

Website Terms and Conditions

MY SHANGRI-LA COMMUNITY ("**Website**") is owned and operated by Shangri-La International Hotel Management Limited ("**Shangri-La**"). Your access to and use of the Website, including without limitation participation in its bulletin boards, forums, chats, and all other areas is conditional upon your acceptance and compliance with the terms, conditions, notices and disclaimers contained below and elsewhere on the Website, (known collectively as "**Terms and Conditions**"). Please read these Terms and Conditions carefully. Please also read our Privacy Policy [here](#); all personal information which you provide to us in connection with your use of this Website will be subject to the terms of our Privacy Policy. If you do not agree with any of these Terms and Conditions, please do not use the Website. Shangri-La may amend these Terms and Conditions at any time without prior notice. Your continued use of the Website after any such amendment constitutes acceptance of the amended Terms and Conditions. If you do not agree to the Terms and Conditions or any revised version of the Terms and Conditions, please do not use the Website. Your failure to comply with these Terms and Conditions may result in suspension or termination of your access to the Website, without notice, in addition to Shangri-La's other remedies.

Registration

You may be required to register and/or set up an account ("**Account**") to use certain parts of the Website, or the Website as a whole. In order to do so, you may be required to provide personal data and be provided, or required to choose, a password, user ID, and/or other registration information ("**Registration Information**"). You should update your Registration Information whenever there is a change. You may do so by following instructions on the Website or as described in our Privacy Policy.

Security of Registration Information

If you register and/or set up an Account, you will be solely responsible for maintaining the confidentiality of your Registration Information. You may not authorize others to use your Account. You may not share, sub-license, transfer, sell or assign your Account to any third party without our prior written approval. Any attempt to do so will be a material breach of these Terms and Conditions.

If you suspect that your Account is no longer secure (for example, in the event of a loss, theft or unauthorized disclosure or use of your Account or any Registration Information), you must promptly change the affected Registration Information and notify us by following the instructions on the Website.

You are solely responsible for all usage or activity on your Account including, without limitation, use of the Account or Registration Information by any third party.

Use of the Website

The Website is intended for your personal non-commercial use only. You are responsible for all use of the Website by you and by persons whom you allow or authorize to use the Website. You may not modify, copy, republish, upload, post, transmit or distribute in any way any material, including code and software, from the Website. You may download material from the Website for your personal use only, provided you keep all copyright and other proprietary notices intact.

You are prohibited from using the Website for any purpose that is unlawful or prohibited and you must not engage in any conduct which would impair or interfere with the operation or security of the Website. You agree not to use any obscene, indecent, or offensive language or place on the Website any material that is defamatory, abusive, racist, or infringing of third party rights. Without limiting the foregoing, you may not place on the Website any material that is encrypted, constitutes junk mail, unauthorized advertising or commercial offers, or which invades anyone's privacy, or encourages conduct that would otherwise violate any law or regulation. You are responsible for ensuring that any material you provide to the Website or post on a bulletin board or forum or

elsewhere, including but not limited to text, photographs and sound, does not violate the intellectual property or proprietary rights of any third party.

You agree that you will not post any software, files or links to other sites, and that you will not post any content that contains viruses or any other content that may adversely affect the operation of the Website, or any feature of the Website. The nature of this Website is interactive and public. You agree and acknowledge that any materials, ideas or other communications you transmit in any manner and for any reason will not be treated as confidential or proprietary and may be used in accordance with the section "Use of Materials" below.

Shangri-La may at any time, without assigning any reasons therefor and without prior notice, terminate, restrict or suspend your Account or use of or access to any part or all of the Website, without any liability to you or any other person.

Copyright and Intellectual Property

The pages and contents of the Website including without limitation text, graphics, icons, images, video, design, compilation, advertising and all other material on the Website and Shangri-La's trade name, logo and trade marks are the copyright, designs, trade marks and intellectual property of Shangri-La and Shangri-La retains all right, title and interest in such intellectual property. The copying, distribution, modification, use or publication by you, directly or indirectly, of any part of the Website, including but not limited to the removal or alteration of advertising, is strictly prohibited. In addition, you may not in any way make commercial or other unauthorized use, by publication, re-transmission, distribution, performance or otherwise, of material obtained through the Website, except as expressly permitted in writing by Shangri-La .

