

## “Trip.com X MTR Mobile” Terms and Conditions

1. The promotion is valid till 30 June 2026 (“**Promotion Period**”).
2. The “Trip.com X MTR Mobile” promotion (“**Promotion**”) is applicable to MTR Mobile members (“**Members**”) who make online purchases and/ or bookings of designated products and/or services from Trip.com (“**Merchant**”) through MTR Mobile.
3. During the Promotion Period, Members may earn MTR Points by:
  - a. entering the “Trip.com X MTR Mobile” promotion page (“**Promotion Page**”) through MTR Mobile and making an eligible purchase or booking in Hong Kong Dollars (“**Eligible Booking(s)**”) for:
    - i. designated room types of designated hotels (“**Hotel Bookings**”); and/or
    - ii. other travel products (“**Other Travel Products**”), including international flight tickets (**EXCLUDING** child and infant tickets, domestic flight tickets within Chinese Mainland), attractions and tours, train tickets (**EXCLUDING** High-speed Rail and train tickets within Chinese Mainland), flight and hotel products (“**Flight + Hotel**”), car rental and
  - b. actually completed or utilized the transactions/ bookings in paragraph 3(a)(i) and/or (ii) on or before 26 June 2027 (as the case may be) (“**Completed Transaction**”).
4. The earning of MTR Points under this Promotion is calculated according to the amount spent on Eligible Bookings (“**Eligible Amount**”). If Eligible Amount includes decimal places, the decimal places will be removed before calculating the MTR Points to be earned:
  - a. 3 MTR Points for every HK\$1 spending on Hotel Bookings; and
  - b. 1 MTR Point for every HK\$1 spending on Other Travel Products.

The Eligible Amount spent excludes taxes, service fees, handling fees, surcharges, other extra costs and similar charges charged to the room account, any amount paid by the use of coupons and/or Trip Coins and/or any amounts which are not applicable as determined by Merchant. The final Eligible Amount may vary due to exchange rate fluctuation and will be solely determined by Merchant, for the purpose of calculating MTR Points to be earned.
5. The MTR Points will be credited to the valid MTR Mobile account of the member within 90 days upon journey completion. The points credit date is subject to the Merchant's verification process and Terms and Conditions.
6. Whenever making a new booking, Members must log into their MTR Mobile accounts and click on the designated link by the latest app version (version 30.6 or above) of MTR Mobile to enter Promotion Page and complete the entire booking process on the Promotion Page in order to earn MTR Points. Members will not earn any MTR Points for purchases and/ or bookings made directly on Merchant’s or other website or mobile application.

7. Members may fail to earn MTR Points if Members perform any action that results in navigating away from the Promotion Page, including but not limited to accessing external websites, clicking on advertisements, or interacting with push notifications during the booking process.
8. MTR Points will not be earned in the event of any invalidity, refund or incompleteness of the Eligible Bookings.
9. The MTR Mobile account status should be valid at the time when the MTR Points are credited to the Member's account. Otherwise, the MTR Points will be cancelled. The validity period of MTR Points shall align with the earning period applicable on the date MTR Points are credited. The usage of MTR Points shall be bound by its Promotion Terms and Conditions. Please refer to <https://www.mtr.com.hk/en/customer/main/mtr-mobile-terms-and-conditions.html#03> for details.
10. The calculation on earning MTR Points from Eligible Amount may change from time to time. The exact calculations are based on the details shown on the Promotion Page at the time of booking.
11. MTR Points of Eligible Booking will only be credited to the Member who made the booking. MTR Points earned by Members cannot be split between two or more Members for the same Eligible Booking(s).
12. Merchant and MTR Corporation Limited ("**MTRCL**") shall not be responsible for any failure to submit and/or process any Eligible Bookings arising from Members' exit, voluntarily or involuntarily, during any of the steps illustrated in the above, including but not limited to network disconnection, technical device malfunction or any delay, interruption or disruption of MTR Mobile or system.
13. The following non-exhaustive list contains some of the most common reasons for ineligibility:
  - a. Member made payment in a currency other than Hong Kong Dollars;
  - b. Member returned a product to the Merchant or cancelled an Eligible Booking;
  - c. Member's last click to the Promotion Page did not come from a link designated by MTR Mobile;
  - d. After leaving the Promotion Page on the MTR Mobile, Member completed the transaction directly using the Merchant's application;
  - e. Member used other promotional offers provided by the Merchant;
  - f. Member's payment failed or did not meet the requirements of a Merchant's credit check (if applicable);
  - g. Member's purchase and/ or booking did not satisfy the Merchant's Terms and Conditions;
  - h. A transaction was completed via an old version (version below 30.6) of MTR Mobile; and/or
  - i. Member purchases and/or books product(s) and/ or service(s) on Product List that are not eligible for MTR Points (if any).
14. MTR Points cannot be exchanged for cash, gifts or other privileges.
15. The personal data of the member who made bookings may be collected and shared with MTRCL for the purpose of redemption and calculation of the MTR Points.
16. Hotel cancellation and prepayment policy may vary depending on the room types. Please refer to the room policy during booking. Flight cancellation and prepayment policy may vary depending on the flight tickets. Please refer to the flight policy during booking.

17. All products and services are provided by Merchant directly to Members, and will be bound by Merchant's Terms and Conditions (including but not limited to the terms and conditions on product delivery or refund). MTRCL is not the supplier and provider of the product(s) and service(s) provided by Merchant, and make no representation, warranty or guarantee as to the description and quality of the product(s) and service(s), and accept no liability for any matters arising from, or in relation to, the same. Merchant is solely responsible for providing their product(s) and service(s) to Members and for any obligations and liability that might arise from their product(s) and service(s). If there are any enquiries relating to any product(s) or service(s) purchased/ booked from Merchant (including but not limited to the quality of the product(s) and service(s) and booking arrangement, etc.), please contact Merchant directly.
18. Merchant and MTRCL are not liable for and will not indemnify for the failure of using MTR Points as it has expired; is invalid or cancelled; fails to be used; or fails to be used due to technical factors; and any other possible reasons.
19. MTRCL fully reserves the right, at its sole and absolute discretion and decision, to withhold or deduct the MTR Points from the account that MTRCL suspects are purposefully or intentionally fraudulent.
20. Merchant and MTRCL may revise, modify, suspend or terminate the Promotion or any aspects of it at their sole discretion at any time without prior notice. Should there be any disputes, the decision of Merchant and MTRCL shall be final.
21. Should there be any discrepancy between the English version and the Chinese version of these terms and conditions, the English version shall prevail.