

Redemption item - Terms & Conditions

1. General terms

- 1.1. Member should consist of a valid and active Vivva membership during redemption
- 1.2. Redeemed items cannot be consumed or collected after the expiry date. It will be forfeited after the expiry date and no replacement will be issued.
- 1.3. All redemption products or eVouchers cannot be exchanged for cash, and no change will be given when settling the bill.
- 1.4. All redemption products or eVouchers are non-refundable, non-transferable, non-exchangeable and cannot be cancelled.
- 1.5. All converted Vivva Dollars will be deducted and cannot be recovered.
- 1.6. All dine-in redemption items cannot be exchanged to takeaway.
- 1.7. Upon enjoying the Dine-in Redemption items, additional tea and condiments charges and its 10% service charge apply. For any additional orders, member need to settle the item and its 10% service charge accordingly.
- 1.8. Nina Hospitality reserves the rights to change the reward list without prior notice.

2. eVouchers redemption

- 2.1. Please quote your membership number / phone number and the type and quantity of your redeemed item(s) upon check-in or upon bill settlement.
- 2.2. Different eVouchers to offset the designated hotel expenses, for example:
 - 2.2.1. Nina Hotels Room eVouchers are used to offset the room expenses at Nina Hotels properties only.
 - 2.2.2. Dining eVoucher are used to offset the dining expenses at all restaurants & bars of any participating properties.
 - 2.2.3. Lodgewood by Nina Hospitality Room eVoucher are used to offset the room expenses at Lodgewood properties only.
- 2.3. eVouchers are as good as cash, therefore, members can use their eVouchers to offset their expenses on hotel rooms and related incidentals (e.g., minibar, telephone, airport transfer, in-room dining), restaurants & bars and banquets, according to the type of eVoucher they redeem.
- 2.4. No minimum spending required for the use of eVouchers.
- 2.5. No maximum/minimum amount(s) of eVoucher for bill settlement.
- 2.6. No black out days apply to the use of eVouchers.
- 2.7. Each eVoucher will be given a serial number with a 12 months' validity period generated automatically by the system. When the eVouchers are redeemed for paying the guest checks, the system will take out the eVouchers from the list on a "first-in, first-out" basis automatically to minimize the chance of leaving the expired eVouchers unused.

3. Nina Patisserie Products redemption

3.1. The redeemed Nina Patisserie product should be collected at Nina Patisserie Tsuen Wan West or Nina Patisserie Causeway Bay during operation hours:

3.1.1. Nina Hotel Tsuen Wan West - Nina Patisserie: Lobby, G/F, 8 Yeung Uk Road, Tsuen Wan | 11:00am-9:00pm | 5330 5315 | ninapatisserie.tww@ninahotelgroup.com

3.1.2. Nina Hotel Causeway Bay - Nina Patisserie: Lobby, G/F, 18 King's Road, Causeway Bay | 10:00am-8:00pm | 5638 5729 | ninapatisserie.cwb@ninahotelgroup.com

3.2. Please call the collection spot for pick up arrangement at least 3-days in advance to confirm the product availability.

3.3. The product collection period is Aug 1, 2022 – Dec 31, 2022.

4. Mooncake Voucher redemption

4.1. The mooncake Vouchers should be collected at Nina Patisserie Tsuen Wan West or Nina Patisserie Causeway Bay during operation hours:

4.1.1. Nina Hotel Tsuen Wan West - Nina Patisserie: Lobby, G/F, 8 Yeung Uk Road, Tsuen Wan | 11:00am-9:00pm | 5330 5315 | ninapatisserie.tww@ninahotelgroup.com

4.1.2. Nina Hotel Causeway Bay - Nina Patisserie: Lobby, G/F, 18 King's Road, Causeway Bay | 10:00am-8:00pm | 5638 5729 | ninapatisserie.cwb@ninahotelgroup.com

4.2. The mooncake Vouchers can be used for product redemption at:

4.2.1. Mooncake gift box is available at Lucky Plaza and Papillons Square from 27 August to 4 September 2022.

4.2.1.1. Lucky Plaza - Shatin: Shop 43A, L3, 1-15 Wang Pok Street, Shatin | 12:30pm-8:00pm

4.2.1.2. Papillons Square - Tseung Kwan O: Pop-up store, G/F, Papillons Square, 21 Tong Chun Street, Tseung Kwan O | 12:30pm-8:00pm

4.2.2. Mooncake gift box is available at any collection location from 26 August to 4 September 2022 (Except Lucky Plaza and Papillons Square).

