



## **Terms and Conditions for HSBC Privé Exclusive Privileges – Shangri-La Circle's Diamond Membership Status (the "Offer")**

### **When can you enjoy the Offer**

1. The promotional period of the Offer is valid till 31 December 2025.

### **What is the Offer**

2. During the promotional period, you can enjoy Shangri-La Circle's Diamond membership status for a period of 1 year upon booking of a minimum of one night with any Shangri-La Hotels and Resorts, subject to Clause 3 below, and availability at the point of the Eligible Cardholder's registration and submission of membership details.

### **How can you enjoy the Offer**

3. You can enjoy the Offer if you:
  - a. are a primary cardholder of the Eligible Credit Card, and your Eligible Credit Card is valid and in good standing during the Promotional Period ("Eligible Cardholder"); and
  - b. book a minimum of one night with any Shangri-La Hotels and Resorts and pay for it using an Eligible Credit Card;
  - c. are a Shangri-La Circle member with a valid Shangri-La Circle membership number. Membership of Shangri-La Circle may be obtained for free on the Shangri-La Circle website (<https://www.shangri-la.com/corporate/shangrilacircle/joingc/>); and
  - d. request for access to Shangri-La Circle Diamond membership registration through the HSBC Privé Mastercard Premium Concierge during the promotional period; and
  - e. agree to all the general Terms & Conditions and Privacy Policy of the Shangri-La Circle. Shangri-La Circle is governed by terms and conditions that can be found at <https://www.shangri-la.com/en/corporate/shangrilacircle/terms-conditions/> (which may be updated and/or amended from time to time).
4. You cannot:
  - a. exchange the offer for cash, other products, services, or discounts or transfer the offer; or
  - b. use the offer in conjunction with any other coupons and promotional offers.
5. The Offer is not applicable for additional card of Eligible Credit Card.

### **Read before you enjoy the offer**

6. The Offer is subject to limited quotas and available on a first-come, first-served basis.
7. You can only enjoy the Offer once during the Promotional Period.

8. Each Eligible Cardholder can only have one Shangri-La Circle membership account. Eligible Cardholders' accounts in both Shangri-La Circle and HSBC Privé must be under the same name. If Shangri-La Circle has reasonable grounds to suspect that a user is creating fraudulent accounts and violating our terms and conditions, rules and regulations and/or community guidelines, Shangri-La Circle may suspend the member's account, and the member will therefore not be eligible to participate in this Offer.
9. Once the Diamond membership obtained through this Offer has expired, the renewal criteria for the next membership year will be subject to the terms and conditions of Shangri-La Circle. Eligible Cardholders can view their Shangri-La Circle membership information by logging in to their Shangri-La Circle account via Shangri-La Circle website or mobile app.
10. This Offer is an independent campaign and does not run in relation to any other campaigns offered by Shangri-La Circle.
11. Memberships are non-transferable and non-endorsable and will be deemed void if a person other than the Eligible Cardholder attempts to register for the Offer.
12. Memberships have no refund value or cash value.
13. The Offer cannot be used in conjunction with any other promotions, offers or vouchers.
14. Hotel bookings are subject to the terms and conditions of the Participating Merchant. Please refer to its website for details.
15. We accept no liability in respect of the quality of the goods and services provided by the Participating Merchant or any additional offers/discounts which the Participating Merchant may or may not offer. You are advised to check the details and related terms and conditions with the Participating Merchant.
16. The Offer under this promotion is subject to these terms and conditions and other terms and conditions stipulated by the Participating Merchant. Shangri-La Circle's terms and conditions (available at: <https://www.shangri-la.com/en/corporate/shangrilacircle/terms-conditions/>) shall apply to the Offer and be incorporated by reference into these terms and conditions. We and the Participating Merchant can change or cancel the Offer or amend the terms and conditions. Please check the relevant website for the latest details, availability and terms and conditions of the offer.
17. Any collection, use and disclosure of participants' personal data by the Participating Merchant will be strictly in accordance with the Participating Merchant's privacy policy: <https://www.shangri-la.com/corporate/policies-pledges/>.
18. The terms and conditions of the Eligible Credit Card will apply.
19. In case of disputes arising out of this Offer, the decision of the Participating Merchant and us shall be final and conclusive.

20. The products and services offered under this Offer are provided solely by Participating Merchant, under such terms and conditions as determined by Shangri-La Circle, and we accept no liability whatsoever in connection with such products and services.
21. Changes to these terms
- a. We live in a rapidly changing world. Sometimes this means we need to update this Offer terms and conditions. These updates include amendments to:
    - i. fees and charges (if any); and
    - ii. HSBC Credit Cards benefits and features
  - b. We may amend or supplement this Offer terms and conditions, if it is reasonably necessary to:
    - i. reflect changes to our operational costs, business operations or systems and processes, or our arrangements with third parties;
    - ii. give effect to:
      - 1. applicable law, rule, regulation;
      - 2. a change, recommendation, order, requirement, notice, direction, code, circular or guidance issued by any regulatory, supervisory, governmental, statutory authority, stock exchange, self-regulatory, or resolution body having jurisdiction over us or a court of competent jurisdiction;
    - iii. reflect changes to industry or market conditions or practice;
    - iv. align with standards or expectations including in respect of:
      - 1. banking and financial services practices;
      - 2. environmental, social and governance practices;
      - 3. consumer and investor protection practices;
      - 4. cyber, digital, technology (including financial technology (FinTech)) practices e.g., those relating to crypto-assets, digital assets, virtual assets, asset tokenisation and artificial intelligence (including generative artificial intelligence and machine learning);
      - 5. operational resilience and data management practices; or
      - 6. taxation and transfer pricing practices; or
      - 7. otherwise protect our legitimate interests.
  - c. To the extent reasonably practicable, we'll give you reasonable notice of any changes to this Offer terms and conditions before such this Offer terms and conditions take effect.
  - d. We can choose how to give this notice to you. This may include:
    - i. contacting you directly (through mail, email, post or via mobile);
    - ii. placing signs or notices at our branches;
    - iii. publishing the change on our website; and
    - iv. using any other method we think is reasonably appropriate.
  - e. If you don't agree with a change, you can cancel your existing credit card, after paying all amounts you may owe us.

22. These terms and conditions are governed by Singapore laws and the parties submit to the non-exclusive jurisdiction of the courts of Singapore.
23. All information is correct at the time of publishing or posting online.

**What these terms mean**

24. **"Eligible Credit Card"** means any primary or additional HSBC Privé issued by HSBC Bank (Singapore) Limited and its successors and assigns.
25. **"Participating Merchant"** means Shangri-La International Hotel Management Limited.
26. **"Shangri-La Circle's Diamond Membership Status"** includes the full list of benefits: <https://www.shangri-la.com/en/corporate/shangrilacircle/membership-benefits/>
27. **"we", "us" or "our"** means HSBC Bank (Singapore) Limited and its successors and assigns.
28. **"you" or "your"** means the person to whom we issue an Eligible Credit Card that is eligible for the Offer.