General Terms and Conditions:

1. The promotion period runs from November 11, 2026 to January 3, 2027, both dates inclusive (the "Promotion Period").
2. The concierge is located at Level LG 2 ("Concierge"), Festival Walk in Hong Kong ("Festival Walk"). During the Promotion Period, the opening hours are from 12:00nn to 9:00pm daily.
3. American Express Cardmembers ("Eligible Cardmembers") must present the corresponding original American Express® Eligible Card transaction slips with the Eligible Card and original same day sales receipt(s) and relevant corresponding original electronic payment receipt(s) (the "Eligible Transaction Documents") in person at the Concierge on Level LG 2 on the day of purchase for My FESTIVAL Gift Voucher (s) (the "Gift Voucher") redemption.
4. Eligible transactions do not include the transactions of 7-Eleven, 24/7FITNESS, Apple Store, Challenger, Jumpin GYM U.S.A. , SF Express and any vending machines, the purchase of Festival Walk Gift Cards or tenants' cash coupons/shopping vouchers/stored value cards/gift cards, value-adding receipts from any shop, car shows, exhibitions/roadshows, charity donations, exchanges/refunds, bill payments, insurance/investment/bank services, finance services, telecommunication services, split transactions, membership fees (including but not limited to the monthly instalment plan of jewellery and goldsmith companies), medical center, car parking fees, electronic vehicle charging fees, locker rental fees, power bank rental fees, transactions from office tower tenants, instalment transactions, fraudulent transactions, and unauthorized transactions. For deposit payments or instalment transactions, only the first deposit payment or the first instalment amount will be eligible for Gift Voucher redemption. The balance amount of the relevant transaction will not be eligible for gift redemption or bonus point registration.
5. All outdated sales receipts or electronic payment receipts are not eligible for this promotion. Photocopies, revised, reprint or handwritten receipts, handwritten transaction sales slips and cash payment receipts will not be accepted. Sales receipts from cash advance, internet purchase, mail order, phone order, finance charge, late-payment charge or annual fee and any transaction slip not issued for a genuine transaction at Festival Walk or which has been subject to a cancellation, charge-back, return of goods or refunds will not be accepted.
6. Tips are not eligible for redemption and will not be counted towards the transaction receipts.
7. Eligible Cardmembers who reached the designated spending requirement but original merchant receipts were issued after 9:00pm, can bring along the Eligible Transaction Documents and the Eligible Card to redeem the Offer within the next day.
8. The Counter staff will determine the eligibility of each transaction. Festival Walk (2011) Limited ("FW2011") has the right to record (including photocopy) the spending details including the Card number, Cardmember's name, the merchant's

name and the transaction amount for Redemption processing and verification purposes. Information collected by American Express and FW2011 will be used for verification of the promotion only and will be destroyed after the purpose is fulfilled. For the details of FW2011 Privacy Notice about handling personal information, please visit Festival Walk mobile app for details.

9. Each set of Eligible Transaction Documents will be entitled to participate in the redemption of the Gift Voucher once. All Eligible Transaction Documents will be stamped with a "Redeemed" chop on the obverse side for recording purposes after completion of the redemption. Stamped receipts cannot be used for a refund at the relevant Festival Walk outlet and are not applicable to other promotions organized by Festival Walk (including but not limited to bonus point registration in the My FESTIVAL Loyalty Programme).
10. Daily quotas are set on the Gift Voucher and on a first-come, first-served basis while stock lasts.
11. All redeemed Gift Voucher are not cancelable, transferrable, refundable or exchangeable for cash and cannot be resold.
12. Staff of American Express, FW2011 and its tenants are not eligible to participate in this promotion and cannot conduct the redemption on behalf of others.
13. Visuals of related promotional materials (if applicable) are for reference only; Gift Voucher in kind prevail. Gift Voucher will not be replaced if lost or damaged. Redemption Gift Voucher are subject to such quality assurance Terms and Conditions as provided by the supplier. American Express and FW2011 accept no responsibility and no liability for any matter relating to the conditions and quality of redemption gifts provided by the respective supplier.
14. American Express and FW2011 reserve the right to change, suspend or terminate the offers or amend the offer Terms and Conditions at its sole discretion without prior notice.
15. In case of any disputes, American Express and FW2011 reserve the right for the final decision on all matters.
16. FW2011 is solely responsible for all products, services, consultations and advice offered to Cardmembers. American Express International, Inc. ("American Express") is not the provider of any of the products and/or services herein and makes no representation or warranty in relation to the same.
17. American Express shall not be liable for any loss or damage whatsoever which is suffered (including but not limited to indirect or consequential loss), or for personal injury which is suffered or sustained, as a result of taking or using any of the products/services, except for any liability which cannot be excluded by law.
18. In case of any enquiry related to this offer, please call the 24-hour enquiry hotline shown at the back of your card or our customer service hotline at 2277 1010.
19. Should there be any discrepancy or inconsistency between the English and the Chinese versions of these Terms and Conditions, the English version shall prevail.
20. All participants who participated in the Redemption are presumed to have read, accepted and agreed to abide by the above Terms and Conditions. Otherwise, the shoppers will be considered to have forsaken their rights to participate.

Terms and Conditions for Redemption Offer:

1. From November 11, 2026 to January 3, 2027, both dates inclusive (the “Promotion Period”), Eligible Cardmembers who spend an accumulated net amount of HK$2,000 - HK$3,799 on the same day of purchase at Festival Walk merchant(s) with the same Eligible Card (with a maximum of two same day transaction receipts from different merchants with minimum HK$100 spending on each transaction and pay in full amount with Eligible Card) and present in person at the Concierge on Level LG 2 will receive a HK$100 My FESTIVAL Gift Voucher ("Offer 1"); or spend an accumulated net amount of HK$3,800 or above on the same day of purchase at Festival Walk merchants(s) with the same Eligible Card (with a maximum of two same day transaction receipts from different merchants with minimum HK$100 spending on each transaction and pay in full amount with Eligible Card) , will receive a HK$200 My FESTIVAL Gift Voucher ("Offer 2"). Each Eligible Cardmember can participate in Offer 1 or Offer 2 per person per day.
2. Offer 1 and Offer 2 are collectively defined as Offer ("Offer").
3. To enjoy the Offer, American Express Cardmembers must settle the payment in full with American Express Cards issued in Hong Kong by American Express International, Inc. (“American Express”) (“Eligible Card”, such holders, “Eligible Cardmembers”) within the Promotion Period. Payment made with the US Dollar Card, American Express Business Travel Account or Corporate Purchasing Card, and Cards bearing the American Express name, brand or logo issued by partners of American Express and all American Express Cards issued outside of Hong Kong are not eligible to enjoy the Offer.
4. Each Eligible Cardmember can participate in the Gift Voucher redemption in Offer 1 or Offer 2 once per day only. Daily quotas are set and based on a first-come, first-served basis while stocks last. Other Terms and Conditions apply to the MY FESTIVAL Gift Vouchers. Please refer to the details stated on the My FESTIVAL Gift Voucher. My FESTIVAL Gift Voucher will be valid until January 31, 2027. Any unused My FESTIVAL Gift Vouchers will be forfeited after expiry and will not be replaced or re-issued.