

## **Terms and Conditions of the Pioneer Centre FUN Card Membership Programme**

The FUN Card membership program at Pioneer Centre is managed and operated by Gold Ease Holding Limited (the “Company”). Please read carefully and fully understand the following Terms and Conditions (“the Terms”). By submitting the application to become and/or successfully registering as a FUN Card member will be deemed to have explicitly accepted and agreed to be bound by the Terms.

### **1 Membership**

- 1.1 Any customers who have downloaded the Pioneer Centre FUN Card mobile application (the “FUN Card App”), filled in the required information, successfully submitted the application, and completed the mobile phone number verification will be eligible to become a FUN Card member. The relevant membership will be displayed in the FUN Card App and no physical membership cards will be issued to members.
- 1.2 The FUN Card App supports iOS 13.0 or above or iPhone X or above, and Android 8.1 or above.
- 1.3 Applicants are obliged to provide the Company with accurate and valid mobile phone numbers and email addresses. Otherwise, they may not be able to receive SMS verification codes and promotional information related to the membership program. The Company is not responsible for any undelivered SMS, push notifications and emails.
- 1.4 Applicants must be aged 18 or above to participate in this program. Applications made in the name of a company or business entity will be automatically rejected and will not be processed.
- 1.5 Each applicant (valid identity card holder) can register for one FUN Card membership only.
- 1.6 Each valid mobile phone number and email address can only be registered by one applicant. All duplicate applications will not be accepted.
- 1.7 If any applicant is found using a mobile phone number or email address not owned by themselves to register or use this membership program, the Company reserves the right to suspend or terminate the applicant's

application or membership without further notice.

- 1.8 Memberships and bonus points are for the sole use of the member and non-transferrable.
- 1.9 Applicants must ensure that the information submitted for membership registration is authentic, accurate, complete, not misleading and without any elements of fraud. Personal information submitted for membership application must be identical to the information in the official identification documents. The Company reserves the right to request applicants to present their official identification documents and any other identification documents for verification. If applicants fail to provide the relevant information or documents, or that the information or documents they provided are incorrect, false, or misleading, it may result in delay in the application process, rejection of the application or termination of the membership. The Company reserves the right to reject any person's application and determine the eligibility of any membership, and such decision shall be conclusive and final.
- 1.10 Members must use the FUN Card App to view their membership information, upload receipts, earn bonus points, update membership tiers and enjoy membership privileges/discounts/rewards, etc.
- 1.11 Upon successful registration as a FUN Card member, members will receive a welcome offer of 500 bonus points. These bonus points will be automatically deposited into the member's account. The Company may determine the eligibility of members for the welcome offer based on the membership records stored in the FUN Card. If applicants have cancelled their membership within twelve (12) months from the date of successful registration, they will not receive the welcome offer upon re-application. The Company reserves the right to determine the eligibility of a member's membership and to forfeiture the welcome offer without prior notice.
- 1.12 Membership tiers are divided into FUN Card Basic Members and VIP Members. The Company may change the types of membership tiers without prior notice.
  - FUN Card Basic Members: Members become FUN Card Basic Members (the "Basic Members") upon successful registration. The membership

of Basic Members is permanent.

- FUN Card VIP Members: Basic Members who accumulate spending of HK\$6,000 or more before 31 December of each year will be automatically upgraded to FUN Card VIP Members (the "VIP Members") and receive an upgrade offer of 1,000 bonus points. The membership of VIP Members is valid from the date of upgrade until 31 December of the following year. If a VIP Member fails to accumulate spending of HK\$6,000 or above before the expiry date of their membership, their membership will be converted to FUN Card Basic Member on 1 January of the following year.

Example 1:

A FUN Card Basic Member who accumulates spending of HK\$6,000 between 1 January and 31 December 2025, will be automatically upgraded to a FUN Card VIP Member. Their VIP membership will expire on 31 December 2026. If the member accumulates spending of HK\$6,000 again between 1 January and 31 December, 2026, their VIP membership can be extended until 31 December 2027.

Example 2:

- A FUN Card Basic Member who accumulates spending of HK\$6,000 between 1 January and 31 December 2025, will automatically upgrade to a FUN Card VIP Member. Their VIP membership will expire on 31 December, 2026. If the member fails to accumulate spending of HK\$6,000 between 1 January and 31 December 2026, their VIP membership will expire on 31 December 2026, and they will convert to FUN Card Basic Member from 1 January 2027. VIP Members will receive a 1,000 bonus point reward upon successful renewal of their VIP membership.

