

「馬年轉大運」抽獎條款及細則

香港鐵路有限公司（「港鐵公司」或「我們」）舉辦名為「馬年轉大運」的抽獎（「抽獎」）。所有參加者（下稱「參加者」或「閣下」）的登記、參與及 / 或持續參與本抽獎即代表閣下同意並遵守以下條款與細則。

1. 本抽獎包括 2 部分:

- i) 「即時抽獎」
- ii) 「終極大抽獎」

2. 「即時抽獎」相關條款及細則:

i) 推廣期(香港時間): 2026 年 2 月 13 日(06:00) 至 2026 年 2 月 26 日(23:59) (「推廣期」)

ii) 「即時抽獎」活動完結聲明刊登日期: 2026 年 3 月 6 日

iii) 每日之計算方法為香港時間 00:00 至 23:59 的一個日曆日

iv) 參加方法:

- a. 於推廣期內，參加者必須親身前往任何其中一個位於港鐵鰂魚涌、啟德、羅湖、柯士甸、機場、中環、金鐘、尖東及銅鑼灣車站的智能虛擬服務大使 AI Tracy。於與 AI Tracy 互動期間，參加者必須清楚並只說出「馬年快樂」或“Happy Year of the Horse”（「關鍵字」）。當螢幕正確顯示關鍵字後，系統將自動進入智能虛擬服務大使 AI Tracy 的抽獎頁面。
- b. 參加者於抽獎頁面按「按此開始抽獎」，即可進行一次「即時抽獎」。螢幕隨即會顯示獎品查詢頁面二維碼，參加者需透過手提電話或流動裝置掃描二維碼，進入獎品查詢頁面並輸入有效流動電話號碼以作檢查用途。系統會隨即檢查該電話號碼是否於當天參與「即時抽獎」。
- c. 完成及通過檢查後，如參加者中獎，參加者可按照獎品查詢頁面上所示之獎品領取方法，兌換及 / 或領取相關獎品。
- d. 每個有效流動電話號碼於推廣期內，每日可獲得「即時抽獎」一次，於推廣期內合共最多可獲得十四（14）次抽獎機會。
- e. 參加「即時抽獎」，有機會贏取以下的即時獎品（「即時獎品」）：1) 機場快綫價值 HK\$25 車費折扣（經港鐵網上購票服務換領）；2) 免費港鐵本地單程車程（電子單程票）；3) 1,888 MTR 分；4) 3,888 MTR 分；5) 港鐵車站商店價值 HK\$20 電子禮券；或 6) LOUDER 價值 HK\$100 電子禮券。
- f. 每個有效流動電話號碼只可以每日獲得「即時抽獎」一次，於推廣期內合共最多可獲得十四（14）次獎賞。
- g. 所有乘客均可參加抽獎。惟部份即時獎品及終極獎品之得獎者於換領/領取獎品時必須持有有效並用最新版本的 MTR Mobile 手機應用程式成功登入有效的 MTR Mobile 賬戶以換領獎品；因任何原因導致參加者未能夠下載 MTR Mobile 最新版本或未能成功登入 MTR Mobile 賬戶的參加者將未能參與推廣活動或獲得獎賞，恕不受理。如有任何爭議，港鐵公司擁有最終決定權。

3. 「終極大抽獎」相關條款及細則:

- i) 「終極大抽獎」抽獎日期: 2026 年 3 月 2 日
- ii) 「終極大抽獎」抽獎結果公布日期: 2026 年 3 月 6 日
- iii) 「終極大抽獎」得獎者通知日期: 2026 年 3 月 10 日或之前
- iv) 每個已登記及成功參加「即時抽獎」之流動電話號碼，每日可自動獲得一次參加「終極大抽獎」的抽獎機會，並於推廣期內合共最多可獲得十四（14）次抽獎機會。
- v) 參加者累積參與次數以參加終極大抽獎，有機會贏取終極獎品(「終極獎品」)。包括 1) 港鐵商場價值 HK\$5000 電子禮券 (名額 1 個)；2) 港鐵全年免費車票 (名額 1 個)；3) iPhone 17 Pro Max 256GB (名額 1 個)。
- vi) 「終極大抽獎」得獎名單將於 2026 年 3 月 6 日於星島日報、英文虎報刊登、並透過 MTR Mobile 及港鐵網頁(www.mtr.com.hk) 公布。
- vii) 有關終極獎品之領取安排，將於 2026 年 3 月 10 日或之前以短訊形式發送至得獎者的登記有效電話號碼。得獎者須於指定期間內到指定地點領取獎品。得獎者若未能在領取獎品通知書內的指定日期、時間及地點領取獎品，得獎者將被視為放棄領獎權利。
- viii) 「終極大抽獎」之得獎者須持有有效電話號碼，並於領取終極大獎時出示電話號碼以核實身份，方可領取獎品。如因得獎者所提供的個人資料不實及/或錯誤或因其他任何非港鐵公司之原因以致無法核實其身分，或得獎者無法收到領獎通知或領取獎品，其得獎資格將會被取消，港鐵公司將不會負上任何責任或作任何形式之補償。

