

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

The Programme will be effective from 1 April 2026 until the end of 31 March 2027.

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 mini-programme (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 WeChat mini-programme (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 and 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 consents required under the Personal Information Protection Law (“**PIPL**”) passed by China’s National People’s Congress and which will be effective from 1 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, 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.

6. For the avoidance of doubt, all the Reward Points accumulated prior to 31 March 2026 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 31 March 2026 and no such Reward Points will be carried forward to the Programme effective from the commencement of 1 April 2026.
  
7. For the period from the commencement until the end of 31 March 2027 (but excluding any period or period(s) 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 electronic payment at any retail outlets in ONE CENTRAL MACAU, between the commencement until 31 March 2027 (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 noon on 31 March 2027. 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.
  
8. Eligible ONE CENTRAL MACAU BESPOKE members must bring their receipts of Qualified Spending for registration at BESPOKE VIP Lounge or register the receipts of Qualified Spending through the mini-programme 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.

#### Privileges & Rewards

9. For the avoidance of doubt, Qualified Spending excludes:
- a. any amount of payment which is settled, deducted and/or set-off by the use of:
    - i. 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
    - ii. 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, cash 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
    - iii. 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
  - b. 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;
  - c. 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;

- d. 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
  - e. any reprinted or photocopied or duplicated receipts, standalone electronic payment receipts, hand-written receipts, deposit receipts, damaged receipts.
10. 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.
  11. 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. 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.
  12. Eligible ONE CENTRAL MACAU BESPOKE members must bring their receipts of Qualified Spending for registration at BESPOKE VIP Lounge or register the receipts of Qualified Spending through the mini-programme within 7 days from the issuance date of the relevant receipt. 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.

#### Reward Points

13. 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. Point cap at MOP1,000,000 per invoice. 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.

14. 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.
15. Collection and processing of sensitive personal data: When customers register their Eligible Receipts through the One Central Macau WeChat mini-programme Account and BESPOKE VIP Lounge, One Central Macau 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 One Central Macau for collection and processing of the above data, One Central Macau will not be able to provide Reward Points registration, and customers will not be able to earn Reward Points.
16. 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

17. 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).

17.1 Subject to Crystal Member duly registering and accumulating MOP5,000 Qualified Spending before 31 March 2027 (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.

17.2 Subject to Opal Member duly registering and accumulating MOP150,000 Qualified Spending before 31 March 2027 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.

17.3 Subject to Pearl Member duly registering and accumulating a total of MOP 500,000 Qualified Spending before 31 March 2027 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.

17.4 Subject to Emerald Member duly registering and accumulating a total of MOP 1,000,000 Qualified Spending before 31 March 2027 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 5 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.

17.5 Sapphire Plus Member is by invitation only.

18. In order to maintain at least the same tier of eligible ONE CENTRAL MACAU BESPOKE members in the next membership year, each tier of eligible ONE CENTRAL MACAU BESPOKE members must continue to register and accumulate the requisite Qualified Spending in the current membership year, that is, MOP 5,000 Qualified Spending for Opal Member, MOP 150,000 Qualified Spending for Pearl Member, MOP 500,000 Qualified Spending for Emerald Member and MOP 1,000,000 Qualified Spending for Sapphire Member.

19. To reward sustained spending, BESPOKE Emerald, BESPOKE Sapphire and BESPOKE Sapphire Plus members may enjoy Spending Roll-Over for the next Programme year. If an Emerald, Sapphire or Sapphire Plus member's accumulated Qualified Spending in a Programme year exceeds the minimum threshold of their current tier, up to 50% of the excess amount above that tier threshold may be carried over to the next Programme year ("Roll-Over Spending") for the purpose of tier retention or upgrade only. Roll-Over Spending is used solely for determining tier retention or upgrade in the next Programme year and does not earn any additional BESPOKE Reward Points and will not be counted again as Qualified Spending for any other purpose. The amount of Roll-Over Spending, and the way it is applied to the next Programme year, will be recorded in the member's account according to HKL's internal calculation and shown in the LANDMARK App or other member communications as HKL may decide. HKL's calculation and records are final and binding. Roll-Over Spending is only applicable between consecutive Programme years and cannot be accumulated beyond one Programme year, transferred to another member, or converted into Reward Points, cash or any other benefit.