1.13 Basic members will receive 500 bonus points as a birthday reward on the first day of their birth month (the birth month must match with the registered identification document). VIP members will receive 800 bonus points as a birthday reward. Each member can only receive the birthday bonus once per year. If a new member registers as a member during their birthday month, the birthday bonus will be credited to their account

immediately upon successful registration.

- 1.14 The Company reserves the absolute right to determine if a member is abusing the membership benefits, violating the terms of the program, or making false representations to the Company, and may terminate the member's membership and/or cancel any bonus points the member has earned/accumulated.

## 2 Bonus Points Registration

- 2.1 Members who spend HK\$50 or above by electronic payment (credit card/EPS/Octopus/mobile payment) at the eligible merchants (the "Eligible Merchants") on B1 to 6/F of the Pioneer Centre (the "Eligible Spending") can earn 1 point for every HK\$1 spent. Any amount less than HK\$1 will not be awarded any bonus points.
- 2.2 Members must submit the merchant machine-printed physical receipt from the Eligible Merchants and the corresponding electronic payment slip (The member must be the person who made the electronic payment)(the "Eligible Transaction Documents") for bonus points registration.
- 2.3 Each member can register a maximum of 10,000 bonus points per transaction day. If the amount of spending on the Eligible Transaction Documents submitted by the members exceed the maximum of HK\$10,000 spending per day, the excess amount cannot be registered as bonus points. The Company reserves the right to adjust at any time the maximum spending that a member can register per day.
- 2.4 The Eligible Transaction Documents submitted by the member for bonus points registration must be machine-printed receipts clearly showing the name of the merchant, receipt number, transaction date, transaction details, spending amount and the relevant electronic payment method. Any handwritten receipts, cash payment receipts, altered, reprinted documents or photocopies will not be accepted.
- 2.5 Members must register the bonus points within 7 days from the date of the transaction (the day of the transaction is counted as the first day), based on the issuance date of the machine-printed receipt issued by the Eligible Merchant. Expired receipts will not be accepted for bonus points registration.

- 2.6 Eligible Spending for bonus points registration does not include spending at Jumpin Gym/Shiny Nail/Hi-Tech Telecom Co./Richcat Mart(Hyper 3), online purchases or payments, banking services, insurance services, telecommunications services, parking fees, temporary sales booths and promotional activities, the topping-up of Octopus cards, bill payments, membership fees, the purchase or topping up of merchant membership cards/stored value cards/gift cards, the purchase of gift vouchers and pre-order.
- 2.7 The eligible amount for bonus points registration shall be the actual electronic payment spending amount, including but not limited to after deducting any discounts, coupons, cash vouchers, stored value cards, tips, promotions, cash rebates, credit card spending rebates or gift cards.
- 2.8 For payment by instalment, the total amount on the Eligible Transaction Documents from the Eligible Merchants will be calculated. Both the deposit payment and the remaining balance payment will be calculated based on the amount on the relevant Eligible Transaction Documents from the Eligible Merchants.
- 2.9 No split transactions for bonus points registration will be accepted. Members' spending at the same merchant cannot be split into multiple receipts or transaction slips for bonus points registration.
- 2.10 Bonus Points Registration Method:
- 2.10.1 Through the "Upload Receipts" function of the FUN Card App:
- i. Members must upload the eligible machine-printed receipts and corresponding electronic payment slips (The member must be the person who made the payment) for bonus points registration. The Company will verify the submitted documents within 7 working days (please keep the originals of the Eligible Transaction Documents for verification purposes in the future). After verification, the bonus points will be credited to the member's account, and the member will receive a notification message through the FUN Card App (please ensure that the "Notification Setting" in "Settings" is turned on). Members can also check their point status in the "Point Balance" section of the FUN Card App.

- ii. If the transactions are made by mobile payment and therefore the members do not have any electronic payment slips, members must upload the relevant screenshots of the mobile payment transaction for bonus points registration.
- iii. Members can only upload one Eligible Merchant machine-printed receipt and the corresponding electronic payment slips at a time. Submissions that include multiple receipts or lack either the receipt or the payment slip will not be accepted.
- iv. On the "Bonus Points Registration" page, members must enter the transaction information. If the input information is incorrect or incomplete, the bonus points registration may be rejected, and members must resubmit the bonus points registration application within 7 days from the transaction date on the Eligible Transaction Documents.
- v. Please ensure that the network is stable in order to upload the Eligible Transaction Documents successfully, and that the uploaded photos are clear and complete. The Company will not be liable for any failed uploads resulting from an unstable network.

