

COZi Moments Rewards Programme — Terms and Conditions

The COZi Moments Rewards Programme (the "Programme") is the membership programme of Hotel COZi (the "Company"). The Programme is governed by these Terms and Conditions, which may be amended by the Company from time to time. By becoming a member of the Programme (a "Member"), you are deemed to have agreed to, and to be bound by, these Terms and Conditions. Members may view the full Terms and Conditions via the COZi Moments Membership Card (the "Membership Card") or at hotelcozi.com. By registering, you further agree to provide us with your personal data ("Personal Data", as defined in the Personal Data (Privacy) Ordinance (Cap. 486) of Hong Kong), and agree that we may collect and use your Personal Data in accordance with these Terms and Conditions. Membership of the Programme ("Membership") and all member benefits are granted at the sole discretion of the Company and are subject to the following Terms and Conditions:

1. Definitions

1.1 "Membership Card" means the digital card issued to member upon successful registration with the COZi Moments Rewards Programme.

1.2 "COZi Points" means the points awarded by the Company based on member's eligible net purchases at The Platter.

1.3 "Member" means a guest who has successfully registered with the COZi Moments Rewards Programme.

1.4 "Rewards" means any products, services, privileges, promotions, offers, rewards or other similar benefits offered by the Company to Members from time to time.

2. Application for Membership

2.1 Application for the COZi Moments Rewards Programme is free of charge upon completion of the registration form provided by Hotel COZi and acceptance of these Terms and Conditions. No membership fee or minimum spending is required for registration.

2.2 Applicants must be aged 18 or above to register as a Member.

2.3 Upon successful application, the applicant will be issued one digital Membership Card via the mobile application. Applicants must ensure that all information submitted on the registration form is authentic, accurate, complete, not misleading and free from any element of fraud.

2.4 Upon successful registration, Members may check their purchase and Points records via the mobile application.

2.5 To the extent permitted by law, the Company shall not be liable for any claim, demand, liability or action arising from a customer's or Member's omission, neglect and/or failure to provide the Company with updated information, or from the accuracy and completeness of such information.

3. Membership Eligibility

3.1 Membership is granted to each Member on an individual basis, is for the Member's personal use only, and is non-transferable.

3.2 Members must keep their membership number, mobile device and any QR code representing their COZi Points and/or membership identity strictly secure. Members shall bear full responsibility for any unauthorised access to or use of their account by any person (including any third party). The Company accepts no liability for any loss or damage arising therefrom.

3.3 Staff of the Company are authorised to request Members to present a valid identification document for verification.

3.4 The Company reserves the right to suspend or terminate any Membership without prior notice if a Member uses or accesses another person's account without authorisation, is found to have dishonestly provided false information when applying for Membership, or dishonestly exercises any Membership rights.

3.5 The Company reserves the right to modify the structure, benefits, content and other features of the Programme at any time, including but not limited to the redemption and validity of COZi Points, these Terms and Conditions or other Programme arrangements, and to terminate the Programme, without prior notice. While the Company will use reasonable endeavours to notify Members of changes to the Programme and/or these Terms and Conditions, Members are responsible for keeping themselves informed of the latest Terms and Conditions. A Member's earning and/or use of COZi Points shall be deemed acceptance of any such modifications. The Company shall not be liable for any loss or damage arising from any modification to the Programme, including but not limited to these Terms and Conditions.

3.6 Once the membership account is activated, Members may present their valid e-Membership Card at the time of eligible spending at The Platter to earn COZi Points.

4. Earning COZi Points

4.1 Upon activation of the membership account, Members may earn COZi Points on eligible spending at The Platter in accordance with these Terms and Conditions, or by presenting their valid e-Membership Card subject to such requirements or conditions as the Company may specify.

4.2 To earn COZi Points, Members must present their e-Membership Card at the time of payment. Each Member may earn a maximum of 10,000 COZi Points per transaction day, inclusive of any bonus COZi Points.

4.3 All eligible spending at The Platter is entitled to earn COZi Points.

4.4 All eligible spending must be made on or after 22 September 2026.

4.5 COZi Points are calculated based on the actual amount paid.

4.6 MICE events, banquets, tailor-made menus and other functions, food and beverage bookings made through third-party platforms (such as KKday, Klook and OpenRice), any complimentary services and reward redemptions are not eligible for earning COZi Points.

