

Q1: Does the data roaming day pass apply to all hotel bookings / flight tickets from Club Travel?

Ans: No, in order to enjoy the offer, Cardholders must use Citi The Club Credit Card (“Eligible Card”) to book and pay for hotel bookings and/or flight tickets of designated destinations only and reach minimum net spending requirements. Customers must also enter promo code “citi04” before check out.

For example, popular destinations like Japan, South Korea, Taiwan, Singapore, Thailand, China, etc. are covered. For details, please visit the full designated destination list [here](#).

Note that this destination list may change from time to time without prior notice.

Q2: How long does the data roaming day pass remain valid?

Ans: The data roaming day pass remains valid for 3 months from the date of the relevant data roaming day pass being credited to your csl/1010/Club Sim mobile account.

Q3: Can I enjoy the complimentary data roaming day pass offer if I am not an existing postpaid customer of csl/1010/Club Sim?

Ans: No, this offer is not available for non-existing postpaid customer of csl/1010/Club Sim.

Q4: How can I activate the data roaming day pass?

Ans: You need to login your csl/1010/Club Sim mobile application and activate the data roaming day pass to enjoy data roaming after landing. For more details, please visit <https://www.hkcsll.com/en/data-roaming-day-pass/> or https://www.1010.com.hk/en/data_roaming_day_pass

Q5: How can I know the data roaming day pass is credited to my csl/1010/Club Sim postpaid mobile account? When to get my data roaming day pass?

Ans: csl/1010/Club Sim is responsible for notifying you the data roaming day pass is successfully credited to your csl/1010/Club Sim mobile account.

Under normal circumstances, and provided that all conditions under these terms and conditions have been met, csl/1010/Club Sim will endeavor to credit the offer to your csl/1010/Club Sim mobile account:

- a. Around 5 working days before check in/flight departure date for Bookings made at least 10 working days before check in/flight departure date; or
- b. Around 5 working days for Bookings made within 10 working days of check in/flight departure date.

All subject to actual circumstances and final confirmation from csl/1010/Club Sim.

There is no guarantee that the roaming day pass will be credited to your mobile account according to the above timeline or before your intended departure or check in time.

Q6: How to determine the destination of the data roaming day pass?

Ans: If you make a hotel booking with us, the destination is determined by hotel’s location that is stated on your booking confirmation.

If you purchase a flight ticket with us, the destination is determined by the first arrival destination that is stated on your flight itinerary.

All subject to csl/1010/Club Sim's final confirmation.

Q7: My flight itinerary consists of transit / stopover / multiple travel destinations in the same booking. Where will the data roaming day pass apply?

Ans: The data roaming day pass is applicable to the first arrival destination that is stated on your flight itinerary.

For example, you will only get a csl/1010/Club Sim postpaid data roaming day pass that is valid in Japan (but not Thailand, Korea or Hong Kong) if you purchase a flight ticket with journey as shown in the below table.

	Origin	Transit / stopover	Destination	Departure date	Arrival date
Flight 1	Hong Kong (HKG)	Bangkok (BKK)	Tokyo (NRT)	3 rd May	3 rd May
Flight 2	Tokyo (NRT)		Seoul (SEL)	10 th May	15 th May
Flight 3	Seoul (SEL)		Hong Kong (HKG)	26 th May	27 th May

For the avoidance of doubt, any transit or stopover will not be counted as an arrival destination regardless of how long the transit or stopover will be. In any event, this offer will only apply to outbound trips from Hong Kong, no data roaming day pass will be given if the destination is Hong Kong even if Hong Kong is the first arrival destination.

If you have any questions on the destination of the data roaming day pass, please contact Club Travel's hotline at 1833100.

Q8: Am I still eligible for this offer if I set off order amount by Clubpoints?

Ans: Yes, amount set off by Clubpoints counts as net spending.

For example, if you purchase a flight ticket at HK\$7,500 of designated destinations (excluding any taxes, service charges, fuel surcharges, etc.) and offset HK\$1,000 with Clubpoints, your awarded csl/1010/Club Sim postpaid data roaming day pass is valid for 7 days.

The use and redemption of Clubpoints are subject to [Terms and Conditions](#).

Q9: Can I add-on data roaming after the complimentary data roaming expires?

Ans: Cardholder can add-on data roaming passes via csl/1010 mobile application before or after the free data roaming expired. The actual price is based on the latest price on the day of topping up the data roaming pass. For more details, please visit <https://www.hkcs.com/en/data-roaming-day-pass/> or https://www.1010.com.hk/en/data_roaming_day_pass

Q10: What is the daily data allowance for the data roaming pass?

Ans: The daily data limit is 500MB per day. If the daily allowance has been used up, the data transmission speed will be capped at 265kbps. Please note the actual speed and usage experience depends on applicable roaming networks and are subject to change without prior notice. Details refer to: <https://www.hkcs.com/en/data-roaming-day-pass/> or https://www.1010.com.hk/en/data_roaming_day_pass

Q11: Can I enjoy the complimentary data roaming day pass offer if the booking is made through Club Travel hotline (i.e. 1833100)?

Ans: Yes. Eligible Card Cardholder must provide a valid The Club membership ID that is registered under Cardholder's name, being validated as such membership account owner, and explicitly agree and accept the Terms and Conditions of this offer in order to enjoy the offer.