

Terms and Conditions

1. The "Terrasse de Verre" package (the "**Package**") includes :-
 - (1) 2-hour al-fresco experience ("**Experience**") with afternoon tea menu by Fortnum & Mason (for 2 persons) with butler service and clean-up service and includes the following:-
 - Finger sandwiches :
 - Cucumber with nut brown butter cream cheese
 - Hens egg with Fortnum's truffle mayonnaise
 - Fortnum's smoked salmon with orange caper butter
 - Suffolk ham with Fortnum's habanero relish
 - Coronation chicken
 - Scones:
 - Plain, sultana & cranberry scones presented with clotted cream, Fortnum & Mason strawberry preserve & marmalade
 - Afternoon tea cakes: (selected individual pâtisseries flavours)
 - Fortnum & Mason's tea
 - 1 bottle of selected Fortnum's Sparkling Tea
 - Provision of serving plates, cutlery & glasses *

*All serving plates, cutlery & glasses, thermos flask and other non-consumable items shall be returned after the Experience. In the event of any damage or loss of such items, the Organizer reserves the right to charge customers an additional charge therefor (the amount of which shall be determined by the Organizer at its sole discretion).
2. Upon purchase of each Package, customer will receive the following complimentary items :-
 - (1) photo-taking service (two mini instant photos) to be enjoyed at the time of the Experience; and
 - (2) one selected bouquet by Blooms & Blossoms (types and quantity of flowers are pre-set and as designated by Blooms & Blossoms from time to time according to seasonality and subject to stock availability) ("**Bouquet**").
3. For every package sold, K11 MUSEA will donate HK\$100 to "Food House - Social Miles" campaign organized by onebite SOCIAL, to subsidize 2 healthy meals for the local community in need.
4. The Experience and Bouquet shall be enjoyed/redeemed at the designated timeslot selected at the time of purchase of the Package ("**Timeslot**").
5. For each Package purchased, only a maximum of 2 persons are allowed to be in the venue during the Experience Timeslot. Customers are not allowed to bring any food or drinks into the venue (other than those provided under the Package).
6. The purchased Packages are non-exchangeable, non-returnable and non-refundable.
7. All items included in the Package are pre-set and designated. Any request for changing of any items in the Package will not be entertained.
8. While at the venue enjoying the Experience, customers shall comply with all instructions given by on-site staff for the purpose of ensuring safety and order therein.

9. In case the customers are not able to attend the Experience and redeem the Bouquet at the selected Timeslot, no refund or re-arrangement will be allowed.
10. In case of any extreme weather conditions so that the Experience cannot be held in the original selected Timeslot, customers will be contacted via the contact methods provided when purchasing the Package regarding any back-up or (where applicable) cancellation arrangements.
11. Upon purchase of the Package, all customers are deemed to have accepted and agreed that the Organizer may take and use photographs, images, video recordings and/or audio recordings of the Experience sessions which may include the participating customers for commercial purposes. Commercial photography of any kind is strictly prohibited except with the prior written approval of the Organizer.
12. The Organizer reserves its right to revise any details of the Package (including cancellation of any part and/or changing the items included in the Package or other arrangements) as well as these Terms and Conditions without prior notice.
13. The English version shall prevail if there is any discrepancies between the English and Chinese versions of these Terms and Conditions.
14. In case of any dispute, the Organizer reserves the rights of final decision. The Organizer shall have the sole and absolute discretion to interpret these Terms and Conditions. Any decision made by the Organizer shall be final and binding.
15. These Terms and Conditions shall be governed by the laws of Hong Kong Special Administrative Region.

Issued by the Organizer (The Artizen Management Company Limited) on 27 January 2021.

條款及細則

1. 「Terrasse de Verre」套餐(「套餐」)包括：

(1) 享用由Fortnum & Mason提供之afternoon tea menu 的兩小時戶外體驗(「體驗」)(供兩位用)· 體驗包括以下項目(以及管家服務及清潔服務):

- 手指三文治

- 青瓜和堅果焦化奶油忌廉芝士

- 鮮雞蛋和Fortnum's松露蛋黃醬

- 煙燻三文魚配香橙刺山柑牛油

- Suffolk火腿和Fortnum's Habanero 辣醬

- 加冕雞沙律

- 原味葡萄乾及紅莓鬆餅配凝脂忌廉, Fortnum & Mason草莓果醬與柑橘果醬

- 下午茶蛋糕(指定糕點選擇)

- Fortnum's茶品及一瓶Fortnum's 無酒精汽泡茶

- 餐具和玻璃杯*

*餐具、玻璃杯、暖水壺以及其他不能食用之物品均須於體驗後交還· 如有任何損毀或損失· 主辦單位保留收取顧客額外費用的權利(而該費用的數額由主辦單位自行決定)(TBC)。

2. 顧客購買套餐後· 可獲以下免費項目:

(1) 現場拍攝服務(兩張迷你即影即有相片)供體驗時段使用; 及

(2) 由Blooms & Blossoms 提供之1束花束(花材款式及數量為預設並由Blooms & Blossoms 因應季節及供應情況設定)(「花束」)。

3. 每售出一個套餐· K11 MUSEA 將捐贈港幣 100 元予社會企業一口舍群創立的「壹屋兩餐」- Social Miles 計劃· 為有需要人士提供兩餐健康飯盒。

4. 體驗及花束只可於購買套餐時所選定的指定的 時段(「時段」)享用/換領。

5. 每個已購買的套餐最多只供二人在所選時段享用。顧客不可自攜套餐以外之食物或飲品進入場地。

6. 已購買的套餐不設更換· 退還或退款。

7. 所有包括在套餐內的項目為預設及指定項目· 任何對於更改套餐內項目的請求均不會受理。

8. 於場地享用體驗期間，顧客必須遵守場內工作人員的指示以維持場內秩序及安全。
9. 如顧客未能於選定的時段出席體驗及換領花束，將不設退款或更改時段。
10. 如因任何極端天氣情況導致體驗及花束換領無法在原選擇時段進行，顧客將通過購買套餐時所提供的聯絡方法接獲有關的後備或(如適用)取消安排事宜。
11. 所有顧客一經購買套餐後均將被視作接受並同意主辦單位拍攝和作商業用途使用可能含有參與體驗顧客的活動照片，圖像，視頻和/或音頻記錄。任何人士未經主辦單位事先書面同意，不得進行任何商業用途的拍攝。
12. 主辦單位保留在不必事先另行通知的情況下隨時修改套餐細節 (包括取消任何部份及/或更改套餐之任何項目及其他安排)及此條款及細則之權利。
13. 如本條款及細則的中英版本有任何差異，概以英文版本為準。
14. 如有任何爭議，主辦單位將保留最終決定權。且主辦單位擁有唯一和絕對的酌情權解釋此條款及細則。主辦單位的任何決定均為最終決定。
15. 本條款及細則受香港特別行政區法律管轄。

主辦單位(The Artizen Management Company Limited)於 2021 年 1 月 27 日發布。