



明愛賓館及餐飲服務 Caritas Hospitality Services

General Terms and Conditions

1. The Caritas Hospitality Services Membership Program is managed and operated by Caritas Hospitality Services.
2. Caritas Hospitality Services reserves the right to accept or reject any membership applications.
3. By activating the membership, the member agrees to comply with all the terms and conditions of the Caritas Hospitality Services Membership Program and its subsequent revisions.
4. Only customers who have successfully completed the membership registration process can become Caritas Hospitality Services members and enjoy member benefits.
5. Caritas Hospitality Services reserves the right to make changes to the structure and content of the Caritas Hospitality Services Membership Program at any time, including the website content, offered rewards or privileges, redemption and utilization methods, terms and conditions, and other aspects, and to terminate the membership program without prior notice to members. Members should stay updated on the program structure and content, including any changes to these terms and conditions. By redeeming rewards or utilizing privileges, members accept all relevant terms and conditions. Caritas Hospitality Services shall not be held responsible for any losses resulting from changes or updates to the program structure and content, including these terms and conditions.
6. If there are any inquiries regarding the membership program, members can contact Caritas Hospitality Services staff through the following means:
 - Visit Caritas Hospitality Services in person
 - Email emarketing@chs.caritas.org.hk (email should include member's name, contact information, and email address)
7. In the event of any discrepancy between the Chinese and English versions of these terms and conditions, the English version shall prevail.



Terms and Conditions

Definitions

Unless otherwise specified, the following terms have the following definitions in these terms and conditions :

Caritas Hospitality Services Membership

1. Members must be at least 18 years old. If a customer is under 18 years old, they must obtain written consent from their parents or guardians before applying for Caritas Hospitality Services Membership.
2. Members must provide their most frequently used email address for registration.
3. Caritas Hospitality Services shall not be held responsible for any unsuccessfully transmitted email communication.
4. Members must ensure that the provided registration information is true, accurate, complete, not misleading, and free from fraudulent elements.
5. If a member changes his/her email address, the member must immediately notify Caritas Hospitality Services to update his/her membership information. If it is discovered that a member has registered or used Caritas Hospitality Services Membership with an email address that does not belong to him/her, Caritas Hospitality Services reserves the right to suspend or terminate the membership without further notice.
6. After completing the registration, if a member needs to change his/her name or birth month, he/she must personally visit Caritas Hospitality Services and provide relevant supporting documents to update his/her personal information.
7. The membership is for personal use by the member and cannot be transferred to others.
8. After updating personal information, members must verify all their data and confirm its accuracy. All membership information is based on the records held by Caritas Hospitality Services.
9. Members must keep their membership number confidential. If anyone (including any third party, whether authorized by the member or not) uses their membership account, the member shall be fully responsible.
10. Caritas Hospitality Services may request members to provide identification documents to verify their membership information.
11. If any member is found to have misused another person's account, registered for membership using dishonest methods, or used membership benefits dishonestly, Caritas Hospitality Services reserves the right to freeze or terminate the membership of such individuals without further notice.



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12. Members can apply to delete their account through the following methods, and the application will be processed within 40 days:
 - Visit Caritas Hospitality Services in person
 - Email to emarketing@chs.caritas.org.hk (The email must include the membership number, member's name, and registered email address for verification purposes)
13. Promotional and advertising offers may not be used together with other promotional activities, discounts, or other coupons simultaneously. Offers may also have additional terms and conditions. Offers cannot be exchanged for cash or transferred.
14. Caritas Hospitality Services reserves the right to cancel, suspend, or refuse the use of any offers or exclude the use of offers at certain merchants without prior notice.
15. If any provision of these terms and conditions is deemed invalid by a court of competent jurisdiction, the invalidity of that provision shall not affect the validity of the remaining provisions. If any provision of these terms and conditions is inapplicable, that provision or any other provision shall continue to be effective.
16. Caritas Hospitality Services reserves all rights to terminate or modify the above terms at any time and without prior notice. In case of any disputes, Caritas Hospitality Services reserves the final decision-making authority.
17. Members understand and accept that all rewards or privileges are limited in quantity and available on a first-come, first-served basis. Once the rewards are fully redeemed or the promotion period ends, members understand and accept that any unsuccessful redemption of rewards will not be compensated.
18. Reward images and descriptions are for reference only. All rewards are subject to the actual items. All rewards do not include warranties, returns, exchanges, cash redemption, or cash back. Members must inspect the redeemed gifts immediately, as no replacements will be provided afterwards under any circumstances.
19. All rewards are provided subject to availability. Caritas Hospitality Services may, at its sole discretion, decide to terminate the provision of a particular reward at any time or provide a similar reward of equal value as a substitute without prior notice before redemption. Caritas Hospitality Services does not guarantee the continuous availability of any rewards throughout the entire promotional period.
20. In case of any disputes regarding rewards or privileges, Caritas Hospitality Services, as well as the suppliers, reserve the final decision-making authority.
21. In the event of any discrepancy between the English and Chinese versions of these terms and conditions, the English version shall prevail.



