



Terms & Conditions

1. **HSBC x Twin Lakes Hotel Offers 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 20, 2024 to March 19, 2025** ("Promo Period"). Blackout dates apply: March 28-31, August 24 & 25, October 26 & 31, November 1 & 2, December 16-31, 2024, January 1, and April 15-20, 2025.
4. Stay period is from March 20, 2024 to April 30, 2025.
5. Cardholders can enjoy the following at Twin Lakes Hotel during the Promo Period ("Offers"):
 - 50% OFF on published room rates found in www.twinlakeshotel.com.ph
 - 30% OFF on full body massages and foot reflexology at L'Uva Vineyard Spa
 - 10% OFF at Twin Lakes Wine Gallery for a minimum single-receipt spend of PHP5,000.00
6. Cardholders must present upon check-in and settle payment with their HSBC credit card to enjoy the Offers.
7. Room accommodation includes:

Room types	Superior	Deluxe	Premier	2-Bedroom Suite
Complimentary Breakfast	2 persons	2 persons	2 persons	4 persons
Maximum occupancy	Up to 3 adults or 2 adults and 2 kids	Up to 3 adults or 2 adults and 2 kids	Up to 3 adults or 2 adults and 2 kids	Up to 6 adults
Extra person fee will be applied on:	3 rd adult	3 rd adult	3 rd adult	5 th & 6 th adults

8. Extra Person Fee will be charged of PHP2,000 nett inclusive of bed, breakfast, and toiletries.
9. Kids aged 12 years old and below may stay for free. Breakfast for 6 -12 years is at Php425nett per child.
10. Prior reservation is preferred to avail of the Offers. For inquiries and reservations, contact:

Twin Lakes Hotel Room Reservations	+63917 846 1389, +63917 853 7468 reservations@twinlakeshotel.com.ph
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L'Uva Vineyard Spa	+63917 853 7463 dtalahiban@twinlakeshotel.com.ph
Twin Lakes Wine Gallery	+63917 104 2370 reservations@twinlakeshotel.com.ph

11. Booking is non-refundable but may be rebooked subject to applicable fees and/or rate difference.
12. Rooms are subject to availability.
13. The Offers cannot be used in conjunction with any other discounts, promotions and discounted items, unless specified.
14. The Offers are non-transferable.
15. 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.
16. The Offers cannot be exchanged for cash or other products.
17. 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 Twin Lakes Hotel shall be settled directly between the Cardholder and Twin Lakes Hotel.
18. The Promo is bound by the terms and conditions stipulated by HSBC and Twin Lakes Hotel.
19. Disputes with respect to the Cardholder's eligibility, coverage dates, fulfillment, etc. shall be resolved by HSBC in concurrence with DTI.
20. 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-189507, 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, or visit 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; Webchat: <http://www.bsp.gov.ph>; Facebook: <https://www.facebook.com/BangkoSentralngPilipinas> or SMS: 021582277 (for Globe subscribers only).