

**TERMS AND CONDITIONS IN RESPECT OF
The Mall Group Promotion 2026**

1 Applicable Activity

By participating in the activity organized by K11 Loyalty Program Limited (“**KLUB 11**”) as set out in clause 2 below (the “**Activity**”), a participant is deemed to have read, understood and agreed to the terms and conditions applicable to the activity.

2 Details of Activity

Activity	The Mall Group Promotion 2026
Promotion Period	From 20 July 2026 to 31 December 2026
Place of Redemption	Concierge, B1, K11 MUSEA
Redemption Hours	10AM – 10PM

3 Promotion Offer

During the entire Promotion Period, participants who hold an Eligible M Card and/or Eligible Bangkok Bank M Visa Card and are both KLUB 11 Hong Kong Members and K Dollar Program Hong Kong Members (“**Member(s)**”) subject to these Terms and Conditions, may redeem the following Offer 1 and/or Offer 2 (“**Offers**”) upon presenting valid non-Hong Kong passports/ travel documents in person at the Place of Redemption:

3.1 Offer 1 – K11 MUSEA Tourist Privilege

During the Promotion Period, Members may redeem the following e-Vouchers (“e -Vouchers”):

e-Vouchers
<u>Shopping Privileges</u>
Beauty & Personal Care
• ARMANI Beauty e-Voucher x 1 • BARBOR e-Voucher x 1 • CANVAS e-Voucher x 1 • Charlotte Tilbury e-Voucher x 1 • Estée Lauder e-Voucher x 1 • Evolcare e-Voucher x 1 • Givenchy Beauty e-Voucher x 1 • Guerlain e-Voucher x 1 • La Maison VALMONT e-Voucher x 1 • Lancôme e-Voucher x 1 • Maison Francis Kurkdjian e-Voucher x 1 • Maison Margiela Fragrances e-Voucher x 1 • Malin & Goetz e-Voucher x 1 • mtm labo e-Voucher x 1 • Serge Lutens e-Voucher x 1

- Sisley Paris e-Voucher x 1
- Sulwhasoo e-Voucher x 1
- YSL Beauty e-Voucher x 1

Fashion & Jewellery

- A.Society e-Voucher x 1
- Alice + Olivia e-Voucher x 1
- Brunello Cucinelli e-Voucher x 1
- Chow Tai Fook e-Voucher x 1
- Didier Dubot e-Voucher x 1
- Discovery Expedition e-Voucher x 1
- I.T e-Voucher x 1
- Heart on Fire e-Voucher x 1
- Jonak e-Voucher x 1
- Love by the Moon e-Voucher x 1
- Mark Gonzales e-Voucher x 1
- Popcorn General e-Voucher x 1
- The Holiday Project e-Voucher x 1
- UGG e-Voucher x 1
- V&A x Chow Sang Sang e-Voucher x 1

Lifestyle

- GRAMS28 e-Voucher x 1
- Kapok e-Voucher x 1
- LOJEL e-Voucher x 1

Kids & Edutainment

- Babycare e-Voucher x 1
- Daisy & Dion e-Voucher x 1
- Kids 21 e-Voucher x 1

Electronics & Gadgets

- B&O e-Voucher x 1

Dining Privileges

- Chatterbox Café e-Voucher x 1
- COUCOU Reserve e-Voucher x 1
- Dab-pa e-Voucher x 1
- Deng G Sichuan e-Voucher x 1
- Red Room e-Voucher x 1
- Shaz Confections e-Voucher x 1
- Takano Ramen e-Voucher x 1
- Yoku Moku e-Voucher x 1

3.2 Offer 2 – Eligible Scarlet M Card Members K11 MUSEA VIP Lounge Access

During the entire Promotion Period, Eligible Scarlet M Card Member who is a KLUB 11 Hong Kong Member is eligible to enjoy 1.5 hours free K11 MUSEA VIP Lounge access once upon presenting their valid KLUB 11 membership card and Eligible Scarlet M Card in person at the K11 MUSEA VIP Lounge, subject to the terms and conditions as listed in Appendix 1.

4 Redemption Restrictions to the Offers

- a) Offers are only applicable to Eligible M Card cardholder(s) and Eligible Bangkok Bank M Visa Card cardholder(s) who present the valid non-Hong Kong passports/ travel documents and shall also first become a KLUB 11 Hong Kong Member and a K Dollar Program Hong Kong Member, and bind their KLUB 11 Hong Kong Membership with their corresponding K Dollar Program Hong Kong account.
- b) Each Member is entitled to redeem Offer 1 and/or Offer 2 once only during the entire Promotion Period.
- c) Offer 1 will be credited to the Member's account in the form of e-Vouchers. The use of the e-Vouchers are subject to the terms and conditions stated on the e-Vouchers and the relevant terms and conditions of the merchants who accept such e-Vouchers.
- d) Offers are subject to stock availability on a first come first served basis.

5 Special Terms and Conditions applicable to the Activity

5.1 Verification of Identity

Member shall present his or her original valid passport / travel document, Eligible M Card and KLUB 11 and K Dollar Program e-membership card and show the linkage of the two memberships for verification at the time of redemption.

