



Reward+ Table Booking Terms and Conditions

1. Who are these Terms and Conditions between?

1.1. These Terms and Conditions are between “You” and “We, Us” and they mean:

1.1.1. “You” - User of this App

1.1.2. “We”, “Us” - The Hongkong and Shanghai Banking Corporation Limited ("HSBC")

1.1.3. No other party, except you and us will have any rights under these Terms and Conditions.

2. What do these Terms and Conditions govern and are there any other terms that apply to Reward+ Table Booking service?

2.1. These Terms and Conditions, together with the Reward+ Terms and Conditions that apply to the HSBC Reward+ App (“Reward+”), apply to the Table Booking service (“Table Booking”), which is provided by HSBC in partnership with OpenRice Limited (“OpenRice”). In the event of a conflict between these Terms and Conditions and the Reward+ Terms and Conditions referred to above, these Terms and Conditions will prevail.

2.2. All table booking instructions you provide through the Table Booking service are executed by OpenRice. You need to have a valid OpenRice account and your use of this service will also be subject to the Terms and Conditions of Service, Terms and Conditions of Table Booking for General Users and Privacy Policy stipulated by OpenRice Limited, details of which are available on OpenRice website (<https://www.openrice.com>).

2.3. By agreeing to these Terms and Conditions you are also agreeing to the aforementioned OpenRice terms and conditions. Please read them carefully as HSBC assumes no liability or fault in the event of disputes that may arise from your use of Table Booking.

3. What is Table Booking?

3.1. Table Booking is provided to you through Reward+. It enables you to make table bookings at restaurants posted on Reward+.

4. How can I use Table Booking?

4.1. You need to have a valid OpenRice account. When you use Table Booking for the first time, you are required to logon to Reward+ and perform a one-time connection to your OpenRice account.

4.2. If you uninstall Reward+ or change devices, you must accept these Terms and Conditions again in order to use Table Booking.

5. Who are Eligible for Table Booking?

5.1. Table Booking is available to primary and additional cardholders of valid credit card types as specified in Reward+ Terms and Conditions, and those who have enrolled into the Standalone RewardCash Programme.

6. How do I connect my OpenRice account to Reward+?

- 6.1. You are required to perform a one-time account connection to connect the two accounts.
- 6.2. This connection enables you to use Table Booking in future without logging-on to your Reward+ account.
- 6.3. By connecting your OpenRice account, we will obtain the necessary data from your OpenRice profile to:
 - 6.3.1. Facilitate your use of the services provided under Table Booking through Reward+;
 - 6.3.2. Display your table booking information on Reward+ (such as date, time, seat, special occasion, food allergies, booking reference) for bookings you made through Reward+;
 - 6.3.3. Display your OpenRice account profile (including name, e-mail, contact number and username) when making a Table Booking through Reward+.
- 6.4. When you perform the account connection, you will leave Reward+ and be redirected to OpenRice mobile app or mobile website and the entire account connection process will be performed through OpenRice's platform.
- 6.5. We have no control over OpenRice's platforms, including its mobile app or website. We assume no responsibility or liability for any issues that arise once you have left Reward+ and begun account connection within OpenRice.

7. What are the restrictions that may apply when I use Table Booking?

- 7.1. We will not permit any request to perform table bookings that are outside the dates, times or number of seats boundaries set within Table Booking.
- 7.2. The number of table bookings you are eligible to make during specified time periods (such as "Breakfast", "Lunch", "Tea Time" and "Dinner"), and/or dates are determined by OpenRice and are subject to adjustment without prior notice.
- 7.3. The booking date, time and seats available for booking may change based on real-time inventory availability of the merchant.
- 7.4. Merchants have the final right to confirm or change all table bookings and may contact you to cancel or re-schedule a booking if required.

8. Are all bookings made via Table Booking eligible for the promotional dining offers posted on the Dining page of Reward+?

- 8.1. No. Each dining offer and your eligibility to it are subject to the applicable promotional terms and conditions. This means that even if you've successfully booked a table through Table Booking, if the dining offer does not apply to your booking pursuant to the applicable promotional terms and conditions (such as black-out booking dates and/or outlets), your booking will remain ineligible for the offer.

9. How can I check and confirm my Table Bookings records in Reward+?

- 9.1. For all bookings you have made through HSBC Reward+, booking confirmations will be sent by OpenRice to your email address registered with your OpenRice account.
- 9.2. Upon a booking confirmation, edit, cancellation, no show or attendance, notification emails will be sent to you by OpenRice through its domain.
- 9.3. Only table bookings that are made and confirmed through Table Booking will be displayed in Reward+.

10. How can I rectify the records of my Table Bookings in Reward+?

- 10.1. HSBC will not be liable or responsible for any disputes arising from or in connection with your use of Table Booking.

- 10.2. You may submit table booking disputes through the 'No-show' e-mail sent by OpenRice or through contacting OpenRice directly within 14 calendar days from your attendance date.
- 10.3. For any enquiries regarding table booking, please contact OpenRice customer service at cs-enquiry@OpenRice.com
- 10.4. Subject to the terms and conditions applicable to Table Booking, the decision of HSBC, OpenRice and/or the relevant merchant shall be final and conclusive in the event of a dispute.

11. Will I be notified if any amendments are made to these Terms and Conditions?

- 11.1. We may change these Terms and Conditions and will tell you about the change by post, email, secure e-message within Personal Internet Banking ("PIB"), or by placing details of the change within PIB, Reward+ or on our public website.
- 11.2. If we provide you with notice that we are going to change these Terms and Conditions and you don't like the change(s), you may end these Terms and Conditions and cease to use Table Booking by disconnecting your Reward+ account from OpenRice. If you continue to use or keep your Table Booking service in Reward+, then we will assume that you have agreed to and accepted the change(s).

12. Will the Table Booking service be terminated?

- 12.1. We reserve the right to suspend or withdraw the availability of Table Booking (or any part thereof) and terminate these Terms and Conditions at any time with or without prior notice to you.
- 12.2. In any event, we shall not be liable to you for any modification to, suspension or withdrawal of Table Booking. We may terminate and/or suspend your use of and access to Table Booking (or any part thereof) or any related service(s) at any time with immediate effect without any notice and in our sole and absolute discretion for any reason, including but without limitation to the following:
 - 12.2.1. If we are unable to verify or authenticate any information you previously provided to us;
 - 12.2.2. If we believe that your action may give rise to liability of any nature;
 - 12.2.3. If your relationship with HSBC has been terminated;
 - 12.2.4. If one or more of your accounts has been found to have breached any of the applicable terms and conditions

13. What is the governing law and jurisdiction for these Terms and Conditions?

- 13.1. These Terms and Conditions shall be governed by and constructed in accordance with the laws of Hong Kong and the parties hereby irrevocably submit to the exclusive jurisdiction of the courts of Hong Kong

14. Which version of the Terms and Conditions should I refer to if there is inconsistency?

- 14.1. In case of inconsistency between the English and Chinese versions of these Terms and Conditions, the English version shall apply and prevail.

To borrow or not to borrow? Borrow only if you can repay!

Issued by The Hongkong and Shanghai Banking Corporation Limited