



Citi Credit Card and Shangri-La Circle Limited-time Welcome Offers (“Promotion”) Terms and Conditions:

1. Unless otherwise specified, the promotion period is from August 1, 2023 to September 30, 2023 (both days inclusive) (“Promotion Period”).
2. The Promotion is organized by Citibank (Hong Kong) Limited (“Citibank”) and Shangri-La International Hotel Management Ltd. (“Shangri-La Circle”).
3. New Customers (as defined in Clause 4) are entitled to receive the welcome offers (“Welcome Offers”) by completing all of the following requirements (“Eligible Cardholders”):
 - a. Submit an application via the designated link provided by Shangri-La Circle to apply for a principal card of Citi PremierMiles Card or Citi Prestige Card (“Designated Card”) issued by Citibank during the Promotion Period (“Card Application”)
 - b. Have Designated Card successfully approved by Citibank within 1 month from the date of Card Application submission and successfully activated the relevant Designated Card within 1 month from the date of card issuance by Citibank
 - c. Fulfill the relevant Welcome Offers reward conditions below (if applicable)

Each Eligible Cardholder will be entitled to the Welcome Offers if the following reward conditions (if any) were met. Please refer to the below table for reward conditions and fulfilment details:

Card Types Applied	Welcome Offers	Reward Conditions
Citi PremierMiles Card	2,400 Shangri-La Circle Points	Not applicable
Citi Prestige Card	4,800 Shangri-La Circle Points and 240,000 Citi Points (equivalent to HK\$1,170 Cash Rebate) and two Shangri-La Room Upgrade to Next Room Type Vouchers	Pay the first year annual fee of HK\$3,800

4. Welcome Offers are only applicable to customers who currently do not hold, have not cancelled and have not held any principal credit card of Citi Credit Card within the past 12 months from the month of application for the Designated Card (“New Customers”).
5. Welcome Offers are not applicable for student applications.
6. Each Eligible Cardholder is entitled to enjoy the Welcome Offers once only.
7. Fulfillment of Welcome offer:
 - a. **Shangri-La Circle Points:** The corresponding Shangri-La Circle Points will be credited automatically to the Eligible Cardholder’s Shangri-La Circle account (as registered in Shangri-La Circle’s record) within 5 months upon approval of the Designated Card application by Citibank (“Fulfillment Period”). Each Eligible Cardholder is responsible for providing the correct Shangri-La Circle Membership number when submitting the Designated Card application to receive Shangri-La Circle Points. Citibank and Shangri-La Circle shall not be responsible for any loss of Shangri-La Circle Points in relation to a mistake made by the Cardholder. Use of the Shangri-La Circle Points is subject to terms and conditions. For Terms and Conditions of the Shangri-La Circle Points, please refer to <https://www.shangri-la.com/en/corporate/shangrilacircle/terms-conditions/>. Citibank shall not be responsible for any matters in relation to the fulfillment arrangement of Shangri-La Circle Points. For fulfillment enquiries or disputes, please contact Shangri-La Circle. Citibank is not a supplier or service provider of the products/services/auxiliary services provided and shall not be responsible for any matters relating to the products or services provided. Shangri-La Circle is solely responsible for all obligations and liabilities in relation to such products or services.
 - b. **Shangri-La Room Upgrade to Next Room Type Vouchers:** The corresponding Shangri-La Room Upgrade to Next Room Type Vouchers will be credited automatically to the Eligible Cardholder’s Shangri-La Circle account (as registered in Shangri-La Circle’s record) within 5 months upon approval of the Designated Card application by Citibank (“Fulfillment Period”). Each Eligible Cardholder is responsible for providing the correct Shangri-La Circle Membership number when submitting the Designated Card application to receive Shangri-La Room Upgrade to Next Room Type Vouchers. Citibank and Shangri-La Circle shall not be responsible for any loss of Shangri-La Room Upgrade to Next Room Type Vouchers in relation to a mistake made by the Cardholder. Use of the Shangri-La Room Upgrade to Next Room Type Vouchers is subject to terms and conditions. For Terms and Conditions of the Shangri-La Room Upgrade to Next Room Type Vouchers, please refer to terms and conditions below. Citibank shall not be responsible for any matters in relation to the fulfillment arrangement of Shangri-La Room Upgrade to Next Room Type Vouchers. For fulfillment enquiries or disputes, please contact Shangri-La Circle. Citibank is not a supplier or service provider of the products/services/auxiliary services provided and shall not be responsible for any matters relating to the products or services provided. Shangri-La Circle is solely responsible for all obligations and liabilities in relation to such products or services.
 - c. **Citi Points:** For Citi Prestige Cardholders, the corresponding Citi Points will be credited to the eligible Principal Cardholder’s account 2 months after the first year annual fee has been fully paid (“Fulfillment Period”). Use of Citi Points is subject to the Citi ThankYou Rewards Terms and Conditions and the Citi “Pay with Points Service” Terms and Conditions.

