. The customer shall take reasonable care of his/her mobile device (including access to the mobile device) and keep mobile device safely under his/her personal control. The customer shall never install or access the mobile device with any pirated, hacked, fake and/or unauthorized applications or in which the software lockdown has been overridden or root access to its software operating system has been obtained (such as, but without limitation, a jailbroken or a rooted mobile device);

10. Where the WeChat Mini-Programme provides links to third party website, these are provided solely as a convenience to you, and they are not affiliated to ONE CENTRAL MACAU BESPOKE. Such websites shall not in any way be regarded as an endorsement of any kind by ONE CENTRAL MACAU BESPOKE approving the contents thereon. If you access any linked third-party websites, you do so entirely at your own risk. ONE CENTRAL MACAU BESPOKE 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.

11. ONE CENTRAL MACAU BESPOKE does not guarantee uninterrupted, continuous and/or secure access to the WeChat Mini-Programme . Part of the WeChat Mini-Programme 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 BESPOKE's control for which ONE CENTRAL MACAU BESPOKE cannot and shall not be held responsible. The customers agree that their use of the WeChat Mini-Programme is at their own risk and that the customers will not hold ONE CENTRAL MACAU BESPOKE responsible for any damage or loss caused by the customers' inability to use the WeChat Mini-Programme for any reason whatsoever. ONE CENTRAL MACAU BESPOKE reserves the right to take any part or the whole of the WeChat Mini-Programme offline with or without notice for reasons including but not limited to system maintenance or upgrading.

12. Although ONE CENTRAL MACAU BESPOKE will use its reasonable endeavours to restrict access to the database of the users' personal data only to ONE CENTRAL MACAU BESPOKE's personnel and/or its affiliates, ONE CENTRAL MACAU BESPOKE 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 BESPOKE's policies regarding the usage and protection of personal data provided by any user of the WeChat Mini-Programme , please refer to "ONE CENTRAL MACAU Privacy Policy and Personal Information Collection Statements".

13. ONE CENTRAL MACAU BESPOKE 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 BESPOKE in its absolute discretion. In the event of any dispute, the decision of ONE CENTRAL MACAU BESPOKE shall be final. The decision of ONE CENTRAL MACAU BESPOKE on all matters relating to, or in connection with, the Services shall be final and binding on all parties concerned.

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

15. Participating merchants (as of 24 Feb 2023):

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

1.	Aeronautica Militare	17.	Hermes^	33.	Rolex – Europe Watch Company
2.	Bottega Veneta	18.	Jimmy Choo	34.	Off-White
3.	Boucheron	19.	KENZO	35.	Oasis by H&B
4.	Brunello Cucinelli	20.	LOEWE	36.	Ferragamo
5.	Burberry	21.	Loro Piana	37.	Sandro
6.	BVLGARI	22.	Liquid Gold	38.	SHIATZY CHEN
7.	Cartier	23.	Louis Vuitton^	39.	Starbucks
8.	CELINE^	24.	Luch Hock Watch	40.	TOM FORD
9.	DIOR^	25.	Maje	41.	TORY BURCH
10.	Dolce & Gabbana	26.	Max Mara	42.	Tudor – Europe Watch Company^
11.	Emporio Armani	27.	Neil Barrett	43.	UM Junior
12.	Europe Watch Company^	28.	New Horizon^	44.	VALENTINO
13.	FENDI	29.	PATEK PHILIPPE^	45.	WF Fashion (Shop 111)
14.	Giuseppe Zanotti	30.	PEAK HOUR	46.	WF Fashion (Shop 130)
15.	Glasstique	31.	RIMOWA	47.	Zegna
16.	GUCCI^	32.	Rainbow		
Mandarin Oriental Hotel Outlets					
1.	Lobby Lounge	3.	Vida Rica Bar	5.	Mandarin Cake Shop
2.	Vida Rica Restaurant	4.	The Spa	6.	Hotel Stay

^BESPOKE gift vouchers cannot be used whilst BESPOKE reward points can be earned in these merchants.