其他條款及細則:

- 4. 本抽獎將會牽涉流動網絡數據流量，參加者的流動網絡供應商可能會就參加者的數據傳輸用量收取費用。有關詳情，參加者需向流動電話網絡供應商查詢，港鐵公司不會就有關費用承擔任何責任。
- 5. 參加者所提供的個人資料，包括電話號碼及 MTR Mobile 帳戶相關之基本識別資料〔如適用〕，僅用作管理本抽獎、通知、獎品換領及相關用途。如參加者未能提供所需的個人資料，其得獎資格將會被取消。港鐵公司亦可能會將參加者的個人資料轉交予有關行政、電訊、電腦、資料處理的代理商、承辦商或第三者服務供應商用以上述目的，以及其他獲法例授權而要求取得有關資料的人士。所收集的個人資料於活動完畢後一律銷毀。參加者有權要求查閱或更正其個人資料，如欲查詢有關個人資料，請以書面形式向以下人士提出：

法律-常務部 個人資料私隱主任

地址：香港九龍灣德福廣場港鐵公司總部大樓

電郵：PDPO@mtr.com.hk

6. 港鐵公司可以隨時終止任何參加者參加本抽獎，而不作另行通知，港鐵公司並擁有完全獨有酌情決定權作出是項終止決定，包括但不限於：
 - a. 倘參加者違反本條款和細則;
 - b. 倘我們無法驗證參加者提供給我們的任何資訊;
 - c. 倘我們認為參加者的行為可能使港鐵公司承擔任何性質的法律責任; 或
 - d. 倘我們認為參加者作出不當、不適當、具冒犯性、歧視性、欺詐性或擾亂性之行為，或作出任何可能合理地損害港鐵公司聲譽的公開聲明或社交媒體發言。
7. 任何情況下，恕不補發獎品。所有紀錄將以港鐵公司的數據和系統時間為準; 獎品一經領取後，若有遺失或被竊，港鐵公司將不會補發。
8. 所有禮品需在限期前領取或使用，逾期將被取消及刪除。在任何情況下均不獲補發。所有獎品的使用及領取須受個別條款及細則約束。
9. 若於領取及使用獎品期間發生任何意外及/或事故，港鐵公司恕不負責。
10. 港鐵公司僱員可參加是次抽獎，並須受本條款及細則約束。港鐵公司僱員中獎機會與所有其他用戶均等。
11. 本抽獎的所有獎品確認後不得更改、轉讓予他人、取消、撤回或兌換現金。一切有關本抽獎之日期及時間，包括但不限於得獎結果公佈，均以港鐵公司的系統時間記錄為準。任何爭議，概以港鐵公司的紀錄為準。
12. 如港鐵公司認為參加者以假賬戶或以任何方式入侵及/或修改電腦程式的方式或以任何不公平、不誠實、不正當或非法手段參加或促使他人參加是次抽獎或在未取得港鐵公司事先同意下以任何利益促使他人參加是次抽獎或數詐或濫用活動，港鐵公司有權取消相關參加者的參加及/或從有關參加者之 MTR Mobile 賬戶內扣除已送出之獎品，而毋須事先通知。港鐵公司對於任何干擾及/或破壞是次抽獎之行為保留追究權利。
13. 港鐵公司或其關聯機構均不對本抽獎及所提供的任何服務作出任何形式的（無論是明示或暗示）陳述或保證。在最大限度的法律許可範圍內，港鐵及其關聯機構概不就任何性質的陳述、擔保及/或保證承擔責任（包括但不限於商用性、適用性、質素、可用性、與描述或樣品的對應關係、非侵權、所有權、完整性、有用性、準確性，提供服務的可靠性、關懷和技能及/或服務時間）。
14. 參加者能否參與及完成本抽獎，取決於所使用之智能虛擬服務大使 AI Tracy 互動系統及相關網絡之運作及性能。港鐵公司概不保證該系統可不間斷或順利運作。如因設備故障、網絡、技術問題、駭客活動、無法或延遲參與本抽獎、本抽獎無法或延遲進行，及/或任何不可抗力之原因，導致獎賞遺失、延遲、無法接收或無法兌換，港鐵公司概不承擔任何法律責任。任何情況下，獎賞概不補發。

