

Terms and Conditions for Complimentary Access to Plaza Premium Lounge & Dining Outlets (“Lounge Offer”)

1. The Promotion is only applicable to HSBC Pulse UnionPay Dual Currency Diamond Credit Card (“Pulse Card”) and HSBC Visa Gold Credit Card (“Gold Card”) issued by The Hongkong and Shanghai Banking Corporation Limited in Macau which is valid and in good standing (“Cardholders(s”).
2. Cardholders can enjoy complimentary access to selected Plaza Premium Lounges and airport dining outlets (collectively, the “Outlet(s)”) operated by Plaza Premium Lounge Management Limited (“Participating Merchant”) for a total of 2 times in each calendar year during the Promotion Period (i.e., 1 January 2024 – 31 December 2024, and so on).
3. Cardholder cannot:
 - i. Exchange the lounge Offer for cash, other products, services or discounts or transfer the Lounge Offer; and
 - ii. Use the Lounge Offer in conjunction with any other discounts, promotional offers, coupons, cash coupons or VIP card benefits (unless otherwise specified).
4. Each complimentary access means:
 - i. (For access to Plaza Premium Lounges) 2 or 3 hours of lounge usage with comfortable seating, food and beverages, Wi-Fi, local/international newspapers and magazines, where the applicable length of lounge usage varies by locations as specified in https://www.hsbc.com.mo/content/dam/hsbc/hbap_mo/documents/credit-cards/full-list-of-pulse-unionPay-dual-currency-diamond-card.pdf or https://www.hsbc.com.mo/content/dam/hsbc/hbap_mo/documents/credit-cards/full-list-of-visa-gold-credit-card.pdf
 - ii. (For access to airport dining outlets) Complimentary meal set for dine-in or takeaway.
The menus of the complimentary meal set, and lounge facilities provided by the Outlets vary by locations. Eligible Cardholder should contact the specific Outlet for details.
5. Cardholders are required to present both their physical Pulse Card/ Gold Card and a boarding pass showing a confirmed reservation for same-day or the following day travel at the reception counter of the Outlets for eligibility verification purpose.
6. Please visit https://www.hsbc.com.mo/content/dam/hsbc/hbap_mo/documents/credit-cards/full-list-of-pulse-unionPay-dual-currency-diamond-card.pdf or https://www.hsbc.com.mo/content/dam/hsbc/hbap_mo/documents/credit-cards/full-list-of-visa-gold-credit-card.pdf for the full list of the Outlets in Macau and at other locations. The full list and respective locations are subject to change without prior notice.
7. Cardholders can bring travel companions into the Plaza Premium Lounge and enjoy 20% discount on entrance fee for each guest (free admission is granted to children under 2 years old). Respective entrance fee and other applicable fee incurred during the use of Lounge Offer will be charged to the Pulse Card/ Gold Card as needed.
8. Lounge Offer shall be terminated immediately upon closure of the Outlets or business shutdown. In case of renovation in any of the Outlets, the Lounge Offer will not be available.
9. The Lounge Offer is subject to these terms and conditions and other terms and conditions stipulated by the Participating Merchant. The Bank and the Participating Merchant can change or cancel the Lounge offer or amend the terms and conditions. Please check the relevant website for the latest details, service availability and terms and conditions of the Lounge Offer.

10. The Bank shall not be liable for the quality of the services provided by Participating Merchant, and any loss or a damage which is suffered (including but not limited to indirect or consequential loss) or for personal injury which is suffered or sustained as a result of taking or suing the Lounge Offer.
11. In case of disputes arising out of the Lounge Offer, the decision of the Participating Merchant and the Bank shall be final and conclusive.
12. These terms and conditions are governed by and constructed in accordance with the laws of the Macau Special Administrative Region.
13. In the event of any discrepancy or inconsistency between the English version and the Chinese version of these terms and conditions, the English version shall apply and prevail.