Eligible Receipt registration:

19. 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 G/F BESPOKE VIP Lounge if the eligible receipt(s) without members' name printed for earning reward points. Opening hours of BESPOKE VIP Lounge from 10:00 to 22:00.
20. Eligible ONE CENTRAL MACAU BESPOKE members may register their eligible receipts by electronic payment through the mini-programme. 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, Apple Pay, Google Pay, Alipay, WeChat Pay, or and, where payment is made via any other electronic payment method(s) as may from time to time be separately authorised by Hongkong Land Bespoke Limited, the relevant payment slip/receipt stub) to the mini-programme. 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 mini-programme. If the submission is approved by One Central Macau, the earned Reward Points will be credited to the member's account.
21. The registration of Eligible Receipts through the mini-programme 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.
22. 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 mini-programme 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.

23. 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, cancelled or if it has been recorded by mistake or error.
24. The service of the mini-programme may be temporarily unavailable due to update or maintenance of the mini-programme or any other reasons. Under these circumstances, the ONE CENTRAL MACAU BESPOKE members must register their eligible receipts at the BESPOKE VIP Lounge on G/F, ONE CENTRAL MACAU in person.
25. 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.
26. 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.

27. 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:

28. 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 October 2026, the corresponding eligible receipt must be registered on or before 7 October 2026. Notwithstanding anything to the contrary in these Terms and Conditions, all eligible receipts issued during the period from the 7<sup>th</sup> commencement until the 31 March 2027 must be registered on or before the 31 March 2027 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:

29. 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:

30. Subject to these Terms and Conditions, eligible ONE CENTRAL MACAU BESPOKE members can choose their redemption rewards at their own will. Once the member has redeemed and registered their redemption reward, no exchange, replacement or return will be allowed.
31. 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.
32. Temporary arrangements for overseas arrangements for overseas benefits and privileges under this Programme
  - 32.1 With effect from 1 November 2021, the implementation date of the PIPL, our regional loyalty programme BESPOKE will be updated. While eligible ONE CENTRAL BESPOKE customers can continue to enjoy their current membership tier and corresponding privileges across ONE CENTRAL in Macau and LANDMARK in Hong Kong, the regional membership privileges with WF CENTRAL in Beijing will be processed using a new approach.
  - 32.2 Current membership tiers and privileges will remain unchanged across ONE CENTRAL in Macau, LANDMARK in Hong Kong and WF CENTRAL in Beijing.
  - 32.3 Points earned at ONE CENTRAL in Macau and LANDMARK in Hong Kong 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.
  - 32.4 Points earned at ONE CENTRAL in Macau and LANDMARK in Hong Kong can be used to redeem rewards via ONE CENTRAL Macau Official WeChat miniprogramme or the LANDMARK App.
  - 32.5. Points earned from WF CENTRAL in Beijing can be used to redeem rewards

via the WF CENTRAL WeChat Mini Program.

32.6. For the avoidance of doubt, no double or further registration or earning of Reward Points if points were registered in and earned from ONE CENTRAL in Macau, LANDMARK in Hong Kong 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

33. 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.
34. 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.
35. 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.
36. 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.
37. 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.
38. One Central Macau reserves the right to scan or copy members' machine-printed receipts for internal reference only.

39. 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.
40. 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.
41. 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.
42. 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.
43. 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.
44. Personal Data Protection:

44.1 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 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.

44.2 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.

44.3 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.mo](mailto:bespoke@onecentral.com.mo)

Phone : +853 6661 5826

Address: BESPOKE VIP Lounge (G/F, One Central Macau)

45. Sensitive personal information means personal information that may threaten personal safety or the security of 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.

