



## Terms & Conditions

1. **HSBC x Richmond Hotel Ortigas 2024** ("Promo") is open to all HSBC credit cardholders whose cards are issued in the Philippines ("Cardholder/s") and are in good credit standing during the Promo Period. For avoidance of doubt, an HSBC credit card is in good credit standing if there is no reason for HSBC to restrain, suspend, cancel, withdraw or terminate the card pursuant to the HSBC Card Terms and Conditions as well as Legal and Compliance Policy considerations.
2. Accepted cards are as follows: HSBC Visa Classic, HSBC Mastercard Classic, HSBC Red Mastercard, HSBC Gold Visa Cash Back, HSBC Gold Mastercard, HSBC Advance Visa, HSBC Premier Mastercard and HSBC Platinum Visa Rebate. Debit and Corporate cards are excluded from the Promo.
3. Promo is from **March 15, 2024 - December 30, 2024** ("Promo Period").
4. Cardholders can enjoy the following at Richmond Hotel Ortigas during the Promo Period ("Offers"):

### **ROOM ACCOMMODATION**

30% off on Best Available Room Rates from Mondays to Saturdays

40% off on Best Available Room Rates on Sundays

### **RICHMONDE CAFÉ**

25% off on a la carte orders at Richmond Café on Saturdays and Sundays

15% off on a la carte orders at Richmond Café on weekdays.

### **THE EXCHANGE**

15% off on a la carte orders from Wednesdays to Fridays

5. Cardholders must settle payment with their HSBC credit card to enjoy the Offers.
6. For room accommodations, best available rates are published in [www.richmondehotelortigas.com.ph](http://www.richmondehotelortigas.com.ph). Booking and stay period should be within the Promo Period.
7. Rooms are subject to availability. Room discount doesn't apply during convention periods and blackout dates such as but not limited to Christmas Eve (Dec 24), and Christmas Day (Dec 25).
8. Food & beverage discounts are not applicable to pastry items and room service orders. Also, cannot be applied on special offerings during special occasions or events (e.g., Mother's Day, Father's Day, Easter Sunday, Christmas Eve/Day and New Year's Eve/Day.)
9. Prior reservation is required to avail the room discount.
10. For bookings and reservations, Cardholders must contact the hotel directly by calling Room Reservations at (632) 8638 7777 / (63) 917 859 7914 or emailing [stay@richmondeortigas.com](mailto:stay@richmondeortigas.com).

11. The Offers cannot be used in conjunction with any other discounts, promotions and discounted items, unless specified.
12. The Offers are non-transferable.
13. Cardholders with mandatory and government-regulated discount have the option to choose which promo or discount to apply in their purchase of goods and services which are on promotional discount.
14. The Offers cannot be exchanged for cash or other products.
15. HSBC is not a supplier of the products and services provided in relation to the Offers of the Promo. Any dispute concerning the quality of goods and services provided by Richmonde Hotel Ortigas shall be settled directly between the Cardholder and the Richmonde Hotel Ortigas.
16. The Promo is bound by the terms and conditions stipulated by HSBC and Richmonde Hotel Ortigas.
17. Disputes with respect to the Cardholder's eligibility, coverage dates, fulfillment, etc. shall be resolved by HSBC in concurrence with DTI.
18. The Terms and Conditions listed herein are governed by and construed in accordance with the laws of the Philippines.

Per DTI Fair Trade Permit No. FTEB- 189178, Series of 2024

To contact HSBC for inquiries or complaints, call (02) 8858-0000 or (02) 7976-8000 from Metro Manila, +1-800-1-888-8555 PLDT domestic toll-free, (International Access Code) +800-100-85-800 international toll-free for selected countries/regions, talk to us through the Chat feature of our website [hsbc.com.ph](http://hsbc.com.ph), or visit [hsbc.com.ph/feedback](http://hsbc.com.ph/feedback).

The Hongkong and Shanghai Banking Corporation Limited is an entity regulated by the Bangko Sentral ng Pilipinas (Bangko Sentral) <http://www.bsp.gov.ph>. You may get in touch with the Bangko Sentral Consumer Protection and Market Conduct Office through their Email: [consumeraffairs@bsp.gov.ph](mailto:consumeraffairs@bsp.gov.ph); Webchat: <http://www.bsp.gov.ph>; Facebook: <https://www.facebook.com/BangkoSentralngPilipinas> or SMS: 021582277 (for Globe subscribers only).