



TERMS AND CONDITIONS

“OFFER FROM LE MERIDIEN SAIGON HOTEL FOR HSBC CREDIT CARDHOLDERS 2024”

(These Terms and Conditions are effective from 21/10/2024)

You should note that when you participate in the Program or agree to receive offers under the Program, you will be deemed to have read, understood and accepted these Terms and Conditions.

1. Program “HSBC’s home&Away Privilege Programme and HSBC Premier Privileges Programme Le Meridien Saigon Hotel” applied for primary credit cardholders issued by *HSBC Bank (Vietnam) Ltd.* (“HSBC”) and valid from **21/10/2024** to date **31/09/2025** (“Program Period”).

2. The Program applies to Customers who meet the following conditions:

2.1 The Program applies to HSBC credit cardholders (“Cardholders”, “Eligible Cardholders”) who are currently cardholders of credit cards issued by HSBC Vietnam, bearing the name and logo of ‘HSBC’.

- a) HSBC Live+ Credit Card;
- b) HSBC Visa Classic LiveFree Credit Card;
- c) HSBC Visa Platinum Cash Back Credit Card;
- d) HSBC Travel One Credit Card;
- e) HSBC Premier MasterCard Credit Card.

(Hereinafter referred to as the “Eligible Card”)

2.2 The Cardholder meets the terms and conditions of this Program;

2.3 Cardholders holding an inactive Eligible Card must activate the Card before participating in the Program.

2.4 This Program does not apply to: Before and during the Program Period, Cardholders who are late in paying fees, card balances at HSBC, or whose cards are locked for any reason.

3. Program details

During the Program Period, HSBC Cardholders who complete payment of food and beverage bills at Le Méridien Saigon Hotel Restaurant(s) using HSBC Credit Cards may receive a direct discount of up to 20% (“Promotion”) on the payment value for a bill (excluding Value Added Tax, service charge or other charges (if any)), details as follows:

	Offer 1	Offer 2	Offer 3
Offer detail	Discount 20% directly	Discount 20% directly	Discount 10% directly
Applicable at	Latest Recipe Restaurant (Floor M)	BARSON (Floor G)	AKUNA Restaurant (Floor 9)
	Hereinafter referred to as “the Restaurants”		
Location	Le Méridien Saigon Hotel, 3C Ton Duc Thang, Ben Nghe Ward, District 1, HCMC (<i>Royal Canary Corporation – LM Saigon Hotel Branch</i>) (“Vendor”)		

4. How to receive offer:

- 4.1 To receive the Offer, Customers must follow the Restaurant's procedures/instructions on HSBC's website at www.hsbc.com.vn or as notified to the Customer by the Restaurant later.
- 4.2 To receive the Offer, Customers need:
- a) Call the Restaurant to make a reservation, the reservation phone number as following numbers
 - Latest Recipe Restaurant: 0911 735 975
 - BARSON: 0559 227 766
 - AKUNA Restaurant: 0911 735 800
 - b) Inform payment by Eligible Card when calling for reservations; and
 - c) Notify the Restaurant before ordering; and
 - d) Use a Eligible Card when paying for food and beverage bills at the Restaurant.
- Offers may vary depending on the Restaurant, Cardholders should refer to HSBC's website at www.hsbc.com.vn for details before using the Offer. Cardholders will not be entitled to the Offer if they do not follow the above steps.
- 4.3 Eligible Cardholders should check to ensure that discounts/offers have been applied before making payment. HSBC cannot entertain any claims and requests for discounts/refunds on bills that have been paid for.

5. Other regulations:

- 5.1 HSBC reserves the right to terminate the Cardholder's participation in the Offer if:
- a) The Cardholder no longer satisfies the Program Terms and Conditions; or
 - b) The Cardholder fails to comply with the Restaurant's regulations or instructions; or
 - c) The Cardholder is no longer an Eligible Cardholder or is no longer a Customer of HSBC.
- 5.2 The Offer cannot be replaced with another product, cannot be exchanged for cash or transferred in any form

- 5.3 The Cardholder must pay all amounts and fees arising from the use of services provided by the Restaurant and pay with one of the Eligible Cards.
- 5.4 The Cardholder's Card must be in good standing (not closed, not in arrears, not suspended or not cancelled) as determined by the Bank at the time of payment of the dining bill. In case the Card is not in good standing for any reason before and during the Eligible Transaction date, the Cardholder will lose the right to receive the Offer..
- 5.5 Eligible Cardholders shall be bound by both the Program Terms and Conditions and the regulations applicable to each Restaurant.
- 5.6 For any other questions or complaints related to the Program content, Cardholders should contact HSBC for resolution.
- Contact the nearest Branch/Transaction Office
 - Contact HSBC Customer Service Center via email direct@hsbc.com.vn or call one of the following numbers:
 - Premier Customers: (84) 28 37 247 666 (24/7);
 - HSBC Visa Platinum / TravelOne / Live+ Cardholders: (84) 28 37 247 248 (24/7);
 - Personal Customers: (84 28) 37 247 247 (South) or (84 24) 62 707 707 (North) (24/7 for reporting lost or stolen cards or security devices, transaction complaints or other complaints related to the Card, and from 8am to 10pm daily for other issues. Personal Customers in the Central region can contact the Customer Service Center at either the North or South numbers.).
- 5.7 In case of force majeure, the termination of the Program before the deadline will be announced by HSBC on the HSBC website at www.hsbc.com.vn. Force majeure is an event that occurs objectively and cannot be foreseen and overcome despite all necessary and possible measures being taken. Force majeure includes but is not limited to earthquakes, storms, floods, wars, strikes, riots, epidemics, quarantines, technical failures, any government action or policy affecting the implementation of the Program or other objective events that cannot be foreseen and overcome despite all necessary and possible measures being taken.
- 5.8 HSBC is not a Supplier of products and services related to the Program and is not responsible for the quality of services and goods provided by the Supplier in this Program. If the Cardholder has any questions related to the quality of service at the Restaurant, the Cardholder should contact the Branch of Royal Canary Joint Stock Company - Le Meridien Saigon Hotel, the Investor of Le Meridien Saigon Hotel via email Nhien.DoanHong@lemeridien.com for support.
- 5.9 These Terms and Conditions apply in conjunction with the General Terms and Conditions, Premier Master Account Terms and Conditions, HSBC Credit Card Terms and Conditions which are posted and updated regularly on HSBC's website www.hsbc.com.vn.

- 5.10 These Terms and Conditions of the Program may be amended or supplemented at any time at HSBC's discretion. The Program content and changes (if any) will be announced, registered in accordance with the law and updated on HSBC's website before the effective date.
- 5.12 These Program Terms and Conditions are made in English and Vietnamese. In the event of any conflict between the English and Vietnamese versions of these Program Terms and Conditions, the Vietnamese version shall prevail.

Phát hành bởi Ngân hàng TNHH một thành viên HSBC (Việt Nam)

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