15. 參加者能否參與及完成本抽獎，取決於其所使用之手提電話或流動裝置的相容性及性能，包括但不限於裝置型號、作業系統及網絡性能。港鐵公司概不保證本應用程式或抽獎系統可順利、持續或無誤地運作，並因此在法律允許的最大範圍內，概不就因裝置不相容、網絡或技術問題、駭客活動，或任何非港鐵公司合理控制範圍內之事件而導致之任何獎賞、優惠或利益的遺失、延誤、未能接收或未能兌換承擔任何責任。任何情況下，獎賞概不補發。
16. 若由於閣下違反本條款及細則及 / 或參加本抽獎的關係或原因，令我們招致或蒙受任何損失、申索、法律責任、損害賠償、索求、費用及支出(包括所有法律費用)，閣下將作出賠償，免令我們及我們的附屬公司、附屬成員、人員、董事、代理人及員工承擔。如有需要，我們可為任何索償或行動抗辯，及參與任何以求達成和解的談判。未經我們事前書面同意，不得作出任何可能對我們的權利或義務有負面影響的和解協定。我們保留對任何此等索償或行動進行獨有的抗辯及控制的權利。
17. 港鐵公司保留權利，在任何不可避免或超出其合理控制範圍的情況下，在毋須事先通知的情況下，隨時暫停或終止全部或任何指定智能虛擬服務大使之抽獎。
18. 本協議受中華人民共和國香港特別行政區法律管轄，並按香港法律闡釋。
19. 《合約（第三者權利）條例》不適用於本條款及細則。
20. 中英文版之內容如有歧義，概以英文版本為準。
21. 如有任何爭議，港鐵公司擁有本抽獎最終決定之權利。
22. 推廣生意的競賽牌照號碼：61106

Terms and Conditions of the “Year of the Horse Lucky Spin” Lucky Draw

“Year of the Horse Lucky Spin” Lucky Draw (the “Lucky Draw”) is organized by MTR Corporation Limited (“MTR” or “We”). All the participants in the Lucky Draw are herein referred to as “Participants” or “You”. Your registration for participation and / or continued participation in the Lucky Draw constitutes your agreement to comply with and be bound by the Terms and Conditions below.

1. This Lucky Draw includes two parts:

- i) "Instant Lucky Draw"
- ii) "Grand Lucky Draw"

2. Terms and Conditions relating to the “Instant Lucky Draw”

- i) The promotion period (Hong Kong Time): 13 February 2026 (06:00) to 26 February 2026 (23:59) (the “Promotion Period”).
- ii) "Instant Lucky Draw" promotion completion statement announcement date: 6 March 2026.
- iii) Each day shall mean a calendar day running from 00:00 to 23:59 Hong Kong time.
- iv) How to participate :
 - a. During the Promotion Period, participants of the Lucky Draw (“Participant”) must visit in person at any one of the Virtual Service Ambassador AI Tracy kiosks located at Quarry Bay, Kai Tak, Lo Wu, Austin, Airport, Central, Admiralty, East Tsim Sha Tsui, and Causeway Bay MTR Stations. During the interaction, the Participant must clearly state only the command “Happy Year of the Horse” or 「馬年快樂」 (the “Keyword”). Once the Keyword is correctly recognized and displayed on the screen, the Participant will be directed to the Lucky Draw screen of the Virtual Service Ambassador AI Tracy.
 - b. Upon entering the Lucky Draw screen, the Participant will be entitled to one chance to participate in the “Instant Lucky Draw”. By clicking “Tap to start the lucky draw” on the Lucky Draw page, the Participant may proceed to participate in the “Instant Lucky Draw. The screen will then display the QR code for the prize enquiry page. The Participant is required to scan the QR code using a mobile phone or mobile device and enter a valid mobile phone number for verification purposes. The system will verify whether the mobile number has already participated in the “Instant Lucky Draw” on that day.
 - c. Upon successful verification, if a Participant wins a prize, the Participant may redeem and/or collect the relevant prize in accordance with the prize redemption methods as indicated on the prize enquiry page.
 - d. Each valid mobile phone number is entitled to participate in the “Instant Lucky Draw” once per day, and a maximum of fourteen (14) times may be obtained by each valid mobile phone number during the Promotion Period.
 - e. By participating in the “Instant Lucky Draw”, Participants stand a chance to win one of the following instant prizes (“Instant Prize”): 1) Airport Express Fare Discount valued at HK\$25 (Redeem via MTR Online Ticketing Service) ; 2) MTR Free Domestic Ride (e-Single Journey Ticket); 3) 1888 MTR Points; 4) 3,888 MTR Points; 5) MTR Shops eVoucher valued at HK\$20; or 6) LOUDER eVoucher valued at HK\$100.