5. Validity of COZi Points

5.1 COZi Points are valid for 12 months from the date of earning, after which they will expire and be forfeited. COZi Points are non-transferable and cannot be exchanged for cash.

5.2 COZi Points carry no cash value. All expired COZi Points will be automatically cancelled on the relevant expiry date and are non-refundable. COZi Points cannot be extended, and COZi Points cancelled due to expiry will not be reinstated or refunded under any circumstances.

5.3 The Company may, at its sole discretion, deduct COZi Points from a Member's balance in respect of: (a) COZi Points earned from any suspected fraudulent or incorrectly recorded transactions; (b) COZi Points arising from any cancelled or false transactions; (c) any erroneously recorded COZi Points; and (d) any expired COZi Points that can no longer be used for redemption.

6. Rewards Redemption

6.1 Members may redeem Rewards with COZi Points via the Member Centre. Rewards may be subject to quota, are available in limited quantities, and are offered on a first-come, first-served basis while stocks last.

6.2 Redemption must be applied for within the redemption period specified in the relevant terms and conditions. The Company reserves the right to determine the availability of Rewards and whether to approve any redemption.

6.3 Once a redemption request is confirmed and approved, the relevant COZi Points will be automatically deducted from the Member's account.

6.4 Once a redemption request is confirmed and approved, the relevant e-voucher will be added to the Member's account. Rewards must be redeemed within the specified period; late redemptions will not be accepted.

6.5 Rewards cannot be exchanged for any other item, including but not limited to cash and COZi Points.

6.6 Once redeemed, Rewards cannot be cancelled, returned or refunded.

6.7 The Company reserves the right to adjust the number of COZi Points required for redemption, Reward quotas and other related matters, and to modify, suspend or cancel the redemption scheme and its related terms and conditions without prior notice.

7. Birthday Privilege

7.1 Members who spend and successfully register to earn COZi Points on their birthday (which must be the same date of birth registered as shown on their identification document) will enjoy double COZi Points.

7.2 The Company reserves the right to modify, suspend or cancel the Birthday Privilege and its related terms and conditions without prior notice.

8. Year-round Offers

8.1 Members may present their e-Membership Card at The Platter to enjoy year-round offers.

9. Use of Personal Data

9.1 The provision of Personal Data through the registration form is voluntary. Applicants must provide all Personal Data and other information requested in the registration form (except for non-mandatory fields) in order for the Company to consider their application; failure to do so may result in the Company being unable to process the application. If the application is successful, the Company shall be entitled to collect further Personal Data and other information in any manner during the validity of the Membership.

9.2 Members may decide voluntarily whether to provide any Personal Data not marked as mandatory on the membership application form.

9.3 Personal Data provided by Members will be used by the Company and its group for all or any of the following purposes or purposes related thereto: (a) administering, continuing and terminating Membership; (b) processing Membership applications; (c) conducting research and/or analysis from time to time for any of the purposes mentioned in this paragraph; (d) conducting research and/or analysis to understand customer needs in order to provide better facilities, services and/or products; (e) providing the Programme or member services, including member offers, benefits and other privileges, and compiling and arranging for the provision of such privileges, benefits, services and/or products and other offers by the Company and its group, or any other firm, company, corporation, body or organisation (collectively, "Related Persons"); (f) enabling the Company and its group, its businesses, participating partners or any Related Persons to provide new and/or enhance existing facilities, services and/or products from time to time; (g) inviting Members' feedback on the exclusive offers, facilities, services and/or products of the Company and its group, participating partners or any Related Persons; (h) matching Members' data against any data held by the Company and its group for any purpose (whether or not with a view to taking any adverse action against any applicant or Member) in connection with the purposes set out in these Terms and Conditions; (i) providing Members with relevant information, including information on products, facilities, services and other privileges, benefits and offers provided from time to time by the Company and its group, participating partners or any Related Persons, together with related promotional materials and information; and (j) any other purposes to which the Member has consented and/or of which the Member has been notified.

9.4 The Company and its group will use their best endeavours to keep all Personal Data and other information collected confidential. The Company and its group shall have the absolute right to disclose, transfer (whether within or outside the Hong Kong Special Administrative Region of the People's Republic of China) and/or exchange any such data and information, for the purposes set out in Clause 9.3, to any and all of the following persons or entities: (a) any member company of the Company and its group; and/or (b) any Related Persons; and/or (c) any agents, contractors or other service providers who provide administrative, telecommunications, computer or other services to the Company and its group, Related Persons or group members in connection with their operations, or as required for the provision of privileges, facilities, services or products to Members.

