

#### TERMS AND CONDITIONS

## "OFFER AT AGODA WITH HSBC CREDIT CARDS"

(This Terms and Conditions takes effective from 11/06/2020)

Customer is advised to note that participating in the Promotion program or accepting the promotional benefits offered by the program shall mean that Customer has read, understood and accepted these Terms and Conditions.

- **1.** The "Offer at Agoda with HSBC Credit Cards" Promotion ("Promotion") shall be effective from 11/06/2020 to 31/07/2020 ("Promotion Period").
- 2. Promotion is applicable to customers who meet the following requirements ("Eligible Cardholders" or "Cardholders"): HSBC cardholders who are holding the following credit cards issued by HSBC Bank (Vietnam) Ltd. ("HSBC" or "Bank") in Vietnam:
  - HSBC Premier World MasterCard® Credit Card
  - HSBC Visa Platinum Credit Card
  - HSBC Visa Cash Back Credit Card
  - HSBC Visa Classic Credit Card
    (These credit cards shall be referred to as "HSBC Credit Cards" or "HSBC Cards")

## Note:

- The Promotion is not applicable for HSBC Corporate Credit Card.
- Cardholders will not be eligible for this Promotion if his/her Credit Card is delinquent, blocked at HSBC.
- Cardholders with card yet to be activated will have to activate their Cards prior to purchase.

#### 3. Promotion Details:

# 3.1 Offer details ("Offer"):

- Discount 20% on Thursday applicable to hotel booking at website www.agoda.com/hnavietnam by HSBC Cards.
- Discount 08% on other day applicable to hotel booking at website <u>www.agoda.com/hnavietnam</u> by HSBC Cards.

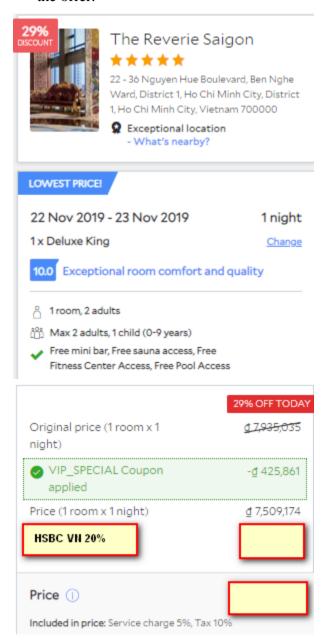
## **3.2 Promotion Period** (based on Vietnam Time GMT+7 and Agoda system):

- Booking Period: From 00:00 AM 11/06/2020 to 11:59 PM 31/07/2020
- Stay Period: From 00:00 AM 11/06/2020 to 11:59 PM 31/08/2020

### 3.3 How to enjoy the Offer:

- The Eligible Cardholder is required to access Agoda by

- Access the link: <a href="www.agoda.com/hnavietnam">www.agoda.com/hnavietnam</a> ("Agoda Offer Website"); The Cardholder selects the eligible <a href="pre-paid">pre-paid</a> hotels and room types (hotels tagged as "Promo Eligible")
- At payment informatio page, customer must enter HSBC card numbers to enjoy the offer.



- At the payment stage, Cardholder enters eligible HSBC Cards information to complete transaction.
- The Offer shall be displayed automatically at "**Payment Details**" once the Cardholder has input the valid information, and before making payment.

- The discount shall be appeared before the hotel taxes and services fee line and shall be applied before the final price of the booking.
- If Cardholder could not enjoy the Offer, please log out and re-click on the Agoda Offer Website.
- Offers are applicable to selected pre-paid hotels that have "Promotion Eligible" tag on the hotel's main photo. Discount will show on the booking summary at the "Your Payment Details" step once the cardholder has input a valid HSBC card number for the selected pre-paid hotel. Discount appears before the hotel taxes & services line and shall be applied before the final price of the booking. Pay at hotel room types do not qualify.
- **3.4** HSBC and Agoda, based on the time of payment (Vietnam Time and Agoda's system time), will give discount to Cardholder. Eligible Cardholders who make payment during Promotion Period might not receive the Offer if the allocated budget for the Promotion runs out.
- **3.5** On the registration with Government, HSBC may terminate the Program earlier than expected if the budget is allocated to the Program before the Program Period ends.
- **3.6** Promotion is application only on participating hotels, available on the dedication landing page <a href="https://www.agoda.com/hnavietnam">www.agoda.com/hnavietnam</a>.
- **3.7** Promotion is applicable to hotel room charges only (excluding local taxes, service fees and additional charges).
- **3.8** Offer is non-transferable and non-cumulative and cannot be used in conjunction with any other discount, promotions, discounted items and fixed price items (unless specified).
- **3.9** The Promotion cannot be exchanged for cash or other products.
- **3.10** Eligible Cardholders are bound by the Terms and Conditions of this Promotion and of Agoda at <a href="here">here</a>.
- **3.11** Purchases at Agoda will be subject to terms and conditions of Agoda at <a href="https://www.agoda.com/hnavietnam">www.agoda.com/hnavietnam</a>. For all matters related to booking at Agoda, please contact Agoda for consultation. For other matters related to the Promotion, please contact HSBC for resolution.
  - Hotline Agoda: 028 44582393 (only for completed booking (generated booking ID) concerns)
  - Contact Center (operate daily from 8AM to 10PM): (84 28) 37 247 247 (the South) or (84 24) 62 707 707 (the North)
- 3.12 Offer is not applicable for payments made directly at hotels.
- **3.13** Promotion details of the Program will be posted on <a href="www.hsbc.com.vn">www.hsbc.com.vn</a> and Agoda from 11/06/2020 onwards.

- **4.** In case of any dispute related to this Promotion, Agoda and HSBC shall resolve disputes in co-operation with the customer. If the parties fail to reach an agreement, disputes will be resolved in accordance with Vietnamese laws.
- **5.** These Terms and Conditions shall be applied simultaneously with terms and conditions of Credit Card Cardholder Agreement.
- **6.** These Terms and Conditions can be amended at any time by Agoda and HSBC. After completing necessary procedures as required by law, the adjustment will be updated on HSBC and Agoda website before applied date.
- 7. These Terms and Conditions are available in both English and Vietnamese versions. In case of any discrepancy or inconsistency between the English version and Vietnamese version, the Vietnamese version shall prevail.