

October 2023 Premier Staycation Redemption Details

Thank you for participating in our promotion between 1 October to 31 October 2023. To redeem the staycation, please refer to the following for more details.

Redemption details:

Rewards	<u>Details</u> <ul style="list-style-type: none"> One night stay in Sea View Room at Mandarin Oriental, Singapore inclusive of daily breakfast for 2 persons & WiFi-Access Room rate is applicable for check-in from Monday – Sunday. Additional breakfast is available at S\$60.00++ per adult, S\$30.00++ per child per day. Additional breakfast for children 0-6 years old will be complimentary. 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. One complimentary car pass per stay at Mandarin Oriental, Singapore.
Redemption code	Voucher code will be sent to the registered mobile phone number of the eligible customer as per the Bank's records.
Staycation Address	5 Raffles Avenue Singapore 039797
Available stay dates	validity till 23 December 2023

Terms and conditions:

- 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
- HSBC Premier customers are to present the original redemption SMS and NRIC/ passport at the address stated on above for redemption.
- 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.
- Extension of validity is not permissible and no partial redemption is allowed.
- This promotion is not valid during festive seasons, the eve of and on public holidays, unless otherwise stated.
- Room reservations are subject to blackout dates including **14-17 Sep 2023, 14-17 Nov 2023** all dates inclusive, maybe subject to changes. Additional dates may be included, please check on reservations.
- Bookings made are non-cancellable and non-refundable.
- This redemption code and the gift are strictly non-transferable and not exchangeable or replaceable for cash

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 **23 Dec 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.