46. One Central Macau are highly aware of the importance of sensitive personal information and we place great emphasis on protecting the sensitive personal information of the user. 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. Please read and confirm that you understand all the terms of this Declaration. By checking this Declaration and clicking on the "Agree" button, or any other button which carries the same meaning, you fully understand and agree to the contents of this Declaration. If you do not understand any of the terms in this 10 Declaration, you may contact us in the following ways:

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

Phone : +853 6661 5826

Address: BESPOKE VIP Lounge (G/F, One Central Macau)

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

- 46.1 We collect and process your transaction history in order to provide you with the Reward Points function.
- 46.2 When you register your Eligible Receipts through the One Central Macau WeChat mini-programme and BESPOKE VIP Lounge, 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.
- 46.3 We collect and process your browsing history to recommend products, services or activities that may be of interest to you.
- 46.4 We may use relevant technology to collect browsing or search history generated when you use the One Central Macau WeChat mini-programme and BESPOKE VIP Lounge 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.

46.5 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.

46.6 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, Hong Kong, Macau and Mainland China to other jurisdictions/locations etc., as detailed in the Declaration on the Transfer of Personal information Related to One Central BESPOKE Customer Programme Overseas below.

46.7 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.

47. 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 highquality services in the relevant country or region and ensure that you are able to enjoy the relevant membership benefits of ONE CENTRAL in Macau, LANDMARK in Hong Kong 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.

47.1 Declaration on the Transfer of Personal information and Sensitive Personal Information Related to One Central BESPOKE Customer Programme Overseas One Central Macau ("**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.

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

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

Properties Sub F, Limited Contact

Tel.: (+853) 6661 5826

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

Hongkong Land Bespoke Limited

Contact Tel.: (+852) 2500 0522

E-mail: [contact.us@hkland.com](mailto:contact.us@hkland.com)

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.

Hongkong Land Bespoke Limited, will centrally manage the aforementioned

transfer of personal information to Hong Kong, Macau & Mainland China. Hongkong Land Bespoke Limited may be contacted in the following ways if you wish to exercise your rights under the law with respect to these personal information:

Contact Tel.: (+852) 2500 0522

E-mail: [contact.us@hkland.com](mailto:contact.us@hkland.com)

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

49. 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.

50. How we deal with the personal information of children

#### General Terms

Within the scope of this policy, “children” refers to minors under the age of 17. Before you register, we will ask you to honestly confirm that you are 18 years or older; as the Product is only intended for use by persons aged 18 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 1 November, 2021 and you are under the age of 18, 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.

#### PARKING BENEFIT

51. The complimentary self-parking privilege is subject to parking space availability, car park operating hours, and these terms and conditions. Pearl Tier and above members may enjoy up to 4 hours of complimentary self-parking per day at the Macau One Central Car Park, valid until 31 March 2027.
52. To redeem the privilege, eligible members must visit the BESPOKE Lounge located on Level G of Macau One Central, present their member QR code via the mini program on WeChat, and be verified by the BESPOKE staff before enjoying the parking benefit.

#### BIRTHDAY REWARDS

53. Subject to clause 54 below, primary account holder of BESPOKE Pearl to primary account holder of BESPOKE Sapphire Plus Members, each will be entitled to a birthday reward based on their tier status during their individual birthday months.
54. Only primary account holder of BESPOKE Pearl to primary account holder of Sapphire Plus Members who have successfully become One Central Macau BESPOKE members by the 15<sup>th</sup> day of the previous month prior to their birthday and having provided their birthday month within One Central Macau Official WeChat mini-programme are entitled to a birthday reward during their birthday month. The birthday reward will be based on member tier as of the 15<sup>th</sup> day of the previous month. The related birthday reward will be deployed to their One Central Macau Official WeChat mini-programme on the last day of the previous month, and this reward remains valid throughout their birthday month.
55. One member can only be eligible to enjoy one birthday reward during the membership year. The birthday reward is subject to change from time to time

without prior notice. Only primary account holders of BESPOKE Pearl to primary account holders of Sapphire Plus members will be entitled to the birthday reward under this clause 56.