- f. Each valid mobile phone number is entitled to receive the "Instant Lucky Draw" reward once per day, and a maximum of fourteen (14) rewards may be obtained by each valid mobile phone number during the Promotion Period.
- g. The "Instant Lucky Draw" is applicable to all passengers. However, redemption of certain Instant Prizes and Grand Prizes is subject to the winner being a valid MTR Mobile Member and being logged in to the relevant MTR Mobile account at the time of prize redemption/collection. Participant who fail to download or use the latest version of MTR Mobile for any reason shall not be eligible to participate in the Promotion or to receive any reward. No claims will be entertained. In the event of any dispute, the decision of MTR shall be final and binding.

3. Terms and Conditions relating to the "Grand Lucky Draw"

- i) "Grand Lucky Draw" winners drawing date: 2 March 2026
- ii) "Grand Lucky Draw" results announcement date: 6 March 2026
- iii) "Grand Lucky Draw" winners' notification date: on or before 10 March 2026
- iv) Each valid mobile phone number that has been registered and has successfully participated in the "Instant Lucky Draw" will be entitled automatically to one chance per day to participate in the "Grand Lucky Draw", and a maximum of fourteen (14) such chances may be obtained during the Promotion Period.
- v) All Participant may accumulate the number of successful participations in order to enter the "Grand Lucky Draw" and stand a chance to win the Grand Prize ("Grand Prize"), including 1) MTR Malls eVoucher valued at HK\$5000 (Quota: 1); 2) MTR Annual Pass (Quota: 1); 3) iPhone 17 Pro Max 256GB (Quota: 1).
- vi) The winners of the "Grand Lucky Draw" announcement will be made on the 6 March 2026 at The Sing Tao Daily, The Standard, MTR Mobile and on the MTR website (www.mtr.com.hk).
- vii) The collection arrangements for Grand Prize will be sent via SMS to the winners' registered valid mobile numbers on or before 10 March 2026. Winners are required to collect their prizes at designated venues within the designated period. Failure to collect the prize on the date, or time or from the venue specified in the collection notice shall be deemed to be a waiver of the right to receive the prize.
- viii) Winners of the "Grand Lucky Draw" must hold a valid mobile phone number and present such mobile phone number for identity verification at the time of prize redemption before the Grand Prize can be collected. If the winner's identity cannot be verified due to inaccurate and/or incorrect personal information provided by the winner or for any other reasons not caused to MTR, or the winner fails to receive the prize notification or to claim the prize, his/her eligibility will be revoked and MTR will not take any responsibility or provide any form of compensation.

Other Terms and Conditions:

- 4. In case the Lucky Draw will involve the use of mobile data. Participants' mobile network provider may charge for data usage. Participants should enquire with their own mobile network provider for details. MTR shall not be responsible for any such charges.
- 5. The personal data provided by Participant, including mobile numbers and basic identifiers associated with their MTR Mobile accounts (where applicable), will be used solely for administering this Lucky Draw, issuing notifications, prize redemption and related purposes. If a Participant fails to provide the required personal data, their eligibility to receive any

prize will be forfeited. MTR may transfer Participant's personal data to agents, contractors or third-party service providers engaged for administration, telecommunications, IT or data processing purposes for the above uses, as well as to persons authorised by law to obtain such information. All collected personal data will be destroyed upon completion of the activity. Participant has the right to request access to and correction of their personal data. Any such request should be made in writing to:

Legal – General Department at MTR Headquarters Building, Telford Plaza, Kowloon Bay, Hong Kong or emailing to PDPO@mtr.com.hk.

