TERMS AND CONDITIONS FOR INCENTIVE PROGRAMME

1. To apply for STARS Incentive Programme, applicant must be an approved corporate client of the Sino Group of Hotels. Application is made by completing the application form together with such supporting documents if so required by the Sino Group of Hotels. The application must be submitted by email.
2. A STARS Incentive Programme's membership number will be assigned to each company once the application is approved. Please quote this membership number, company name and corporate account ID when making reservations with Sino Group of Hotels.
3. This Programme operates from 1 July of each calendar year to 30 June of the next calendar year ("membership year"). Points earned or accrued during any membership year cannot be carried forward to the next membership year.
4. Only the staff recorded and stated on the application form and are still under the employment of the eligible member may apply for gift redemption. They may do so on-line on or before 30 September of the relevant membership year. Points that are not redeemed by this date will be forfeited. Members who cease to be Eligible Members may not redeem any gifts despite that there are accrued points in their accounts.
5. Points are only awarded to confirmed bookings and completed consumption or use of facilities at any of the Sino Group of Hotels made through the company account.
6. Members are requested to check the points in their membership accounts from time to time and to notify the Sales Office of respective Hotel within 30 days from the date of point posting to the membership account; any claims for discrepancies made after this date will not be rectified.
7. The total points accumulated and/or awarded are subject to the final record and decision of the Sino Group of Hotels.
8. To redeem gift items on-line, a member may log on to www.sino-hotels.com, click Loyalty Programme section and log in with the STARS membership account. The redemption notification will be sent to the member for gift item collection within 4 to 6 weeks from the date of successful redemption.
9. Redeemed gifts must be collected within one month from the date of redemption notification; otherwise, the member is deemed to have disclaimed such gifts and the Group has the right to dispose them without prior notice. The points deducted upon successful redemption of gifts will not be added back or be counted to the member's account even if the gifts are not collected.
10. Member or their representative staff stated in the application form is requested to sign an acknowledgement of receipt with company chop at the time of gift collection.

Effective from 1 July 2012

11. Cash cannot be claimed in lieu of gifts. Photos of gifts featured are for identification only and the list of gifts may be amended from time to time at the discretion of Sino Group of Hotels and subject to the availability of the merchandises.
12. A member is required to inform the Sales Office of respective Hotel if there are any changes on the correspondence details. Sino Group of Hotels is not responsible for any loss as a result of a member's failure to notify the STARS Programme a change of correspondence details.
13. If in Sino Group of Hotels' sole opinion, a member abuses any of the Programme privileges, fails to comply with any of the terms and conditions herein or makes any misrepresentation to STARS Programme, Sino Group of Hotels reserves the right to terminate the member's membership and participation in the Programme or revoke all the STARS Programme Points that have been earned by the member. Sino Group of Hotels' determination shall be final and conclusive.
14. Sino Group of Hotels reserves the right to change the basis on which STARS Programme points are awarded (including number of STARS Programme points rewarded) at any time, with or without notice, at STARS Programme's sole discretion.
15. STARS Programme points are not exchangeable for cash. STARS Programme Points cannot be sold, purchased, assigned, or transferred. Points accumulated under a STARS Member account cannot be carried forward or transferred to another STARS member account.
16. For vouchers, merchandise, products and services redeemable under the Programme but are not issued/provided by Sino Group of Hotels, Sino Group of Hotels is not a supplier of those items and will not accept any liability in relation thereto.
17. Member is advised to examine the redeemed gift item or the amount and the quantity of the cash vouchers upon collection; otherwise, Sino Group of Hotels shall not be liable for any loss arising from the merchants and service partners who provide the gifts for the redemption programme. Sino Group of Hotels is not the product providers, in the case of product enquiry, complaint, faulty and/or damaged goods, members shall raise the complaint directly to the respective product providers. Sino Group of Hotels shall not be liable for the loss.
18. The personal data supplied by member is required for the operation and administering of STARS Programme and related promotions including the issue of gift and benefits. Personal data may also be used for ongoing research, marketing, programme development and communication of news and information to members.
19. All information is managed in accordance with the Personal Data (Privacy) Ordinance. Information may be passed to third parties, to suppliers and organizations participating in any promotion to facilitate the promotion, the issue of benefits to members and communication of news, information and advertising and promotional material to members.
20. Sino Group of Hotels reserves the right to cancel or revise or suspend the Programme or the

terms and conditions herein at any time it deems necessary with or without notice and without having to give any reasons for doing so. Sino Group of Hotels may (but shall not be obliged to) give advance notice to Members in the manner it deems appropriate in the event it decides to cancel, revise or suspend the Programme or the terms and conditions stated herein.

21. There is no trial period for any gift redeemed.
22. Sino Group of Hotels' decision on all matters pertaining to the Programme is final.
23. Without prejudice to any provisions in the foregoing, Members expressly understand and agree that Sino Group of Hotels and its agent(s) shall not be liable for (a) any claims, losses, costs and damages of whatever nature resulting from the Member's enrollment on the Programme, use of the Programme, redemption of the gift and use of the gift items and (b) any indirect, incidental, special, consequential or exemplary damages, including but not limited to damages for loss of profits, goodwill, data or other intangible losses.
24. The terms and conditions set out herein shall be governed by and construed in accordance with the Laws of Hong Kong Special Administrative Region.
25. In case of any dispute arising from the Programme, the decision of Sino Group of Hotels shall be final.
26. These Terms and Conditions are set out in both English and Chinese versions. In case of discrepancies, the English version prevails.