

Terms and Conditions

1. Upon spending of HK\$50 or above by electronic payment (EPS card, Credit card or Octopus) at any participating merchants of B1 to 6/F of Pioneer Centre, you are entitled to join our free membership and enjoy exclusive shopping privileges offered by the merchants and bonus point reward. Registration should be done at 1/F Customer Service Centre with the presentation of one machine-printed sales receipt within 7 days after the date of the relevant transaction & corresponding electronic payment receipt, and a completed application form. The date of membership registration & bonus points are deemed to be registered & redeemed on the date of transaction.
2. Applicants must be aged 12 or above.
3. To activate the membership, applicant must register in person and is required to submit identification documents for verification.
4. Each member can have one membership account only.
5. The eligibility of membership is at the sole discretion of Pioneer Centre.
6. Member can redeem one bonus point for every HK\$1 spending at any participating merchants of B1 to 6/F of Pioneer Centre, in which the minimum amount of single purchase eligible for redemption shall be HK\$50 or above by electronic payment. Each member can redeem 10,000 bonus points at maximum for one transaction day. Member must present Membership Card, machine-printed sales receipt & corresponding electronic payment receipt to redeem bonus points within 7 days after the date of the relevant transaction at 1/F Customer Service Centre. All overdue receipts will be treated as invalid. Bonus points are deemed to be redeemed on the date of transaction.
7. Members should cross check their bonus point record and all information after any update. All member data, bonus point and redemption records are subject to the record of Pioneer Centre.
8. A valid machine-printed receipt must contain the name of merchant, receipt number, transaction date, product/service name and amount of transaction.
9. Receipt paid by cash, handwritten, revised, reprinted and photo-copied receipts will not be accepted. Any online purchase or payment, spending made at bank, car park, casual leasing kiosk, Octopus add-value service, bill payment, purchase or add-value of merchant membership card, purchase of gift voucher & purchase orders will be excluded for redemption of bonus points.
10. Any valid receipt can be used for redemption of bonus points for one time only. The receipt will be stamped for identification purpose.
11. Receipts used for redemption could not be used for other promotion and redemption programs excluding free parking privileges.
12. Only one receipt issued by the same participating merchant on the same transaction date could be used for redemption.
13. Only actual payment amount (payment amount after discount, deducting credit card rebate or any use of promotion coupon) will be counted.
14. Member is not allowed to redeem bonus points or enjoy redemption of rewards with sales receipt owned by other person. If a member fails to present the proof of identity, Credit card, EPS and relevant information (included as registered Email address and contact number etc.) for verification, such receipt may be regarded as invalid. In case of any dispute related to validity of receipt, Customer Service Ambassador reserves the right to make final decision. If the member refuses or fails to provide sufficient information for verification, the receipt presented may be regarded as invalid.
15. Member must present their own Membership Card to redeem bonus points or enjoy redemption of rewards in person at 1/F Customer Service Centre.
16. To enjoy the privilege offered by participating merchants, member must present Membership Card before payment. Terms and conditions are applied to merchant offers and participating merchants reserve the right to change the terms and

conditions without prior notice. Pioneer Centre is not responsible for any losses caused by dispute between member and participating merchant.

17. Accumulated bonus points will be valid for one year, from the date of membership registration. All overdue bonus points will be expired and deleted.
18. Membership Card and bonus points are non-transferable.
19. Pioneer Centre reserves the right to suspend or terminate any membership without any prior notice if a member uses an account that belongs to another person, applies for membership or exercises member privileges in a dishonest way.
20. Customer Service Ambassadors shall have the right to terminate the membership of any member with immediate effect if the member redeems bonus point with counterfeit receipt or receipt stolen from another person. Bonus points of such persons will be forfeited at once and no redemption request will be allowed. Such persons shall not have the right to object such arrangement.
21. Member should keep his/her own Membership Card in good condition. Damage or alteration to the Card is not allowed. Otherwise, a handling fee of HK\$40 will be charged for card replacement.
22. Application for card replacement should be made in person at 1/F Customer Service Centre if lost. A handling fee of HK\$40 will be charged for re-issuance of each new card. Information of the new card will be retrieved from the record in member database.
23. Member could enjoy one time free re-issuance of Membership Card for unclear card information, a handling fee of HK\$40 will be charged for each new card replacement afterwards.
24. Redemption of reward is subject to sufficient bonus points and stock availability, which will be based on a first-come-first-served basis. Once the redemption order is made, no cancellation or change shall be allowed. All deducted bonus points cannot be reimbursed. Members should inspect the reward before redemption procedure is completed. Rewards are not returnable or exchangeable. Pioneer Centre is not responsible for the quality, function and warranty of the gift.
25. Pioneer Centre's merchants as well as their staff are not entitled to participate in this program.
26. Staff of Pioneer Centre merchant is not allowed to redeem bonus point or enjoy redemption of reward with transaction made by customer or on behalf of customer. Merchant staff in uniform is not allowed to redeem bonus point or enjoy redemption of reward. Customer Service Ambassador shall have the right to reject the above-mentioned bonus point or reward redeeming request.
27. If the member breaches any terms or conditions or Pioneer Centre has reasonable ground to believe that such member breaches any terms or conditions, Pioneer Centre reserves the right to suspend or terminate such member's membership and lodge a claim for compensation from the member of any losses suffered by Pioneer Centre or participating merchant arises from the breach of terms and conditions by the member.
28. Pioneer Centre shall have the right to cancel or deduct bonus point that is granted to any members by error.
29. Pioneer Centre collects and holds personal data for the purpose of providing regular update on member privileges, Pioneer Centre's merchant/product/service offers that may be of interest to the member. The member may, at any time, choose not to receive email marketing information from Pioneer Centre by sending email to cs@kdc.com.hk.
30. Bonus point does not have any cash value and cannot be exchanged or redeemed in lieu of cash.
31. Members have the right to contact Pioneer Centre promotion department anytime with any of the following methods to request (i) access to and correct their personal data, (ii) cancel membership (personal data will be permanently erased):
 - In person (please proceed to the Customer Service Centre at 1/F of the mall between 12 nn and 9 pm); or
 - By post (please send your registered name, email and contact number to Promotion Department, Room 2223, 22/F, Pioneer Centre, 750 Nathan Road, Kowloon, Hong Kong).
32. Upon termination of membership, all unredeemed bonus point in the member's account will be forfeited.

33. Pioneer Centre reserves the right to amend any promotional plans, bonus point conversion, redemption and its expiry date, rewards and terms & conditions from time to time without prior notice. Member is responsible for keeping themselves up to date in respect of the terms and conditions of the membership, redeem bonus points or enjoy redemption of rewards will be deemed as acceptance of all relevant changes.
34. All Personal Data will be kept confidential by Pioneer Centre in a data center in or outside Hong Kong but we may transfer or disclose such Personal Data to our contractors under a duty of confidentiality to us who provide administrative, telecommunications, computer, data processing or other services to us in connection with management, operation and maintenance of the system. We may also transfer or disclose such Personal Data to any law enforcement agencies and/or regulatory bodies for compliance with applicable laws, rules, regulations, codes and/or guidelines and/or any person or entity to whom we are under a binding obligation to make disclosure under the requirements of any law, rule, regulation, code and/or guideline and/or order of any competent court of law, law enforcement agencies and/or regulatory bodies, but such disclosure will only be made under proper authority.
35. In case of disputes, the decision of Gold Ease Holdings Limited & Pioneer Centre shall be final.