

TERMS & CONDITIONS
HSBC Amanah Plaza Premium Lounge Programme 2019

1. HSBC Amanah Malaysia Berhad (Company No. 807705-X) will be referred to as (“HSBC Amanah”).

THE PROGRAMME PERIOD

2. The “HSBC Amanah Plaza Premium Lounge Programme 2019” (“Programme”) shall run from 1 January 2019 to 31 December 2019 both dates inclusive (“Programme Period”).

ELIGIBILITY

3. The Programme is open to all primary cardholders of HSBC Amanah Premier World MasterCard Credit Card-i issued by HSBC Amanah (hereinafter referred to as the “**Participating HSBC Amanah Credit Card-i**”). The Cardholders of these Credit Cards are referred to as the “**Eligible Customer**”.

THE PROGRAMME

4. Each Eligible Customer stands to enjoy complimentary visits to the Plaza Premium Lounge at the following locations and which are managed by the respective Service Providers:

Airport	Name of Lounge	Location
KL International Airport (KLIA)	Plaza Premium Lounge	Mezzanine Floor (Level 2), Satellite Terminal
	Flight Club	Mezzanine Floor (Level 2), Satellite Terminal
Singapore Changi Airport	Plaza Premium Lounge	Level 3, Departure/Transit Lounge West, Terminal 1
	TGM	Departure/Transit Lounge, Level 3, Terminal 2 (next to DFS’s whisky house)
	Blossom – SATS & Plaza Premium Lounge	Terminal 4
Hong Kong International Airport	Plaza Premium Lounge (West Hall)	Level 7, Departure level, Terminal 1 (use escalator or list near Gate 40)
	Plaza Premium Lounge (East Hall)	Level 6, Departure level, Terminal 1 (near Gate 1)
	Plaza Premium Lounge (Arrival Hall)	Level 3, Arrival level, Terminal 2 (below Airport Express platform)

(hereinafter referred to as the “**Lounges**” or “**Service Providers**”).

The complimentary visits come with usage of all the facilities available in the Lounges. The facilities provided in the Lounges includes food & beverages, seating area, internet access, international newspapers and magazines, international TV channels, flight information and shower and are subject to changes by the respective Service Providers from time to time at their sole discretion.

5. Each Eligible Customer is entitled to a maximum number of 6 complimentary visits throughout the Programme Period. For avoidance of doubt, the total of 6 visits are for all the Lounges and the Eligible Customer's 7th and subsequent visits to any of the Lounges will be subject to the applicable charges by the respective Service Provider.
6. Each Eligible Customer is entitled to 1 complimentary visit of up to 3 consecutive hours per day only ("**Privilege**"). Any subsequent visit on that day and any visits exceeding the 3 hour limit will be subject to applicable charges by the Service Providers as listed at the Lounges.
7. The Programme will be available to the Eligible Cardholder within 10 days after card activation date.
8. Subject to further terms and conditions appearing herein, the Eligible Customer is entitled to enjoy the Privilege as per the terms below:
 - i. The Eligible Customer's admission to a Lounge is subject to the presentation of their Participating HSBC Amanah Credit Card-i upon arrival at the reception of the said Lounge and availability of space in the Lounge as determined by the Service Providers.
 - ii. If the Lounge has insufficient capacity at any time, the Eligible Customer can register on a waiting list with the Service Providers' frontline staff at the Lounge. The Service Providers are to contact the Eligible Customer at the contact number provided by the Eligible Customer as soon as there is a vacancy in the Lounge within 3 hours from the time of registering on the waiting list.
 - iii. For admission, the Service Providers' frontline staff in the Lounge will swipe the Participating HSBC Amanah Credit Card-i on an E-slip terminal and the Eligible Customer is required to sign on the E-slip. A copy of the E-slip will be retained by the Service Providers and the client copy of the E-slip will be given to the Eligible Customer.
 - iv. Each accompanying guest of the Eligible Customer who are at least 12 years old and above shall be entitled to a 25% discount off the applicable charges and the payment shall be settled by the Eligible Customer at the point of admission into the Lounge with their Participating HSBC Amanah Credit Card-i.
 - v. Any accompanying guest of the Eligible Customer below the age of 12 is not entitled to any discount.
 - vi. Their visit into the Lounge will be according to the applicable charges by the Service Providers and the payment shall be settled at the point of admission into the Lounge by the Eligible Customer with their Participating HSBC Amanah Credit Card-i.
 - vii. There is no limit to the number of guests who can accompany the Eligible Customer into the Lounges who are utilising the Privilege under this Programme so long as the payment conditions as above are met.
 - viii. The Privilege is provided on an "As Is" basis and subject to what is provided/is available by the Service Providers at the Lounges at the time of the Eligible Customer's complimentary visit.
 - ix. Privilege is not transferable and cannot be exchanged for cash, credit or in kind.
 - x. HSBC Amanah reserves the right to substitute the Privilege with any other privileges of similar value at any time with 3 days prior notice.
 - xi. HSBC Amanah does not guarantee or warrant the quality of or the services performed by the Service
 - xii. Providers and shall not be liable for any deficiency, delay or imperfection of such services or for any mishaps, injuries or accidents that may occur in the course of redemption or usage of the Privilege for this Programme.