Third Party Content

Shangri-La does not endorse, support, sanction, encourage, verify, or agree with the comments, opinions, or statements posted on forums, blogs or otherwise contained in the Website. Any information or material placed on the Website by third parties, including advice and opinions, are the views and responsibility of those who post the statements and do not necessarily represent the views of Shangri-La. The Website may contain links to third parties' websites. These links are provided solely for your convenience and do not indicate, expressly or impliedly, any endorsement by Shangri-La for the linked site or the products or services provided at those sites. Shangri-La is not responsible for the content of such sites or for the collection, use, maintenance, sharing, or disclosure of data and information by such third parties. You link to any such site at your own risk and we advise you to check the terms and conditions and privacy policies of those other sites before using them and disclosing your personal data.

You agree that the Shangri-La is not responsible, and shall have no liability to you, with respect to any information or materials posted by others, whether or not such material is unlawful.

Use of Materials

Please refer to our Privacy Policy for information regarding how Shangri-La uses your personal data and information. Except as expressly provided otherwise in the Privacy Policy, you agree that by posting messages, uploading files, supplying data, or engaging in any other form of communication with or through the Website, you grant Shangri-La and its affiliates a royalty-free, perpetual, non-exclusive, worldwide license to use, reproduce, modify, adapt, translate, transmit, distribute, incorporate, display, or sublicense any such communication (including your identity and personal information about you) in any medium (now in existence or hereinafter developed) and for any purpose, including commercial purposes, and to authorize others to do so. Please note that information and content you transmit in publicly accessible portions of the Website will be available to all users of the Website, so you should be mindful of personal information and other content you may wish to post. Shangri-La hereby excludes any and all liability that may arise in connection with materials posted, uploaded or supplied by you on the Website.

Indemnification

You agree to indemnify and hold harmless Shangri-La and its affiliates, employees, agents, and representatives, from any and all claims and liabilities which are caused by or may arise from your use of the Website including without limitation, your submission of comments, opinions, statements or materials on the Website, or from your breach of these Terms and Conditions.

Disclaimer and Limitation of Liability

Notwithstanding all efforts made by Shangri-La to ensure the accuracy of the Website, no responsibility or liability is accepted by Shangri-La in respect of any use or reference to the Website, or for any inaccuracies, omissions, mis-statements or errors in the Website contents, or for any economic or other loss which may be directly or indirectly sustained by any visitor to the Website or other person who obtains access to the material on the Website.

Shangri-La does not warrant or represent that your access to the Website will be uninterrupted or error-free or that any information, data, content or other material accessible in connection with the Website will be free of computer viruses, bugs or other harmful components.

The Website is provided "as is" without warranties of any kind and Shangri-La disclaims all warranties, whether express or implied, to the maximum extent permitted by law, including but not limited to warranties as to fitness for purpose, non-infringement of intellectual property or proprietary rights or compatibility between the Website and any software or hardware. You accept all risk and responsibility for your use of the Website including the submission of any personal information and you agree to release Shangri-La and its affiliates, and each of their respective directors, officers, employees, agents and representatives from any claims, demands and damages of every kind, arising out of or in any way connected with your use of this Website.

The material on the Website is for general information only and nothing in the Website contains professional advice or any binding commitment upon Shangri-La in relation to the availability of services provided by Shangri-La.

Monitoring

Shangri-La may but shall have no obligation to monitor, review, edit, delete or block any material placed on the Website or its bulletin boards. Any such actions shall be at its sole discretion and without notice.

Miscellaneous

In the event of any provision of this Terms and Conditions being found by any court or administrative body of competent jurisdiction to be invalid or unenforceable, the invalidity or unenforceability of such provision shall not affect the other provisions of these Terms and Conditions. All provisions not affected by such invalidity or unenforceability shall remain in full force and effect.

Governing Law

These term and conditions are governed by and shall be construed in accordance with the laws of Hong Kong Special Administrative Region ("**Hong Kong**"). You agree to submit to the non-exclusive jurisdiction of the Hong Kong courts.