2.10.2 Visiting the 1/F Customer Service Centre in person:

- i. Members can present the electronic membership card (QR code) in the FUN Card App or provide the registered mobile phone number, along with the eligible original machine-printed receipt and the corresponding electronic payment slip, at the 1/F Customer Service Centre during the opening hours (12:00 NOON to 9:00 PM daily) to register the bonus points.
- ii. The member must be the person who made the electronic payment. The Customer Service Staff (the "Staff") has the right to request the member to present the credit card, EPS, Octopus card or mobile payment interface used for the transaction for verification and confirmation of the relevant transaction details. Each member can submit a maximum of 10 eligible receipts for bonus points registration at one time. Members have to queue up again to register the remaining receipts, and they cannot be combined with the receipts that have already been registered for bonus points.
- iii. The Staff will take photos, make photocopies and record the

details of the relevant Eligible Transaction Documents on-site. The Staff will also stamp on the front of the receipts and fill in the relevant information. If the member refuses, the Staff has the right to refuse to register the bonus points.

2.11 Each set of Eligible Transaction Documents can only be registered for bonus points once only and cannot be used in conjunction with other promotion or redemption programme, except for free parking privileges.

2.12 For each Eligible Merchant, only one valid receipt per single transaction day is accepted for bonus points registration or reward redemption, and all other receipts from the same merchant on the same transaction day are invalid.

2.13 Members cannot use the Eligible Transaction Documents that have already registered for bonus points to request for refunds at the relevant shop. If the relevant products/services are returned to shop, the member will be deemed to have forfeited the corresponding bonus points, and the Company has the right to withdraw and deduct the corresponding bonus points. If the member has already used the corresponding bonus points for redeeming rewards, the member must return the relevant rewards or pay the equivalent amount to the Company.

2.14 The Company reserves the right to refuse to accept any receipts that do not comply with the Terms, including but not limited to unclear uploaded photos, duplicate receipt numbers, transactions paid by cash and exceeding the daily bonus points registration limit. In case of any dispute, the Company reserves the right to make the final decision.

2.15 The Company has the right to cancel or deduct the relevant bonus points without prior notice in the case of (i) the bonus points registration is erroneous or inaccurate, or the registration is done due to false, untrue or fraudulent acts and/or actions; (ii) the bonus points that were credited to the member's account is erroneous or inaccurate, or are credited due to false, untrue or fraudulent acts and/or actions, or (iii) the corresponding transaction has been refunded, withdrawn or cancelled. The Company also reserves the right to recover the rewards that have been redeemed using the relevant bonus points or take any legal action it deems appropriate.

2.16 All uploaded Eligible Transaction Documents photos are only used for bonus points registration and internal audit purposes. The relevant data will be deleted after 9 months.

2.17 The accumulated bonus points expire on 31 January of the following year. All unused or unredeemed bonus points will be automatically deleted and written off at 0:00 on 1 February of the following year without prior notice. No applications for extension of bonus points will be accepted.

2.18 All bonus points are for the personal use of the member account holder and cannot be transferred to others.

2.19 Bonus points shall have no cash value and cannot be exchanged for cash, sold or transferred in any way.

### 3 Rewards Redemption

3.1 Members can browse the available rewards in the FUN Card App (under "Rewards") and use their unexpired bonus points for redemption.

3.2 Members must have enough bonus points to redeem the chosen reward. Redemption attempts with insufficient points will not be processed.

3.3 Once the member submits the reward redemption, the corresponding bonus points will be deducted from the member's account immediately. All confirmed redemptions cannot be changed, withdrawn or canceled.

3.4 All rewards have a redemption and collection period. Members must redeem or collect their rewards before the expiry date. Late redemption or collection will result in forfeiture of the rewards and will not be reissued.

#### 3.5 Redemption of Gifts

- After successfully redeeming a gift using bonus points via the FUN Card App, the e-redemption voucher of the respective gift will be saved in the member's "Wallet". Members must collect the gift at the 1/F Customer Service Centre of Pioneer Centre within the designated period and opening hours (12:00 NOON to 9:00 PM) by presenting their e-membership card and e-redemption voucher to the Staff for verification.



- Members are responsible for checking the condition of the gift at the time of collection. All redeemed gifts cannot be returned or exchanged. The Company is not responsible for the quality, functionality or the consequences of using the gift.