6. MTR may terminate Participant's participation in the Lucky Draw at any time with immediate effect without any notice and in our sole discretion for any reason, including without limitation:
 - a. the Participant is suspected to/ found to be in breach of these Terms and Conditions;
 - b. we are unable to verify or authenticate any information provided by the Participant;
 - c. the Participant's actions may, in our reasonable opinion, expose MTR to any form of liability; or the Participant engages in conduct that includes offensive, discriminatory, fraudulent, or disruptive behaviour during the Activity or in related communications, or makes public statements or social media posts that may reasonably be considered damaging to MTR's reputation.
7. Any prizes will not be reissued under any circumstances. All records from the system database of MTR are the only official and correct version.
8. All prizes need to be used within the respective validity period. Otherwise, expired gifts will not be reissued under any circumstances. The user of all prizes is subject to individual terms and conditions.
9. MTR shall not be responsible for any accidents and/or personal injuries occurring upon redemption and usage of the prize(s).
10. MTR employees are eligible to participate in the lucky draw. Their chances to win are the same as all other users.
11. Once the prizes of the Lucky Draw are confirmed, they are not subject to change, transfer, cancellation, withdrawal, or redemption for cash. All dates and times relating to the Lucky Draw, including but not limited to the announcement of results, shall be subject to the system time records of MTR. In case of any dispute, the records of MTR shall prevail.
12. If, in MTR's opinion, a participant uses a fake account or hacks and/or modifies the software program in any way, or a participant participates in or procures others to participate in the Lucky Draw by any unfair, dishonest, improper or illegal means, or a participant promotes others to participate in this Lucky Draw for any benefit without the prior consent of MTR, or there is any fraud relating to or abuse of the Lucky Draw, MTR reserves the right to disqualify the relevant Participant from participation and/or debit from the relevant Participant's MTR Mobile account the amount of the prizes under the Lucky Draw without prior notice. MTR reserves the right to pursue against any actions that interfere with and/or disrupt the Lucky Draw.
13. Neither MTR nor its affiliates make any representations or warranties of any kind, whether expressed or implied for or in relation to the Lucky Draw and any services in the Lucky Draw. MTR and its affiliates disclaim all representations, warranties

and/or guarantees of any nature (including but not limited to merchantability, fitness for purpose, quality, availability, correspondence to description or sample non-infringement, title, completeness, usefulness, accuracy, reliability, care and skills for service and/or time for service performance) to the maximum extent permissible by applicable law.

14. Whether a participant can join and complete the Lucky Draw is subject to the functionality and network performance of the AI Tracy interactive kiosk in use. MTR does not guarantee the smooth, uninterrupted, or error-free operation of the kiosk or the Lucky Draw system, and shall not bear any legal responsibility for any rewards that are lost, delayed, not received, or not redeemed due to equipment malfunction, network issues, technical problems, hacking, delays or failure in participation or operation of the Lucky Draw, and/or any other events beyond MTR's control.
15. Participation in and completion of the Lucky Draw are subject to the compatibility and performance of the Participant's mobile phone or mobile device, including but not limited to the device model, operating system, and network performance. MTR does not guarantee that the application or Lucky Draw system will operate smoothly, continuously, or without errors, and accordingly, to the fullest extent permitted by law, shall not be liable for any rewards, offers, or benefits that are lost, delayed, not received, or not redeemed as a result of device incompatibility, network or technical issues, hacking, or any other events beyond MTR's reasonable control. In any event, no replacement or reissuance of rewards will be made.
16. You agree to indemnify and hold MTR and its subsidiaries, affiliates, officers, directors, agents, and employees, harmless from and against any losses, claims, liabilities, damages, demands, costs and expenses (including all legal fees), incurred or suffered by MTR in connection with or arising from your breach of these terms and conditions and/or your participation in the Lucky Draw. MTR may, if necessary, participate in the defence of any claim or action and any negotiations for settlement. No settlement that may adversely affect our rights or obligations shall be made without our prior written approval. MTR reserves the right to assume exclusive defence and control of any such claim or action.
17. MTR reserves the right, in any unavoidable circumstances or circumstances beyond its reasonable control, to suspend or terminate the Lucky Draw at all or any designated AI Tracy kiosks at any time without prior notice.
18. These terms and conditions shall be governed by and construed in accordance with the Laws of the Hong Kong Special Administrative Region of the People's Republic of China.
19. The Contracts (Rights of Third Parties) Ordinance shall not apply to the terms and conditions herein.
20. Should there be any discrepancy between the English version and the Chinese version of the terms and conditions herein, the English version shall prevail.
21. In case of any dispute, the decision of MTR on all matters pertaining to the "Lucky Draw" shall be final and binding.
22. Trade Promotion Competition Licence No.: 61106