

July & August 2022 Premier Family Referral Programme – Staycation Redemption Details

Thank you for participating in our promotion between 1 July to 30 August 2022. To redeem the staycation, please refer to the following for more details.

Redemption details:

Rewards	<p>1 Night Stay in Deluxe Room at Mandarin Oriental Hotel</p> <p>The hotel stay will include the following:</p> <ul style="list-style-type: none"> • One night stays in Ocean View Room at Mandarin Oriental, Singapore inclusive of daily breakfast for 2 persons & WiFi-Access • The maximum number of guests allowed in a room is 2 adults and 1 child (below age of 12). Child below age of 12, stays for free using existing bedding, no extra beds will be included. • Additional breakfast is available at S\$46.00++ per adult, S\$23.00++ per child per day. • Additional breakfast for children 0-6 years old will be complimentary. • One complimentary car pass per stay at Mandarin Oriental, Singapore. • Complimentary usage of customized Foldie and City bicycles for adults and kids. • Specially curated cycling experiences to explore our Garden City. • Healthy and sustainable snacks.
Redemption code	Voucher code will be sent to the registered mobile phone number of the eligible referrer as per the Bank's records.
Staycation Address	5 Raffles Avenue Singapore 039797
Available stay dates	01 October 2022 to 31 March 2023, or such other dates as notified to you by HSBC Singapore

Terms and conditions:

1. Redemption is only valid for reservations booked directly with Mandarin Oriental Singapore and are subject to availability at the time of reservation at mosin-reservations@mohg.com or contact +65 6885 3030
2. HSBC Premier customers are to present the original redemption SMS and NRIC/ passport at the address stated on above for redemption.
3. Serial number on the redemption SMS must be quoted upon reservation and screenshot of SMS (with indication of Full Name and Serial voucher code) will have to be submitted at time of booking. Redemption SMS from HSBC Bank must be presented upon arrival.
4. Extension of validity is not permissible and no partial redemption is allowed.
5. This promotion is not valid during festive seasons, the eve of and on public holidays, unless otherwise stated.

6. Room reservations are subject to blackout dates including 01-02 Oct 2022, 23-24 Oct 2022, 15-18 Nov 2022, 25-26 Dec 2022, 30-31 Dec 2022, 01 Jan 2023, 21-24 Jan 2023, 14 Feb 2023 all dates inclusive, maybe subject to changes. Additional dates may be included, please check on reservations.
7. Bookings made are non-cancellable and non-refundable.
8. This redemption code and the gift are strictly non-transferable and not exchangeable or replaceable for cash or items of equivalent value. No claims will be entertained for the loss, defacement or damage to this redemption letter. HSBC reserves the right, at its sole discretion, to substitute the gift with other item(s) of similar value without prior notice.
9. HSBC Premier customers must complete their stay by 31 March 2023. No extension will be granted.
10. Hotel stay cancellation must be made at least 4 days prior to arrival, otherwise it will be considered redeemed.
11. Mandarin Oriental Singapore reserves the right to reject redemptions without the required documentation.
12. HSBC is not a supplier of the products and / or services provided by Mandarin Oriental, Singapore in this promotion and will not accept any liability in relation thereto.
13. HSBC will not be responsible in any way for disputes, negligence, misinterpretation or improper use of the Gift by you or by any person claiming on your behalf. HSBC shall not be responsible for any injury, loss or damage suffered by any customer in connection with any products redeemed through this Promotion.
14. Use of the Reward is subject to the terms and conditions of Mandarin Oriental, Singapore. Please refer to Mandarin Oriental Singapore for details.