8. Welcome Offers cannot be changed once elected during the Card Application process, nor transferred to another person, cancelled, reversed or exchanged for cash.
9. Eligible Cardholders' Designated Card accounts must be valid and in good standing during the entire Promotion Period and Fulfillment Period (as defined in Clause 7) in order to enjoy the Welcome Offers.
10. Shangri-La Circle and/or Citibank reserves the right to grant alternative Welcome Offers of the Designated Card to Eligible Cardholders.
11. In case of any fraud/abuse/reversal or cancellation of transactions included in the calculation of the spending conditions, Shangri-La Circle and/or Citibank reserves the right to debit from the Eligible Cardholders' Shangri-La Circle accounts and/or Designated Card accounts respectively the equivalent amount of the Welcome Offers awarded under this Promotion without prior notice.
12. Citibank may require customers to submit additional documents in order to complete the Card Application in special conditions.
13. Employees of Citibank or Citibank N.A or its subsidiaries are not eligible for any of the Welcome Offers under the Promotion.
14. The Welcome Offers are not applicable to individuals resident in the European Union, European Economic Area (EEA), Switzerland, Guernsey, Jersey, Monaco, San Marino, The Vatican, United Kingdom, The Isle of Man, Brazil and New Zealand during the period from the commencement of the Promotion Period to the date of redemption of the Welcome Offers.
15. Unless otherwise specified, the Welcome Offers received from this Promotion cannot be used to settle any previous outstanding balances, withdrawn as cash advance, nor transferred or exchanged for cash or other offers.
16. The Welcome Offers received from this Promotion cannot be used to settle any previous outstanding balances, withdrawn as cash advance, nor transferred or exchanged for cash or other offers.
17. Availability of the Welcome Offers is subject to offer or service availability, account status checking and final acceptance by Citibank and Shangri-La Circle at their absolute discretion. Photos, product specifications and prices are for reference only.
18. Eligible Cardholders shall be deemed to have accepted any risks and liabilities in whatsoever nature associated with the services / auxiliary services supplied by Citibank and Shangri-La Circle, and shall waive any claim against Citibank and Shangri-La Circle in relation to such risks and liabilities when New Customers make any relevant transactions.
19. Citibank and Shangri-La Circle will carry out this Promotion in accordance with the applicable laws of Hong Kong. In the event this Promotion is stopped by government agency's orders or must be suspended due to server network attack or system failure or any circumstances beyond Citibank's and Shangri-La Circle's the control, such event shall be regarded as a force majeure event, and Citibank and Shangri-La Circle shall not be liable for any damage, loss or dispute therein.
20. Shangri-La Circle and/or Citibank reserves the right to amend these and other relevant terms and conditions at any time without prior notice.
21. All matters and disputes related to this Promotion and/or the Welcome Offers will be subject to the final decision of Shangri-La Circle and/or Citibank.
22. In the case of discrepancy between the English and the Chinese versions of these terms and conditions, the English version shall prevail.