- xiii. The Privilege does not include any accessories or items that are shown in any marketing and/or communication materials, as they are for illustration purposes only.
 - xiv. The Eligible Customer agrees that he/she will defend and indemnify and hold HSBC Amanah harmless from all liabilities, damages, losses, claims, suits, judgments, costs and expenses (including legal fees) for injury to or death of any person or damage to or destruction of any property arising out of the use of the Privilege by the Eligible Customer or any accompanying guests(s) of the Eligible Customer.
 - xv. HSBC Amanah will not be liable to the Eligible Customer for any disputes between the Eligible Customer and the Service Providers on matters such as admission into the Lounge, provision and use of facilities in the Lounge, any charges for subsequent visit or visits over the 3 hour limit or charges for the accompanying guest of the Eligible Customer.
9. During the Programme Period, the Eligible Customer's Participating HSBC Amanah Credit Card-i MUST NOT be invalid, delinquent or cancelled within HSBC Amanah's definition, otherwise they will be disqualified from participating in, or receiving the Privilege under this Programme.

GENERAL TERMS & CONDITIONS

10. HSBC Amanah reserves the right at its absolute discretion to amend, delete or add to these Terms and Conditions from time to time with 3 days prior notice and such amended terms and conditions shall prevail over any provisions or representations contained in any other promotional materials advertising this Programme.
11. HSBC Amanah reserves the right to cancel, terminate or suspend this Programme with 3 days prior notice. For the avoidance of doubt, cancellation, termination or suspension by HSBC Amanah of this Programme shall not entitle the Eligible Customer(s) to any claim or compensation against HSBC Amanah for any and all losses or damage suffered or incurred by the Eligible Customer(s) as a direct or indirect result of the act of cancellation, termination or suspension.
12. HSBC Amanah shall only be liable for any loss or damage suffered or incurred as a direct result of HSBC Amanah's gross negligence and shall not be liable for any other loss or damage of any kind such as loss of income, profit, goodwill or indirect, incidental, exemplary, punitive, consequential or special loss or damage howsoever arising, whether or not HSBC Amanah have been advised of the possibility of such loss or damage
13. To the fullest extent permitted by law, HSBC Amanah expressly excludes and disclaims any representations, warranties, or endorsements, express or implied, written or oral, including but not limited to, any warranty of quality, merchantability or fitness for a particular purpose in respect of this Programme.
14. HSBC Amanah may use any of the following modes to communicate notices in relation to this Programme to the Eligible Customer:
- (i) individual notice to the Eligible Customer (whether by written notice or via electronic means) sent to the Eligible Customer's latest address/email address as maintained in the HSBC Amanah's records;
 - (ii) press advertisements;
 - (iii) notice in the Eligible Customer's credit card-i statement(s); (iv) display at its business premises; or
 - (iv) notice on HSBC Amanah's internet website(s);

where such notices shall be deemed to be effective on and from the 4th day after its delivery / publication / display as per the manner described herein. Save and except notices sent via ordinary mail which will be deemed delivered on the 3rd day after posting, notices sent via other modes as described herein are deemed delivered immediately after posting/publication/display.

15. These Terms and Conditions are in addition to the existing respective terms and conditions which regulate the provision of the products and propositions referred to in this Programme. In the event of inconsistency between these Terms and Conditions and the existing respective product and proposition terms and conditions, these terms and conditions shall prevail in relation to this Programme.
16. The existing terms and conditions applicable to the products and propositions referred to in this Programme are available as follows:
 - (i) Universal Terms & Conditions of HSBC Amanah available at www.hsbcamanah.com.my are: (i) Generic Terms & Conditions;
 - (ii) Specific Terms & Conditions for HSBC Amanah Premier;
 - (iii) Specific Terms & Conditions for Retail Banking & Wealth Management; and
 - (iv) Cardholder Agreement.
17. The Eligible Customer is reminded that he/she will be responsible for all applicable government taxes or levies relating to the Privilege and/or the Programme (if applicable).
18. HSBC Amanah shall not be liable for any default due to any act of God, war, riot, strike, terrorism, epidemic, lockout, industrial action, fire, flood, drought, storm or any event beyond the reasonable control of HSBC Amanah.
19. HSBC Amanah's decision on all matters relating to this Programme including any dispute will be final and binding on all Eligible Customer(s) of this Programme and no correspondence will be entertained.
20. By participating in this Programme, the Eligible Customer agrees to be bound by these Terms and Conditions and the decisions of HSBC Amanah.