3.6 Redemption of e-Gift Voucher:

- Upon redeeming an e-Gift Voucher in the FUN Card App, the redeemed e-Gift Voucher will be saved in the member's "Wallet".
- Members must use the e-Gift Voucher at a participating merchant within the validity period shown on the e-Gift Voucher. Members are required to present the e-Gift Voucher in the FUN Card App to the merchant staff for redemption. Screenshots or other forms of displaying the e-Gift Voucher will not be accepted.
- All e-Gift Vouchers cannot be refunded once canceled and the transaction is irrevocable.
- All redeemed e-Gift Vouchers have an expiry date for usage. E-Gift Vouchers will be forfeited upon expiry and will not be reissued. Members are required to check the expiry date as specified on the e-Gift Voucher and use it before the expiry date. The use of the e-Gift Voucher is subject to the Terms.
- E-Gift Vouchers are only applicable at participating merchants shown in the FUN Card App. The list of participating merchants will be updated from time to time without prior notice.

3.7 Members can check their complete redemption record in the FUN Card App.

3.8 The list of available rewards is subject to change without prior notice. All rewards are limited in quantity and available on a first-come, first-served basis.

3.9 Redeemed rewards cannot be changed, cancelled, transferred, returned, exchanged for cash, or resold under any circumstances.

3.10 Images of rewards shown in the Mobile App are for reference only and may not be exactly the same as the actual items. The colour and style of the rewards are randomly assigned, and members are unable to choose any specific colour or style options.

3.11 The Company does not guarantee the continuous availability of any specific reward. The Company reserves the right to limit the quantity of rewards available for redemption, discontinue any reward item, or substitute a similar reward of equivalent value at any time without prior notice.

3.12 Rewards will not be reissued in case of theft, loss, or damage.

3.13 The right to collect or use goods, services, or offers associated with a specific merchant or supplier will cease immediately upon the suspension or termination of their operation. No refunds of bonus points, cash, or compensation will be provided.

3.14 Pioneer Centre merchants and their staff are ineligible to participate in the FUN Card membership program and cannot redeem rewards on behalf of the members. Our staff from Customer Service reserve the right to decline any bonus points registration or reward redemption request from merchants or their staff.

#### 4 General Terms and Conditions:

4.1 The Company reserves the right to modify the structure and content of the FUN Card membership program, including but not limited to, changes to member privileges, point redemption and conversion methods, point validity periods, available rewards, reward redemption methods, the Terms and the right to terminate any member's FUN Card membership at any time without prior notice. All changes take effect immediately upon publication. By continuing to use the FUN Card membership program after any such changes, members will be deemed to have understood and accepted all those relevant changes. The Company will not be liable for any loss or damages resulting from aforementioned changes.

4.2 Upon completion of the registration procedure, members can only update their mobile phone number, name, or birth month by visiting the 1/F Customer Service Centre of Pioneer Centre in person with valid identification.

4.3 Members are responsible for verifying their bonus point balance and all information after updating their personal details. All membership

information, points, and redemption records shall prevail as recorded by the Company.

- 4.4 Members must keep their membership number, password, and verification code strictly confidential and secure. If any person (whether authorized by the member or not) uses their account, the member shall bear full responsibility and the Company will not be liable.
- 4.5 If a member is found to be using another person's account, registering for membership dishonestly, misusing member privileges, or registering bonus points using counterfeit receipts or receipts belonging to another person, the Company reserves the right to suspend or terminate that member's account or benefits without prior notice. The individual shall have no right to dispute this decision.
- 4.6 Bonus points have no cash value and cannot be exchanged for cash. Members are prohibited from selling, purchasing, assigning or transferring bonus points to other accounts.
- 4.7 Members agree to comply with all applicable laws when utilizing the FUN Card membership. Members are prohibited from using the FUN Card membership for any commercial, unethical or illegal purposes.
- 4.8 Under no circumstances shall the Company be liable or required to provide compensation for any loss or damage caused by an individual's use of the FUN Card membership or any merchant's services or products.
- 4.9 The Company shall not be responsible for any delays, losses, errors, or corruptions in information submitted by members due to network issues, system malfunctions, poor phone reception, or interference from third-party applications.
- 4.10 The Company does not act as an agent for any individual member or merchant.
- 4.11 Members can terminate their membership account through the "Me" section of the FUN Card App.

- 4.12 Upon termination of a membership account, all unused bonus points and unredeemed rewards in the member's account will be forfeited without prior notice. The member will no longer have any rights or privileges.
- 4.13 Each of the Terms herein is independent of the others. If any Term or Condition is or becomes invalid, illegal, or unenforceable, the validity, legality and enforceability of the remaining Terms will not be affected.
- 4.14 The Company reserves the right to interpret these Terms and Conditions. In case of any disputes, the decision of the Company shall be final.
- 4.15 The English version of these Terms and Conditions shall prevail wherever there is any inconsistency or conflict between the Chinese and English version.
- 4.16 All the Terms shall be governed by the laws of the Hong Kong SAR and members agree to submit to the exclusive jurisdiction of the Hong Kong courts.