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Privacy Policy Statement and Personal Data Collection Statement

Caritas Hospitality Services Membership Program follows the provisions of the Personal Data (Privacy) Ordinance (Chapter 486) regarding the Privacy Policy Statement. We ensure that our staff will strictly adhere to the policy and maintain the confidentiality of your personal data.

We safeguard all the information provided by Caritas Hospitality Services members. Except for the collection of personal data necessary for membership application, membership renewal, membership/account maintenance, registration of email addresses, providing promotional information, participation in Caritas Hospitality Services activities, and provision/collection of online opinion services, and when Caritas Hospitality Services may record the network address of the computer used to access this website, Caritas Hospitality Services will not collect any personally identifiable information or any personal data (except as otherwise stated) when users browse or use the website. Such data will be used for compiling general statistical information about the usage of the Caritas Hospitality Services website. Users will be informed of the purposes and uses of such information, including the procedures for data transmission and disclosure, as well as the right to access and correct the collected personal data, through the "Personal Data Collection Statement."

In general, Caritas Hospitality Services uses the relevant data to estimate the number of users, track user progress and online traffic in promotional activities, understand the frequency of user browsing or using individual services, and estimate user online patterns to provide information that matches user preferences.

We use cookies on the Caritas Hospitality Services website to enhance website performance and improve the user's online experience. We use session cookies to allow users to browse and use basic functions on the website, such as retaining login information and reducing the need for data transmission over the Internet. When using cookies, we will not collect any personal data from users. The collection of any personal data will be carried out in accordance with the terms of our "Personal Data Collection Statement." Personal data will be securely stored in our system, and Caritas Hospitality Services will take all reasonably practicable steps to ensure that personal data is not kept longer than is necessary for the fulfillment of the purposes (including any directly related purposes) for which the data is or is to be used. Only trained and authorized staff members are allowed to access such personal data, and except as stated in the "Personal Data Collection Statement," we will not disclose such personal data to any party outside of Caritas Hospitality Services. Users have the right to request access to and correction of their personal data according to the procedures stated in the "Personal Data Collection Statement."

Caritas Hospitality Services may send direct marketing messages about promotional products and services to users from time to time based on their personal data. In the process of direct marketing, we will provide an appropriate "opt-out" choice.



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Caritas Hospitality Services will make every effort to ensure the proper protection of user privacy. However, given the nature of the Internet, we cannot guarantee "complete security," especially regarding data transmitted over the Internet, which cannot be guaranteed to be completely confidential and reliable.

If users have any questions regarding our privacy policy and practices, please email emarketing@chs.caritas.org.hk or send correspondence to Room 1114, Caritas House, 2 Caine Road, Hong Kong. In case of any discrepancies, the English version shall prevail.

Use of Cookies

Caritas Hospitality Services uses cookies on the website to enhance website performance and improve the user's online experience. We use session cookies to allow users to browse and use basic functions on the website, such as retaining login information and reducing the need for data transmission over the internet. When using cookies, we will not collect any personal data from users.

Access to Information

You have the right, under the provisions of the Personal Data (Privacy) Ordinance (Chapter 486), to request access to or correction of your personal data. If you have any requests for accessing or correcting data, please email emarketing@chs.caritas.org.hk or send correspondence to Room 1114, Caritas House, 2 Caine Road, Hong Kong. In case of any discrepancies, the English version shall prevail.

Caritas Hospitality Services may use the personal data provided by you to provide occasional promotional information and information about products/services to Caritas Hospitality Services members. If you do not wish to receive promotional information and information about products/services from Caritas Hospitality Services, please email emarketing@chs.caritas.org.hk to unsubscribe or send written correspondence to Room 1114, Caritas House, 2 Caine Road, Hong Kong.

Even if you choose not to receive direct promotional materials and/or information from Caritas Hospitality Services in the future, Caritas Hospitality Services will still respect your membership during its subsistence so that you can continue to enjoy membership benefits. You can learn about Caritas Hospitality Services' future promotional messages through the Caritas Hospitality Services website or announcements displayed at different venues.