

Spoilt Experience Gifts Special Booking Arrangements due to Coronavirus

Throughout the period of the coronavirus in Hong Kong, we are very pleased that the majority of Spoilt experiences were able to continue with bookings with additional hygiene and social distancing measures. However, there are some limited experiences whose operations have been impacted significantly and so we have made some special arrangements for these experiences as follows. Unless stated below, all usual Terms and Conditions apply. We thank you for your patience during this period and in the meantime, stay safe and we hope to welcome you on a Spoilt experience soon!

Experiences with Special Arrangements:

- AFF100
- BAK100
- BJP100
- BJP200
- BJP300
- BJP400
- BOX100
- BOX110
- BOX120
- BOX130
- BOX150
- CPC100
- CSW100
- DAN400
- DAN550
- DID100
- DID110
- DID210
- DID300
- FMD100
- FMD200
- FMD300
- FMD400
- FON100
- GOF100
- GON100
- HEL100
- HEL200
- HEL300
- HEL500
- HEL600
- HTH100
- HTH200
- HTH300
- HOR100
- HOR200
- PFC100
- POT100
- POT200
- PPS100
- PPS200
- PPS300
- PPS500
- PUB100
- PUB200
- QKT100
- SAI200
- SAI310
- SOV100
- SPA610
- SPA620
- SPA600
- SPS100
- TCM100
- TCM110
- TCM200
- TCM300
- TCM700
- TCM900
- WHO100
- WHO200

1. Experiences taking place on premises with government mandated closure period

Due to government mandated closure of certain categories of entertainment venues, including amusement game centres, fitness centres, places of amusement, places of public entertainment, beauty parlours and massage establishments during the coronavirus, the following special arrangements will apply for experiences taking place at affected venues.

- a. AFF100, BOX100, BOX110, BOX120, BOX130, BOX150, DAN400, DAN550, DID100, DID110, DID210, DID300, FON100, GOF100, GON100, HTH100, HTH200, HTH300, PFC100, PPS100, PPS200, PPS300, PPS500, PUB100, PUB200, SAI200, SAI310, SOV100, SPA600, SPA610, SPA620, SPS100, TCM100, TCM110, TCM200, TCM300, TCM700, TCM900, WHO100, WHO200

- i. If you hold a voucher for any of the above experiences, which remains unused and with an expiry date during the period of January 7th 2022 to February 23rd 2022, you will be offered a 49-day validity extension at no charge starting from the date of the original expiry date.

2. **Experiences affected by restriction of group gatherings to 4 pax / 2 pax**

As the above experiences were not able to operate during the government restrictions of public gatherings to groups of 4 pax only during the period of January 7th 2022 to February 23rd 2022, the follow special arrangements apply.

a. BAK100, QKT100, CPC100

- i. If you hold a voucher for any of the above experiences, which remains unused and with an expiry date during the period of January 7th 2022 to February 23rd 2022, you will be offered a 49-day validity extension at no charge starting from the date of the original expiry date.

As the above experiences were not able to operate during the government restrictions of public gatherings to groups of 2 pax only during the period of February 10th 2022 to February 23rd 2022, the follow special arrangements apply.

b. POT100, POT200

- ii. If you hold a voucher for any of the above experiences, which remains unused and with an expiry date during the period of February 10th 2022 to February 23rd 2022, you will be offered a 2-month validity extension at no charge starting from the date of the original expiry date.

c. CSW100

- i. If you hold a voucher for any of the above experiences, which remains unused and with an expiry date during the period of February 10th 2022 to February 23rd 2022, you will be offered a 14-day validity extension at no charge starting from the date of the original expiry date.

3. **Experiences affected by compulsory quarantine of travellers**

Due to compulsory quarantine measures for travellers starting from March 19th 2020, it will not be possible for the above experiences to resume bookings until further notice.

a. BJP100, BJP200, BJP300, BJP400, FMD100, FMD200, FMD300, FMD400

4. **Experiences with severely affected operations due to compulsory quarantine and gathering restrictions**

Due to social distancing regulations during the coronavirus, operations for some experiences have been severely affected and will not be able to resume until further notice. The following special arrangements will apply.

- a. HEL100, HEL200, HEL300, HEL500 and HEL600
 - i. If you hold a voucher for any of the above experiences, which remains unused and with an expiry date during the period of March 29th 2020 to July 14th 2020, you will be issued with a Spoilt gift card of equivalent monetary value. The expiry date for the gift card will be 90 days from the original expiry date.
 - ii. If you hold a voucher for any of the above experiences, which remains unused with an expiry date on or after 15th July 2020, you will be issued with a Spoilt gift card of equivalent monetary value with the same expiry date as the original voucher.

5. Experiences with severely affected operations due work with animals

Due to the outbreak of the coronavirus and in consideration of the safety of horses, the operations for the following experiences have been severely affected and will not be able to resume until further notice. The following special arrangements will apply.

- a. HOR100, HOR200
 - i. If you hold a voucher for any of the above experiences, which remains unused and with an expiry date during the period of February 20th 2020 to July 10th 2020, you will be issued with a Spoilt gift card of equivalent monetary value. The expiry date for the gift card will be 90 days from the original expiry date.
 - ii. If you hold a voucher for any of the above experiences, which remains unused with an expiry date on or after 11th July 2020, you will be issued with a Spoilt gift card of equivalent monetary value with the same expiry date as the original voucher.



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Where there are discrepancies between the English and Chinese versions of this document, the English version will prevail.