5.2 Terms Used

- 5.2.1** “**Eligible M Card**” refers to physical M Card, Expatriate M Card, Prestige M Card, Platinum M Card or Scarlet M Card, or such cards membership issued by The Mall Group Co., Ltd bounded with M Card mobile application.
- 5.2.2** “**Eligible Bangkok Bank M Visa Card**” refers to physical Bangkok M Legend VISA Infinite, Bangkok M Luxe VISA Signature, Bangkok Bank M Live VISA Platinum, Bangkok Bank M Visa Debit Card and Bangkok Bank M Visa Digital Debit Card issued by Bangkok Bank Public Company Limited.
- 5.2.3** “**Eligible Scarlet M Card**” refers to a Scarlet M Card issued by The Mall Group Co., Ltd bounded with the M Card mobile application.
- 5.2.4** “**KLUB 11 Loyalty Programme Terms and Conditions**” means the terms and conditions listed at <https://klub-11.com/program-terms-and-conditions/> (which may be updated by KLUB 11 from time to time)

5.2.5 Other terms not defined in these Terms and Conditions shall have the same meanings as defined in the KLUB 11 Loyalty Programme Terms and Conditions.

5.3 Limited Stock

The Offers are offered on a first-come-first-served basis while stocks last.

5.4 No Exchange

The Offers cannot be exchanged for cash or other gifts.

5.5 Alternate Products or Replacement of the Offers

KLUB 11 reserves the right to offer any alternative products and replacement without prior notice if the Offers are not available or for any other reason. For the avoidance of doubt, the value and/or nature of the alternative products and replacement may not be on par with the offers.

5.6 Quality of Goods and Services

Goods and services to be redeemed by participants using the e-Voucher(s) in this Activity are not provided by KLUB 11. KLUB 11 is not liable for the quality of such goods and services and any replacement or refund thereof.

5.7 No Liability

KLUB 11 does not warrant that the products and services offered by the individual merchants or redeemed by the participants in the Activity are of any merchantable quality or fit for any purpose, KLUB 11 disclaims all liability in relation to such products and services. The participants in the Activity shall waive all his/her rights and interest, if any, of any natures to pursue against KLUB 11.

5.8 No Warranty

KLUB 11 is not the provider of the services and/or goods to be redeemed E-Vouchers and makes no representation or warranty in relation to the same. KLUB 11 shall not be liable for any loss or damage whatsoever or for personal injury which is suffered or sustained, as a result of taking or using any such services or products, except for any liability which cannot be excluded by law.

5.9 Termination of the Activity

KLUB 11 has the right to suspend, terminate or cancel the Activity at any time without any prior notice.

6 General Terms and Conditions applicable to the Activity

6.1 Amendment

KLUB 11 has the right to amend any these Terms and Conditions at any time without any prior notice.

6.2 Interpretation

KLUB 11 has the right to interpret these terms and conditions. In case of disputes, the decision of KLUB 11 will be final and binding on all parties concerned.

6.3 Governing Laws

These Terms and Conditions shall be governed by the laws of Hong Kong Special Administrative Region.

Issued by K11 Loyalty Program Limited on 20 July 2026.

Appendix 1
K11 MUSEA VIP Lounge Access Right for Scarlet M Card Members

Terms and Conditions:

- Offer 2 is personal to the Scarlet M Card Members and not transferable.
- For the avoidance of doubt, the K11 MUSEA VIP Lounge Access is not equivalent to a Black Card membership of KLUB 11 and shall not be entitled to the full benefits of a Black Card member.
- Each of the Scarlet M Card Member shall be personally responsible for the settlement of all costs and expenses incurred in connection with his/her utilization of Offer 2, including but not limited to charges for food and beverage or other services.
- Each K11 MUSEA VIP Lounge Access is only valid for one (1) time entry to K11 MUSEA VIP Lounge during the opening hours. The bookings will be subject to the seats' availability of K11 MUSEA VIP Lounge.
- Scarlet M Card Members shall present a valid Scarlet M Card upon entering the K11 MUSEA VIP Lounge for verification purposes.
- Such privilege of K11 MUSEA VIP Lounge Access will be expired by the end of the Promotion Period.
- Scarlet M Card Members are required to make advance booking of K11 MUSEA VIP Lounge Access and on first-come-first-served basis.
- Each K11 MUSEA VIP Lounge Access is entitled to 1 Scarlet M Card member plus 1 guest only. Additional charges are applicable to the additional guests, acceptance of additional guests is subject to availability.
- No minimum charge required.
- The use of K11 MUSEA VIP Lounge may be subject to other terms of conditions.

Booking Steps for K11 MUSEA VIP Lounge

1. 2-working days prior booking through e-mail (museaviplounge@k11.com) to K11 MUSEA VIP Lounge with detailed information of Scarlet M Card Member.
2. K11 MUSEA VIP Lounge team to confirm via e-mail, the appointment details and proceed with bookings subject to availability.
3. Confirmation e-mail to be shared via e-mail prior to the booking date.

Booking Message/Email Template

Subject: Scarlet M Card – Booking for K11 MUSEA VIP Lounge

To: museaviplounge@k11.com

Card Holder's Name:

Booking Date:

Time Slot: 12:00/13:30/15:00/16:30/18:00

Name of Guest :

Remarks (if any):

*K11 reserves the right to make the final decisions on the opening days of the K11 MUSEA VIP Lounge, K11 MUSEA VIP Lounge shall not be open for access if there's privatized event.