

BEA Credit Card Concert ticket redemption through the BEA Mall App "MAYDAY #5525 LIVE TOUR IN HONG KONG" - Terms and Conditions

1. Concert ticket redemption through the BEA Mall App "MAYDAY #5525 LIVE TOUR IN HONG KONG" (the "Reward") runs from 25 March to 28 April 2025 (the "Promotional Period").
2. Only principal holders (the "Cardholders") of a BEA Credit Card or co-branded Card, excluding a BEA GOAL Credit Card, i-Titanium Card, JCB PLATINUM Card, supplementary card and corporate card ("Eligible Credit Card") can redeem the Reward with designated Bonus Points through the BEA Mall App. If the redemption is successful, Cardholders will find the e-voucher from "My eVouchers" of BEA Mall App within 2 working days of redemption. To collect the Reward, Cardholders are required to visit designated Kar Kar Redemption Center in person within the collection period (2 May to 8 May 2025) and must present relevant QR code by logging in BEA Mall App for verification. Printed copies will not be accepted. The e-voucher is only valid on or before the expiry date. Once the e-voucher has expired, it will not be reissued.

Designated Kar Kar Redemption Center Address:

G/F, Park Hovan Commercial Building, 18 Hillwood Road, Tsim Sha Tsui, Kowloon (MTR Jordan Station Exit D)

- Customer Hotline: 3996 8196
 - Service Hours: Mondays to Saturdays 11:00a.m. to 7:30p.m.; Sundays 1:00p.m. to 5:30p.m. (Closed on Public Holidays)
3. The Reward is limited to a quota at 30 sets at HK\$1,855 tickets and 30 sets at HK\$755 tickets, which is on a first come first served basis while stocks last. Cardholders can only redeem a maximum of 1 set of HK\$1,855 tickets and 1 set of HK\$755 tickets through the BEA Mall App respectively. Tickets seating will be assigned on a first-come-first-served basis, BEA will issue the tickets to the Eligible Cardholder as its sole discretion. The performance date and seat numbers on the tickets obtained by an Eligible Cardholder in this promotion cannot be changed.
 4. Redemptions cannot be cancelled or altered once made. Reward that have been claimed will not be refunded.
 5. All information and photos shown are for reference only.
 6. Regardless of age, each ticket admits one person only. A valid ticket must be provided for admission. No admission for age of 3 or below.
 7. No person other than the Cardholder, The Bank of East Asia, Limited ("BEA") and TopTop Productions Limited (the "Organiser") will have any right under the Contracts (Rights of Third Parties) Ordinance (Cap. 623 of the Laws of Hong Kong) to enforce or enjoy the benefit of any of the provisions of these Terms and Conditions.
 8. The Concert is organised by the Organiser, while the Reward event is provided by BEA. The Organiser does not makes any representations or warrants regarding the quality and availability of the Reward event provided by BEA, nor the information provided by BEA. The Organiser shall not be liable for any matters arising from or in connection with the Reward event. Should Cardholders have any inquiries regarding the Reward event and/or its relevant information, they should contact BEA directly.
 9. BEA makes no representation or guarantee as to the quality and availability of the products, services, or information provided by the Organiser. BEA shall not be liable for any matters arising from or in connection with the products, services, or information provided by the Organiser. Cardholders should direct any queries to the Organiser. Shall there be any further existence of claims or disputes between cardholders and the Organiser, BEA should be informed of such claims or disputes within a reasonable period so that BEA can make corresponding handling.



10. All tickets redeemed or issued cannot be canceled, refunded, exchanged or resold. In any event, the Organiser and BEA will not reissue or replace tickets and will not bear any responsibility if the tickets are lost, defaced or stolen. BEA will assist in handling the matter of lost concert tickets; in this case, the Cardholder needs to report the loss of the lost concert tickets to the Hong Kong Police and submit the loss report certificate (original) to BEA. Then, the Organiser will decide whether to issue a letter to the Cardholder to replace the lost concert tickets, that is, the concert tickets reported lost will be voided, and only the Cardholder with a valid replacement letter can allow to enter the venue. Please contact BEA for details.
11. If any of Cardholders commits misconduct, fraud, or misuses of the concert tickets, or intentionally obtains benefits from others' fraud or misconduct, BEA and the Organiser have the right to cancel the concert tickets and report the case to the Police.
12. The performance date of the Concert will be decided at the sole discretion of the Organiser. The Organiser has the right to change the performance date or cancel the Concert at any time without prior notice. In case of dispute(s) arising therefrom between Cardholders and the Organiser, the Organiser reserves the right for the final decision at its own discretion. Provided that the Concert is postponed due to any reason, the Organiser will decide and announce the relevant arrangements for postponement, and Cardholders should follow the Organiser's public notice.
13. If the Concert is cancelled due to any reason, Cardholders should follow BEA's notice in connection with the refund arrangement, while the Organiser does not bear any legal responsibility for the refund arrangement.
14. Audience must abide by the latest arrangements, and rules & regulations issued by the venue management during admission and watching the performance.
15. Audience admission and seating arrangements will be subject to arrangements by the venue management and the Organiser. Any changes will be announced by the Organiser and/or the venue management, and will be notified individually by BEA. The venue management's staff have the right to refuse entry to anyone who refuses to abide by the changes. The concert ticket prices, customer service fees and the related Bonus Points will not be refunded thereafter.
16. For any person who fails to comply with the Terms and Conditions, the Organiser and the venue management reserve the final decision on the admission of such person. If any of Cardholders is unable to enter the venue due to failure to comply with the Terms and Conditions released by the Organiser and the venue management, neither BEA, nor the Organiser and/or the venue management are required to make any compensation. In case of any dispute, BEA and the Organiser reserve the right of final decision.
17. The final admission and seating arrangements for the Concert is subject to the announcement made by the venue management and the latest guidelines of the Organiser.
18. BEA will collect personal information from Cardholders, and the use of such personal information shall be subject to the personal information collection statement made by BEA. The Organiser is not involved in the collection and use of any personal data. Please contact BEA for details.
19. BEA and the Organiser reserve the sole right to vary or cancel the Offer and/or amend or alter these Terms and Conditions at any time without prior notice. In the event of any dispute, the decision of BEA and the Organiser shall be final and conclusive.
20. These Terms and Conditions shall be governed by and construed in accordance with the law of Hong Kong.
21. If there is any inconsistency or ambiguity between the English and Chinese versions of these Terms and Conditions, the English version shall apply and prevail.



To borrow or not to borrow? Borrow only if you can repay!