

TERMS AND CONDITIONS
“SPECIAL OFFER AT TRAVELOKA
WITH HSBC VISA PLATINUM CREDIT CARDS”
(These Terms and Conditions take effect from 01/07/2021)

Customer is advised to note that participating in the Promotion program or accepting the promotional benefits offered by the program means that Customer has read, understood and accepted these Terms and Conditions.

1. The “**Special Offer at Traveloka with HSBC Visa Platinum Credit Cards**” Promotion (the “**Promotion**”) is applied at Traveloka and takes effect from 01/07/2021 to 31/12/2021 (the “**Promotion Period**”)
2. This Promotion is applicable for customers who satisfy the following conditions: (“**Eligible Customer**”)
 - 2.1 Promotion is applicable for HSBC Visa Platinum cardholders issued by HSBC Bank (Vietnam) Ltd. (“**HSBC**” or “**Bank**”) in Vietnam (These credit cards shall be referred to as “**HSBC Credit Cards**” or “**Cards**”)
 - 2.2 Holding Traveloka accounts (“**Traveloka**”)
3. This Promotion is not applicable for:
 - Cardholders if his/her Credit Card is delinquent and / or blocked.

Note: Cardholders with card yet to be activated will have to activate their Cards prior to purchase.

4. Details of the Promotion:

4.1 Offer details (“Offer”):

Offer Details	Promotion Code Quantity
1: Use Promo Code “ HSBAY6 ” to get 6% off, maximum amount of VND 210,000 , applicable for domestic flight booking of at least VND 1,000,000 at Traveloka application with HSBC Credit Cards	Applicable for the first 300 Eligible bookings each month during the Promotion Period
2: Use Promo Code “ HSDI6 ” to get 6% off, maximum amount of VND 210,000 applicable for domestic hotel booking of at least VND 1,000,000 at Traveloka application with HSBC Credit Cards	Applicable for the first 300 Eligible bookings each month during the Promotion Period
3: Use Promo Code “ HSVUI6 ” to get 6% off, maximum amount of VND 110,000 applicable for domestic Xperience booking of at least VND 600,000 at Traveloka application with HSBC Credit Cards	Applicable for the first 300 Eligible bookings each month during the Promotion Period

4.2 Promotion Period:

Booking period: Applicable from **9:00 AM Monday to 11:59 PM Sunday** Vietnam Time GMT+7 every week during the Promotion Period, based on Traveloka system.

- Stay and flight period: From 9:00 a.m. 01/07/2021 - 11:59 p.m. 31/03/2022

4.3 How to enjoy the Offer:

- **Step 1:** Cardholder books the eligible hotels/ flight/ Xperience on Traveloka app
- **Step 2:** At the payment stage, the Eligible Cardholder is required to choose payment method by HSBC Card and input Promotion Code to enjoy the Offer. The Discount (if applicable) shall be displayed automatically before Cardholder makes the payment.

4.4 Eligible Cardholder (using 1 phone number, 1 email, 1 HSBC Card, and 1 device) is entitled to enjoy the Offer maximum of **one (01) time for each of the Promo Code each Promotional Month.**

4.5 Eligible Cardholders may not receive the Offer if the Offers allocated for the Promotional Month runs out.

4.6 Hotel Offer:

- Is valid for all hotel and room types in Vietnam, depending on each hotel's policy.
- Is valid only for bookings done through Traveloka application (version 2.15.0 or later on Android and iOS).
- Does not apply for payment at Hotel.

4.7 Flight Offer:

- Is valid for booking flight through the "Flight" section on Traveloka application (version from 2.15.0 or later on Android and iOS)
- Is valid for all airlines, all flight routes in Vietnam
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4.8 Xperience Offer:

- Is valid for booking products/services in Vietnam through the "Xperience" section on Traveloka application (version from 2.15.0 or later on Android and iOS)

4.9 Valid for transactions in VND only.

4.10 The Promotion is not applicable in conjunction with other promotions of Traveloka.

4.11 The Promotion cannot be exchanged for cash or applied to other products.

4.12 Traveloka reserves the right at any time to blacklist identified customers who are deemed to have violated the promotion Terms and Conditions or have misused the Offer, from using future Traveloka Offers. Misuse of promotion is defined as any event in which Traveloka has evidence that the use of the Promotion was in error, fraudulent or done for commercial gain.

4.13 Traveloka shall not be liable to offer replacement for discounts or promotion codes that are discontinued or cancelled due to fraud or improper usage

4.14 Full details of this Promotion shall be announced on HSBC's website (www.hsbc.com.vn), and Traveloka (website <https://www.traveloka.com> and Traveloka app) from 01/07/2021 onwards.

4.15 The Eligible Cardholder shall be bound by the Terms and Conditions of this Promotion.

4.16 Purchases at Traveloka will be subject to terms and conditions of Traveloka. All matters relate to the hotel or flight booking at Traveloka, please contact Traveloka for consultation. Other matters relate to Promotion, please contact HSBC for resolving.

- Hotline Traveloka: 1900 6978
- Contact Center (operate daily from 8:00 AM to 10:00 PM): [\(84 28\) 37 247 248](tel:842837247248)

4.17 The Cardholders may be requested by HSBC to provide the financial invoice and relevant supporting documents to prove that the transaction is eligible. In case that the Cardholder does not or fails to prove that the transaction is eligible, he/she shall not enjoy the Promotion.

- 5.** In case of any dispute arising out of or in connection with this Promotion, Traveloka and HSBC shall resolve disputes in co-operation with customers. If the parties fail to reach an agreement, disputes shall be resolved at the competent courts in accordance with Vietnamese laws.
- 6.** This Terms and Conditions shall be applied simultaneously with terms and conditions of HSBC Credit Card Cardholder Agreement.
- 7.** This Terms and Conditions is subject to changes at any time as HSBC and Traveloka may deem fit. Changes (if any) shall be notified or registered in accordance with the relevant laws and updated on website of HSBC and Traveloka prior to application.
- 8.** This Terms and Conditions is made in Vietnamese and English. In case of any discrepancy or inconsistency between the English version and Vietnamese version, the Vietnamese version shall prevail.