

# HSBC Entertainer - Rules of Use - 2015



## 1. Entertainer Members

All HSBC cardholder customers who have downloaded and registered for the HSBC Entertainer smartphone app are automatically HSBC Entertainer Members and entitled to the offers.

Special monthly Members communications with up to date news and exclusive Member- only bonus offers will be sent directly to your smartphone on a monthly basis.

## 2. All Vouchers

- Please ensure you read the Rules of Use and read all restrictions on our vouchers carefully.
- Select your chosen voucher for use.
- Present your voucher prior to the bill being presented by the server.
- When redeeming HSBC Entertainer Travel hotel vouchers – see Hotel Rules of Use
- You will be prompted to enter a four digit PIN number, which you set up at the time of activating your HSBC Entertainer app.
- Once your PIN is entered, there will be a secondary screen which appears with a prompt for the merchant to enter in their PIN.
- Once the merchant has entered their PIN the voucher will be redeemed and the item or service will be removed from your bill.
- You must pay for your final bill with an HSBC credit or debit card.
- All offers can be used, at any time during regular opening hours, unless specified.
- Vouchers are not transferable and are void if purchased, sold or bartered for cash.
- Offers apply only to the items and terms specified on the voucher.
- Vouchers are valid from 2nd January through to 30th December, unless specified.
- Spa vouchers are valid from 1st April through to 31st March, unless specified.

## 2.1 Dining vouchers

### 2.1.1 Dining in Groups

When two or more people are dining together the following will apply:

1. One bill per table.
2. A maximum of 4 HSBC Entertainer vouchers can be redeemed per group/table.
3. The least expensive Main Course(s) or Main Menu Item(s) will be deducted. If two main courses are not ordered, the least expensive item ordered as a main course will be deducted.
4. Please note: breakfast, desserts, shared platters and beverages are not redeemable as main course items.

No. People	2	3	4	5	6	7	8	9	10+
No. Vouchers	1	1	2	2	3	3	4	4	4

### 2.1.2 Presenting your Dining voucher

- Please present your digital voucher(s) prior to requesting your bill or paying for tickets or service.
- Please ensure that the waiter/waitress/customer service agent is aware you will be using the HSBC Entertainer digital voucher(s) to get your discount.

## 2.2 Take-Away & Delivery

- All dining offers are dine-in only, unless specified.
- Vouchers are not valid for delivery, unless specified.

## 3. HSBC Entertainer Hotel Vouchers

**Advance Reservations must be made** at hotels prior to arrival. Bookings will not be accepted for walk ins or simply showing the offer on your HSBC Entertainer app. Offers are subject to availability and specific terms and conditions apply.

Please refer to the HOTEL RULES OF USE prior to making a hotel booking.

## 4. HSBC Entertainer Body Vouchers

When using spa vouchers individually, you will pay full price for the first treatment/visit, then you will be provided a voucher by the outlet for your second treatment and your second treatment will be complimentary. Alternatively, you can book a treatment/visit with a friend (subject to availability) and share the cost. Please note that gift vouchers cannot be issued for your complimentary voucher visit/treatment.

## 5. Leisure Vouchers

HSBC leisure vouchers are to be shared by two or more people within the same visit. Terms & Conditions may vary with a number of activities so please refer to the individual voucher/outlet for confirmation of minimum/ maximum number of people, age restrictions and safety guidelines.

## 6. Not Valid in conjunction with any other offers or discounts

- The HSBC Entertainer offers are exclusive and are not valid in conjunction with any other discount offers, promotions, special menu items, dining or loyalty programs.
- HSBC Entertainer vouchers are valid solely for the item listed on the voucher and are not valid for special events, theme nights, buffets, brunches or Iftar unless specified.
- Dining Vouchers are not redeemable for breakfast, dessert, shared platters or beverages (alcoholic or non- alcoholic) unless specified.
- Discounts do not apply to service charges.