4.2.2.1. Nina Hotel Tsuen Wan West - Nina Patisserie: Lobby, G/F, 8 Yeung Uk Road, Tsuen Wan | 11:00am-9:00pm | 5330 5315 | ninapatisserie.tww@ninahotelgroup.com

4.2.2.2. Central Market - Nina Patisserie: Shop 125, 1/F, Central Market, 93 Queen's Road Central, Central | 10:00am-8:00pm | 9141 3019 | ninapatisserie.cm@ninahotelgroup.com

4.2.2.3. Nina Hotel Causeway Bay - Nina Patisserie: Lobby, G/F, 18 King's Road, Causeway Bay | 10:00am-8:00pm | 5638 5729 | ninapatisserie.cwb@ninahotelgroup.com

4.2.2.4. Lodgewood Mong Kok - canton pot: 2/F, 1131 Canton Road, Mong Kok | 5:00pm-10:00pm | 3968 7888 | cantonpot@ninahotelgroup.com

4.2.2.5. Sichuan Lab: G/F, 28 Tai Wo Street, Wan Chai | 12:00nn-10:00pm | 3126 6633 | sichuanlab@ninahotelgroup.com

4.2.3. Mooncake gift box is available ONLY at Nina Hotel Tsuen Wan West from 5 to 10 September 2022.

4.2.3.1. Nina Hotel Tsuen Wan West - Nina Patisserie: Lobby, G/F, 8 Yeung Uk Road, Tsuen Wan | 11:00am-9:00pm | 5330 5315

4.3. Please call the collection spot for pick up arrangement at least 3-days in advance to confirm the product availability.

4.4. The product collection period is Aug 1, 2022 – Sep 10, 2022.

5. Dine-in items at Ah Yung Kitchen

5.1. Advance table booking is required to enjoy Vivva dine-in or take-away redemption

5.2. Please quote your membership number / phone number and redemption item(s) by the time of table reservations or take-away item reservation to ensure the item and menu availability (at least 3 days before dine-in date)

5.3. Redemption items are available at specific period only. Please refer to the item name.

5.4. Upon enjoying the Dine-in Redemption items, additional tea and condiments charges and its 10% service charge apply. For any additional orders, member need to settle the item and its 10% service charge accordingly.

5.5. Redemption period: Aug 1, 2022 – 31 Aug 2022.

6. Dine-in items, including sets and buffets at Café Circles

6.1. Advance table booking is required to enjoy Vivva dine-in redemption, including sets and buffets.

6.2. The buffet redemption applies to Adult / Child / Senior buffet across the full week except black-out dates. We will not refund regarding to the price differences.

6.3. Please quote your membership number / phone number and redemption item(s) by the time of table reservations to ensure the product availability (at least 3 days before dine-in date)

6.4. Redemption items are available at specific period only. Please refer to the item name.

6.5. Upon enjoying the Dine-in Redemption items, additional tea and condiments charges and its 10% service charge apply. For any additional orders, member need to settle the item and its 10% service charge accordingly.

6.6. Redemption period:

6.6.1. For Summer Fantasy Afternoon Tea Set: Aug 1, 2022 – 31 Aug 2022.

6.6.2. For Lunch Buffet: Aug 1, 2022 – 30 Nov 2022

7. Dine-in items at canton pot

- 7.1. Advance table booking is required to enjoy Vivva dine-in redemption
- 7.2. Please quote your membership number / phone number and redemption item(s) by the time of table reservations to ensure the item and menu availability (at least 3 days before dine-in date)
- 7.3. Redemption items are available at specific period only. Please refer to the item name.
- 7.4. Upon enjoying the Dine-in Redemption items, additional tea and condiments charges and its 10% service charge apply. For any additional orders, member need to settle the item and its 10% service charge accordingly.
- 7.5. Redemption period: Aug 1, 2022 – 31 Aug 2022.

8. Dine-in items at Ru

- 8.1. Advance table booking is required to enjoy Vivva dine-in redemption
- 8.2. Please quote your membership number / phone number and redemption item(s) by the time of table reservations to ensure the item and menu availability (at least 3 days before dine-in date)
- 8.3. Redemption items are available at specific period only. Please refer to the item name.
- 8.4. Upon enjoying the Dine-in Redemption items, additional tea and condiments charges and its 10% service charge apply. For any additional orders, member need to settle the item and its 10% service charge accordingly.
- 8.5. Redemption period: Aug 1, 2022 – 31 Aug 2022.

9. Dine-in items at Sichuan Lab

- 9.1. Advance table booking is required to enjoy Vivva dine-in redemption
- 9.2. Advance reservation is required to enjoy take-away redemption
- 9.3. Please quote your membership number / phone number and redemption item(s) by the time of table reservations to ensure the item and menu availability (at least 3 days before dine-in date)
- 9.4. Redemption items are available at specific period only. Please refer to the item name.
- 9.5. Upon enjoying the Dine-in Redemption items, additional tea and condiments charges and its 10% service charge apply. For any additional orders, member need to settle the item and its 10% service charge accordingly.
- 9.6. Redemption period: Aug 1, 2022 – 31 Aug 2022.