56. Properties Sub F, Limited reserves all rights to cancel, amend, suspend or terminate the birthday reward at any time for any reason whatsoever without notice. No compensation whatsoever is payable to any member in respect of such cancellation, amendment, suspension or termination. For the avoidance of doubt, the affiliate member nominated by the primary account holder will NOT be entitled to any birthday reward under any circumstances.

#### PRIVILEGES AT MANDARIN ORIENTAL, MACAU

57. Opal to Sapphire plus members are entitled to enjoy:
- (a) 10% off all Business Set Lunch at Vida Rica Restaurant;
  - (b) 15% off the total bill for the a la carte menu at Vida Rica Restaurant (Not applicable for special events and promotional menu);
  - (c) 15% off the total bill (Not applicable for special events and promotional menu) at Vida Rica Bar;
  - (d) 20% off on all spa treatments of 90 minutes or above at The Spa;
  - (e) 20% off on all spa retail items at The Spa;
  - (f) 15% off on 3 months Fitness Membership at Fitness Centre;
  - (g) 30% off the Best Available Rate (BAR rate) for rooms at Mandarin Oriental, Macau. This privilege is subject to room availability and is not applicable during blackout dates, festive periods or special events; and
  - (h) All privileges must be reserved via email with Mandarin Oriental, Macau, and members are required to present their BESPOKE membership profile page upon check-in for verification by hotel staff.

To enjoy these offers, please make a reservation via email: [momacreservations@mohg.com](mailto:momacreservations@mohg.com).

In the reservation email, please specify the exclusive offer with

1. BESPOKE membership tier (Opal/Pearl/Emerald/ Sapphire/ Sapphire Plus and screen capture of the membership profile page in WeChat mini-programme)
2. Full name (same as your BESPOKE registered name) Offers are subject to

hotel's availability and confirmation.

Mandarin Oriental Macau blackout dates (both dates inclusive):

- Blackout dates for 2026 – 3–6 April; 1–5 May; 19–21 June; 25–27 September; 1–7 October; 20–22 November; 24–27 December; and 31 December.
- Blackout dates for 2027 – 1 and 2 January, 5 to 14 February, 26 to 29 March.

58. 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.
59. All privileges are non-transferable, non-refundable and non-redeemable for cash, credit or other benefits or offers.
60. Properties Sub F, Limited reserves the right to amend these Terms and Conditions or cancel the BESPOKE Exclusive: Catering Pass at Mandarin Oriental Macau at any time without prior notice to any Eligible BESPOKE Members and/or their respective accompanying guests. All questions or disputes shall be resolved by Properties Sub F, Limited in its absolute discretion. In the event of any dispute, the decision of Properties Sub F, Limited shall be final. The decision of Properties Sub F, Limited on all matters relating to, or in connection with, the BESPOKE VIP Lounge shall be final and binding on all parties concerned.
61. 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.
62. All privileges are non-transferable, non-refundable and non-redeemable for cash, credit or other benefits or offers.

“ONE CENTRAL MACAU GIFT VOUCHER” Terms and Conditions

63. For ONE CENTRAL MACAU BESPOKE members who have registered their spending in designated areas of One Central Macau for 1 April 2026 till 31 March 2027 only.

64. The “One Central Macau E-Gift Voucher/ Payment with points” will be issued from One Central Macau Official WeChat mini-programme (WeChat ID: onecentralsmacau). The “One Central Macau Gift Voucher” will be issued at BESPOKE VIP Lounge, the designated redemption location at One Central Macau.
65. The “One Central Macau Gift Voucher” cannot be used in conjunction with other Gift Vouchers issued by MGM Macau or any merchant(s).
66. 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.
67. 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.
68. All “One Central Macau Gift Voucher” will be bounded by individual validation.
69. The “One Central Macau Gift Voucher” is non-transferable, non-refundable and non-redeemable for cash, credit or other benefits or offers.
70. 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.
71. 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.