Shangri-La Room Upgrade to Next Room Type Voucher ("Voucher") Terms and Conditions:

23. The Voucher is exclusive for Shangri-La Circle members ("Member") who successfully applied Citi Prestige Card through Citi Credit Card and Shangri-La Circle Limited-time Welcome Offers Program.
24. The Voucher is applicable to any Participating Hotels ("Participating Hotels") under Shangri-La Hotels & Resorts, Kerry Hotels, JEN Hotels and Traders hotels. Please refer to the Participating Hotels list on the Voucher for details. Non-Participating Hotels are China World Summit Wing, Beijing; Shangri-La The Shard, London; Shangri-La Paris; Shangri-La Tokyo; Shangri-La Toronto; Shangri-La Vancouver; Shangri-La's Villingili Resort & Spa, Maldives; Shangri-La Zhoushan and all Shangri-La serviced apartments and residences. The Participating Hotels list may be changed from time to time, For any enquiries on the Participating Hotels list, please contact Shangri-La Circle Member Services via emailing shangri-la.circle@shangri-la.com
25. The Voucher can be redeemed for a complimentary room upgrade to the next room type, within the same room category up to (and including) Club room types only (i.e., Suite rooms and above are excluded) at a Participating Hotel and is subject to hotel availability.
26. The Voucher is only applicable if the hotel stay reservation is directly booked via the Shangri-La website, Shangri-La Circle mobile app, Shangri-La WeChat mini programme, official Shangri-La telephone reservation hotline, or a Participating Hotel. Bookings under Complimentary Room and Staff Rates are not applicable.
27. Member is required to contact Shangri-La Circle Member Services via calling (852) 3069 9688 or emailing shangri-la.circle@shangri-la.com prior to arrival to redeem the Voucher and quote Voucher ID(s).
28. The Voucher must be presented with the digital QR code via Shangri-La Circle website, Shangri-La Mobile App or WeChat Mini Programme upon check-in at the Participating Hotel. No printed copy or print screen of the Voucher will be accepted.
29. The Voucher is valid during the validity period only. No validity period extensions are allowed. Please refer to the Voucher for details.
30. The Voucher is only applicable to the room physically occupied by the Member.

31. The Voucher is applicable for one night only. Members can use up to 7 “Room Upgrade to Next Room Type” vouchers for 7 consecutive nights during the same stay at the Participating Hotel. Once used, the Voucher and the QR code will be invalid.
32. The Voucher cannot be used in conjunction with other offers or promotions and cannot be transferred, replaced, or exchanged for cash or other products. Shangri-La Circle reserves the right to reject any Voucher that has been tampered with, or found unacceptable, or not used in accordance with these Terms and Conditions.
33. All interpretations of the Voucher shall be at the sole and absolute discretion of Shangri-La Circle. In case of any dispute over the interpretation of the Voucher, the Shangri-La Circle’s decision is final.
34. Shangri-La Circle reserves the right to modify, suspend or cancel the offer on the Voucher and these Terms and Conditions at any time.
35. If the English version of these Terms and Conditions are available in other languages, the English version shall prevail if any discrepancy arises.
36. The Voucher and its usage are also subject to Shangri-La Circle Terms and Conditions.
37. No amendment or cancellation is allowed upon Voucher redemption.
38. The terms and conditions of the Voucher are governed by and interpreted in accordance with the laws of the Hong Kong Special Administrative Region of the People's Republic of China Law (“applicable laws”).
39. Subject to applicable laws, Shangri-La Circle reserves the right to modify the offer on the Voucher and amend the terms and conditions stated herein at any time. The Voucher is also subject to Shangri-La Circle Terms and Conditions. Please refer to www.shangri-la.com/corporate/shangrilacircle/terms-conditions for the terms and conditions of Shangri-La Circle.

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

Citi Privacy Policy: citibank.hk/privacye
Terms & Conditions: citibank.hk/disclaimere