## 7. Exclusions

Offers can be used anytime excluding the following days in the following markets and any other public holidays as announced by governments (subject to outlet discretion) - (see Hotel Rules of Use for Entertainer hotel voucher terms and conditions): UAE, OMAN, QATAR, BAHRAIN, LEBANON, JORDAN, KSA, KUWAIT, SOUTH AFRICA, EGYPT, SINGAPORE, MALAYSIA, HONG KONG, MACAU, CYPRUS, LONDON

### MIDDLE EAST

#### UAE

- Christmas Eve
- Christmas Day
- New Year's Eve
- New Year's Day
- Eid Al Fitr
- Eid Al Adha
- Valentine's Day
- UAE National Day

Please note, a limited number of outlets may be closed over summer, Ramadan and other selected religious holidays. HSBC and The Entertainer cannot be held responsible if an outlet is temporarily or permanently closed during the voucher validity period.

#### OMAN

- Christmas Eve
- Christmas Day
- New Year's Eve
- New Year's Day
- Eid Al Fitr
- Eid Al Adha
- Valentine's Day
- National Day

Please note, a limited number of outlets may be closed over summer, Ramadan and other selected religious holidays. HSBC and The Entertainer cannot be held responsible if an outlet is temporarily or permanently closed during the voucher validity period.

#### **QATAR**

- Christmas Eve
- Christmas Day
- New Year's Eve
- New Year's Day
- Eid Al Fitr
- Eid Al Adha
- Valentine's Day
- National Day

Please note, a limited number of outlets may be closed over summer, Ramadan and other selected religious holidays. HSBC and The Entertainer cannot be held responsible if an outlet is temporarily or permanently closed during the voucher validity period.

#### **BAHRAIN**

- Christmas Eve
- Christmas Day
- New Year's Eve
- New Year's Day
- Eid Al Fitr
- Eid Al Adha
- Valentine's Day
- National Day

Please note, a limited number of outlets may be closed over summer, Ramadan and other selected religious holidays. HSBC and The Entertainer cannot be held responsible if an outlet is temporarily or permanently closed during the voucher validity period.

#### **LEBANON**

- Easter Sunday
- Orthodox Easter Sunday
- Good Friday
- Christmas Day
- New Year's Day
- Labour Day
- Independence Day
- Ashura
- Eid Al Fitr
- Eid Al Adha
- Islamic New Year

#### **JORDAN**

- Christmas Eve
- Christmas Day
- New Year's Eve
- New Year's Day
- Eid Al Fitr
- Eid Al Adha
- Valentine's Day
- Independence Day 25th may
- Labor Day 1st May
- Isra and Mi'raj / Isra wal Mi'raj (Ascension of Muhammad Islamic Calendar 27th Rajab)
- Prophet Muhammad's birthday - Mawlid al-Nabi

Please note, a limited number of outlets may be closed over summer, Ramadan and other selected religious holidays. HSBC

and The Entertainer cannot be held responsible if an outlet is temporarily or permanently closed during the voucher validity period.

#### **KSA**

- Eid Al Fitr
- Eid Al Adha
- Ramadan Iftars
- National Day
- New Year's Eve
- New Year's Day

Please note, a limited number of outlets may be closed over summer, Ramadan and other selected religious holidays. HSBC and The Entertainer cannot be held responsible if an outlet is temporarily or permanently closed during the voucher validity period.

#### **KUWAIT**

- Christmas Eve
- Christmas Day
- New Year's Eve
- New Year's Day
- Eid Al Fitr
- Eid Al Adha
- Valentine's Day
- National Day

Please note, a limited number of outlets may be closed over summer, Ramadan and other selected religious holidays. HSBC and The Entertainer cannot be held responsible if an outlet is temporarily or permanently closed during the voucher validity period.

