



## Terms & Conditions

1. **HSBC x EASTWOOD RICHMONDE HOTEL OFFERS 2024** ("Promo") is applicable to holders ("Cardholders") of HSBC credit and debit cards, card bearing HSBC name and logo but not limited to HSBC Private Banking Card, HSBC Premier MasterCard® credit card, Advance Visa, Visa Platinum Card, Visa Infinite Card, Visa Signature Card, Visa Classic, Mastercard Classic, Red Mastercard, Gold Visa Cash Back Card, Gold Mastercard, Premier China debit card, all HSBC co-brand Premium cards, French Premiere Esquire card, or any credit card issued or specified by a HSBC group company ("HSBC") from time to time ("Cards"). Corporate cards are excluded from the Promo.
2. Promo is from **March 15, 2024 to December 30, 2024** ("Promo Period").
3. Booking and stay period should be within the Promo Period.
4. Cardholders can enjoy the following at Eastwood Richmond Hotel during the Promo Period ("Offers"):

### **ROOM ACCOMODATION**

20% OFF on Best Available Rates from Wednesdays to Fridays.

40% OFF on Best Available Rates from Sundays to Tuesdays.

### **EASTWOOD CAFÉ+BAR**

25% OFF on a la carte orders from Monday to Wednesday.

15% OFF on a la carte orders from Thursday to Sunday.

(Not applicable on pastry items and Room Service orders)

5. For room accommodations, best available rates are published in [www.eastwoodrichmondehotel.com.ph](http://www.eastwoodrichmondehotel.com.ph).
6. Cardholders must settle payment with their HSBC Card to enjoy the Offers.
7. Prior reservation is required to avail the room discount.
8. Cardholders must book directly with the hotel via phone or email and inform the hotel that they are availing of the HSBC Offer. For bookings and reservations, Cardholders must contact the hotel directly by calling Room Reservations at (632) 8570 7777 / (63) 917 531 6867 or sending an email to [stay@eastwoodrichmonde.com](mailto:stay@eastwoodrichmonde.com).
9. 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).
10. Extra person fee may be applied to additional guest/s for room/s exceeding standard occupancy. Discount cannot be applied on extra person fee.
11. The hotel's standard re-booking, cancellation, and no-show policies will apply.
12. Dining discount is not applicable to pastry items and room service orders.
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 Eastwood Richmond Hotel shall be settled directly between the Cardholder and Eastwood Richmond Hotel.
18. The Promo is bound by the terms and conditions stipulated by HSBC and Eastwood Richmond 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- 189177, 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).