## General Terms and Conditions for the Services

72. One Central Macau shall not in any way be regarded as the customers' agent in rendering the Services.
73. 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.
74. The mini-programme 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 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, Wi-Fi and/or Bluetooth network. Accordingly, the quality and availability of the mini-programme may be affected by factors outside One Central Macau's reasonable control.
75. One Central Macau and its officers, employees, agents, contractors or subcontractors 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 mini-programme being unavailable.
76. One Central Macau will not be responsible for any support or maintenance of the mini-programme.
77. 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 mini-programme (including without limitation unauthorized access using your username and password or transmission of content or any transactions entered into through the WeChat mini-programme).
78. 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 miniprogramme.

79. Whilst One Central Macau takes reasonable precaution to ensure that the WeChat mini-programme 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.
80. 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. 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.
81. One Central Macau does not guarantee uninterrupted, continuous and/or secure access to the WeChat mini-programme. Part of the WeChat miniprogramme 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 mini-programme 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 mini-programme for any reason whatsoever. One Central Macau 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.
82. 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 mini-programme, please refer to “One Central Macau Privacy Policy and Personal Information Collection Statements”.

83. 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.
84. In case of discrepancies between the English and Chinese versions of these Terms and Conditions, the English version shall prevail.
85. Participating merchants (as of 27 March 2026): (Merchant list may need to be updated due to tenancy movement.

<b>1</b>	<b>Burberry</b>	<b>12</b>	<b>FENDI</b>	<b>23</b>	<b>PEAK HOUR HOUSE</b>
<b>2</b>	<b>Brunello Cucinelli</b>	<b>13</b>	<b>FERRAGAMO</b>	<b>24</b>	<b>SHIATZY CHEN</b>
<b>3</b>	<b>Breitling</b>	<b>14</b>	<b>Glasstique</b>	<b>25</b>	<b>Silky Miracle</b>
<b>4</b>	<b>BVLGARI</b>	<b>15</b>	<b>GUCCI</b>	<b>26</b>	<b>The Mineral Boutique</b>
<b>5</b>	<b>Cartier</b>	<b>16</b>	<b>Zegna</b>	<b>27</b>	<b>TORY BURCH</b>
<b>6</b>	<b>CELINE</b>	<b>17</b>	<b>Loewe</b>	<b>28</b>	<b>UM Junior</b>
<b>7</b>	<b>Damiani</b>	<b>18</b>	<b>Loro Piana</b>	<b>29</b>	<b>WF fashion</b>
<b>8</b>	<b>Dior</b>	<b>19</b>	<b>Luck Hock Watch</b>		
<b>9</b>	<b>Dolce &amp; Gabbana</b>	<b>20</b>	<b>Piaget</b>		
<b>10</b>	<b>EDITION</b>	<b>21</b>	<b>RIMOWA</b>		
<b>11</b>	<b>Emporio Armani</b>	<b>22</b>	<b>Rainbow</b>		

**Mandarin Oriental Hotel Outlets**

<b>1</b>	<b>Lobby Lounge</b>	<b>3</b>	<b>Vida Rica Bar</b>	<b>5</b>	<b>Mandarin Cake Shop</b>
----------	---------------------	----------	----------------------	----------	---------------------------

<b>2</b>	<b>Vida Rica Restaurant</b>	<b>4</b>	<b>The Spa</b>	<b>6</b>	<b>Hotel Stay</b>
----------	-----------------------------	----------	----------------	----------	-------------------

**^BESPOKE gift vouchers cannot be used whilst BESPOKE reward**

**points can be earned in these merchants.**

<b>1</b>	<b>Louis Vuitton</b>	<b>4</b>	<b>PATEK PHILIPPE</b>
<b>2</b>	<b>Hermès</b>	<b>5</b>	<b>Rolex</b>
<b>3</b>	<b>Tudor</b>		