9.5 The Company and its group will retain Personal Data for as long as necessary to fulfil the purposes for which it was collected, and may retain Personal Data files for statistical purposes. Personal Data that is no longer required will be destroyed.

9.6 For the full Privacy Policy and Personal Information Collection Statement, please refer to the Privacy Policy available on the Hotel COZi website.

10. Termination or Suspension of Membership

10.1 A Member may terminate their Membership at any time by giving the Company not less than 30 working days' prior written notice.

10.2 If a Member breaches, or the Company has reason to believe a Member has breached, any of these Terms and Conditions, or fails to comply with the Company's instructions, the Company shall have the right, at its sole discretion, to immediately terminate or suspend the Membership. The Company reserves the right to immediately terminate or suspend any Membership at any time at its sole and absolute discretion. The Company shall not be liable for any loss or damage suffered by any party in any circumstances as a result of such termination.

10.3 Upon termination of Membership for any reason, the Company shall be entitled to immediately cancel all unused/unredeemed COZi Points and Rewards without any liability or compensation.

10.4 Termination of Membership for any reason shall be without prejudice to any rights and remedies accrued to the Company and its group, its businesses, participating merchants and/or participating partners as at the date of termination.

10.5 In the event of any abuse of a membership account, QR code, COZi Points and/or Rewards by a Member, including but not limited to dishonesty, fraud and/or misconduct, the Company reserves the right to terminate or suspend the Membership or to reclaim the Member's COZi Points and/or Rewards, without prejudice to any rights and remedies the Company may have against the Member.

10.6 If a Member earns COZi Points and/or redeems Rewards for themselves through any suspected dishonesty, fraud and/or misconduct, the Member shall be liable (without limitation) to the Company and its group, its businesses and participating partners for the full value of the COZi Points, Rewards or other goods and services obtained, as well as all costs and losses incurred or suffered by the Company, its businesses and/or participating partners as a result of such suspected dishonesty, fraud and/or misconduct.

11. General Terms and Conditions

11.1 Membership is granted at the sole discretion of the Company. The Company may reject any application. The Company reserves the right, at its sole discretion, to change the type of Membership, or to revoke or terminate any Membership or the Programme.

11.2 Activation and use of Membership shall be deemed acceptance of all terms and conditions of the Programme (including any subsequent amendments).

11.3 Only those who have completed registration as Members of the Programme are entitled to member offers.

11.4 The Company reserves the right to extend, terminate or change the structure, scheme, offers, Rewards and other features of the Programme, including but not limited to these Terms and Conditions, the earning rate, redemption rate and expiry date of COZi Points/Rewards/offers, the redemption and collection of Rewards and offers, the termination of Membership, or any other matters. Members are responsible for keeping themselves informed of the latest Programme details and Terms and Conditions. Logging in to, redeeming or using COZi Points, Rewards and offers shall be deemed acceptance of all amendments or modifications. The Company shall not be liable for any loss or damage arising from any amendment or modification.

11.5 Any Member may terminate their Membership by giving written notice to the Company by email to info@hotelcozi.com.

11.6 Upon revocation, termination or expiry of Membership, all unredeemed COZi Points, Rewards and offers in the Member's account will be forfeited absolutely without refund and without further notice. Termination of Membership does not constitute withdrawal of the Member's consent to the use of their Personal Data for promotional purposes. Members who wish to withdraw their consent to the use of their Personal Data may email info@hotelcozi.com or follow the instructions in the relevant materials.

11.7 Membership is for the exclusive use of the Member. Members shall keep their membership information confidential and secure, and shall not permit any other person to use their membership account.

11.8 The Company and its group shall not be liable for any delay, loss, error, corruption or leakage in the transmission of information caused by network issues, system failures, poor telephone reception or interference from third-party applications, nor for any failure to deliver push notifications or emails.

11.9 All questions or disputes shall be resolved by the Company at its absolute discretion. In case of any dispute, the decision of the Company shall be final, conclusive and binding. The Company's decision on any matter relating to or arising from Membership shall be final and binding on all parties concerned.

11.10 The Company reserves the right to amend these Terms and Conditions from time to time without prior notice.

12. Enquiries

12.1 For any enquiries about the Programme, Members may contact the Company by email at info@hotelcozi.com (the email must include the Member's name, registered mobile number and email address). The Company will respond within 5 working days.