



### **Customer journey for the Buffet in A Box Ordering Process:**

1. Guest to call 091SLFMEATS (09175363287) and give the PROMO CODE HSBC BB to place the order. (Note that there is a 48-lead time requirement.)
2. Guest to identify order date, time and mode of collection (pick-up or delivery). If delivery, guest to advise delivery address, contact person and contact number.
3. To place the order, guest to select 2 Appetizers, 2 Western Signatures, 2 Asian Signatures, 2 Desserts per BIAB from the menu selections. (we can send the choices to you so you can also provide the CH a link to it)
4. Once order is finalized, SLFMEATS to email the guest the e-payment link.  
(Requirement: BIN of eligible cards from HSBC and Promo Mechanics)
5. Once payment is done, guest to email the payment confirmation to [slfmeats@shangri-la.com](mailto:slfmeats@shangri-la.com) for tracing and acknowledgement. Orders may no longer be cancelled once payment is made.
6. The number to contact is 091SLFMEATS (09175363287) for orders for pick-up, whether personally by the guest or through a self-arranged delivery provider. Dispatch of items will be at the hotel's main lobby driveway.

### **General Terms & Conditions:**

1. This offer 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 in accordance with HSBC Terms and Conditions. For the avoidance of doubt, a 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 Regulatory Compliance Policy considerations.
2. Accepted cards are as follows: HSBC Visa Classic, HSBC Mastercard Classic, HSBC Red Mastercard, HSBC Gold Visa, HSBC Gold Mastercard, HSBC Advance Visa, HSBC Premier Mastercard and HSBC Platinum. Debit and Corporate cards are excluded from the promo.
3. To avail of the Promos, the Cardholder must use his/her valid locally issued HSBC card to pay for his/her single-receipt bill (inclusive of VAT, service charges, and prevailing local taxes) and mention the Promo Code when booking/purchasing.
4. The offer may not be used in conjunction with other discount offers. Discounts and privileges are not exchangeable for or convertible to cash, credit or other goods and services nor allowed as payment for the Card dues.
5. The offer is non-transferable.
6. In the purchase of goods and services which are on promotional discount, the senior citizen can avail of the promotional discount or the discount provided under the Expanded Senior Citizens Act of 2010 whichever is higher.
7. The offer cannot be exchanged for cash or other products.
8. HSBC is not a supplier of the products and services for the offer. Any dispute concerning the quality of goods and services provided by the Merchant involved in this promotion shall be settled directly between the cardholder and the Merchant.
9. The offer is bound by the terms and conditions stipulated by HSBC and the Merchant.
10. In case of dispute with respect to the cardholder's eligibility, coverage of dates, fulfillment, etc., HSBC's decision shall prevail. The complainant has recourse with DTI.

Per DTI Fair Trade Permit No. FTEB-117883, Series of 2021