#### **AFRICA**

##### **SOUTH AFRICA**

- Christmas Eve
- Christmas Day
- New Year's Eve
- New Year's Day
- Valentine's Day
- Mother's Day
- Father's Day
- Youth Day
- Day of Goodwill
- National Women's Day
- Good Friday
- Family Day
- Freedom Day
- Human Rights Day
- Workers Day
- Heritage Day

##### **EGYPT**

- Christmas Eve
- Christmas Day
- New Year's Eve
- New Year's Day
- Eid Al Fitr
- Eid Al Adha

- Easter Day
- 6th October

## ASIA

### SINGAPORE

- New Year's Day
- Valentine's Day
- Good Friday
- Labour Day
- Mother's Day
- Vesak Day
- Father's Day
- Hari Raya Puasa
- National Day
- Hari Raya Haji
- Deepavali
- Christmas Day
- All Eves of Public Holidays
- (At merchant discretion) Entire Chinese New Year period
- (At merchant discretion) F1 period

### MALAYSIA

- New Year's Eve
- New Year's Day
- Prophet Muhammad's Birthday
- Labour Day Eve
- Labour Day
- Wesak Day
- Hari Raya
- National Day Eve
- National Day
- Malaysia Day Eve
- Malaysia Day
- Hari Raya Haji
- Deepavali
- Awal Muharram
- Christmas Day Eve
- Christmas Day
- Valentine's Day
- Mother's Day
- Father's Day
- (At merchant's discretion) The Entire Chinese New Year Period

### HONG KONG

- The first day of January
- Valentine's Day
- Ching Ming Festival
- Good Friday
- The day following Good Friday
- Easter Monday
- Labour Day
- The Birthday of the Buddha

- Mother's Day
- Tuen Ng Festival
- Father's Day
- Hong Kong Special Administrative Region Establishment Day
- The day following the Chinese Mid-Autumn Festival
- National Day
- Chung Yeung Festival
- The day following Chung Yeung Festival
- Christmas Day
- The first weekday after Christmas Day
- (At merchant's discretion) Rugby Sevens
- (At merchant's discretion) The Entire Chinese New Year Period

### MACAU

- The first day of January
- Valentine's Day
- Ching Ming Festival
- Good Friday
- The day following Good Friday
- Labour Day
- The Birthday of the Buddha
- Mother's Day
- Tuen Ng Festival
- Father's Day
- The day following the Chinese Mid-Autumn Festival
- National Day
- The Day following National Day
- Chung Yeung Festival
- All Soul's Day
- Feast of Immaculate Conception
- Macao S.A.R. Establishment Day
- Winter Solstice
- Christmas Eve
- Christmas Day
- (At merchant's discretion) Rugby Sevens
- (At merchant's discretion) The Entire Chinese New Year Period

## EUROPE

### CYPRUS

- Christmas Eve
- Easter Friday
- Easter Sunday
- Easter Monday
- Valentine's Day
- Christmas Day
- New Year's Day
- New Year's Eve
- Mother's Day
- Father's Day
- Assumption Day

## LONDON

- New Year's Eve
- New Year's Day
- Valentine's Day
- Mother's Day
- Good Friday
- Easter Sunday
- Easter Monday
- Early May bank holiday
- Spring bank holiday
- Father's Day
- Summer bank holiday
- Christmas Eve
- Christmas Day
- Boxing Day

## 8. Miscellaneous

The barter, trade, sale, purchase or transfer for compensation of this app or any of its vouchers or contents by any person or entity, including but not limited to travel services, travel providers, and distributors of this app or any of its vouchers, is strictly prohibited, unless expressly authorised by The Entertainer FZ LLC. This app and its vouchers and contents are intended for the non-profit use of the individual purchaser of the app. Additionally, the use of this app or any of its vouchers for advertising purposes is strictly prohibited. Any use of these vouchers in violation of the Rules of Use will render the voucher VOID, and violators will be prosecuted. Vouchers may not be reproduced and are void where prohibited or restricted by law. HSBC and The Entertainer FZ LLC will not be responsible if any establishment breaches its contract, closes or refuses to accept the vouchers, however, we will use our best efforts to secure compliance. HSBC and The Entertainer FZ LLC will not be responsible in the event of Acts of God, fire casualties, illness, injury or other events beyond its control.