Rewards Terms and Conditions for Customers who participate in the MY SHANGRI-LA COMMUNITY Program

The Program

1. The “My Shangri-La Community” Program consists of 2 stages, the recruitment stage and the activity/survey filling stage.
2. There are 2 opportunities to earn rewards by participating in this Program:
 - My Shangri-La Community Recruitment Reward
 - Reward for every completed survey or activity

My Shangri-La Community

1. To enter and participate in this Program, participants must, during the recruitment stage:
 - Receive an invitation from Shangri-La to participate in the “My Shangri-La Community”;
 - Visit the “My Shangri-La Community” website at <https://mycommunity.shangri-la.com> (refer to the link in the invitation);
 - Complete and submit the qualifying survey and meet the criteria set by Shangri-La;
 - Receive a notification from Shangri-La that their qualifying survey has been accepted by Shangri-La and that the participant has been accepted in the “My Shangri-La Community”;
 - Reply to the confirmation confirming participant’s willingness to participate in the “My Shangri-La Community” by clicking the confirmation link provided in the notification; and
 - Accept and agree to the “My Shangri-La Community” Privacy Policy and Terms and Conditions.
2. One invitation can only be used by one participant and no participants may register more than one time even though they may receive more than one invitation.
3. All registered entries to this Program (from this point on called “Members”) will receive a token of appreciation equivalent to 50 Golden Circle Award Points (“GC Award Points”) to be credited to the Member’s Golden Circle Membership account.

Surveys and activities

1. For each survey or activity that is completed or finished, participating Members will receive 50 GC Award Points as a token of appreciation.
2. Registered Members must comply with the following rules:
 - Each survey can be completed only once by each Member
 - Members must answer questions honestly, to the best of their knowledge
 - Only Members who complete surveys or activities in full will be awarded GC Award Points
3. Shangri-La will credit the GC Award Points to the respective Member’s Golden Circle Membership account within 4 to 6 weeks after the end of the survey or activity.

Appreciation Rewards

1. All information provided by participants in the “My Shangri-La Community” Program must be correct, including their personal data and Golden Circle Membership number for the purposes of allowing Shangri-La to credit the Member’s Golden Circle Membership account with GC Award Points.
2. Shangri-La retains the right to substitute the appreciation rewards with alternative rewards of equal or greater value.
3. Shangri-La reserves the right to verify the validity of entries and to disqualify any participant who does not comply fully with these terms and conditions or any terms applicable to a survey or activity.
4. Shangri-La’s shall have absolute discretion as to whether or not to grant an appreciation reward.

5. All GC Award Points and other rewards will be credited to the Golden Circle Membership account of the participating Members provided at the time of Program registration.

6. Appreciation rewards have no monetary face value and may not be sold, bartered, transferred, exchanged for cash or otherwise.

General Terms and Conditions

1. Shangri-La may amend these terms and conditions at any time without any prior notice. It is the responsibility of Members to keep themselves up to date and Members should review these terms and conditions periodically at <https://mycommunity.shangri-la.com>. Any participation in the Program will be deemed as acceptance of these terms and conditions.

2. Shangri-La may at any time modify, suspend or terminate the Program at its sole discretion.

3. Shangri-La is not responsible for any problems or technical malfunction of any telephone or computer network, systems, servers, equipment, software, failure of any email, website or telecommunication systems.

4. Shangri-La shall not be responsible for any lost, late, stolen, damaged or misdirected survey, activity or appreciation rewards.

5. Shangri-La shall not be liable for any loss, liability, damage, expense, cost or charge suffered, sustained or incurred as a result of a Member's participation in this Program.

6. Participants expressly consent to "My Shangri-La Community" Program collecting their personal information for the purposes of administering the Program and distributing appreciation rewards. Details of Shangri-La's Privacy Policy can be found at:

<http://www.shangri-la.com/corporate/policies-pledges/>

7. Participants may access and/or correct the personal information that Shangri-La holds about them by contacting Technical Support via the footer link on <https://mycommunity.shangri-la.com>.

8. These terms and conditions are governed by and shall be construed in accordance with the laws of Hong Kong Special Administrative Region.

Last updated: August 2014