

Staycation Delights 4.0 – FAQ

‘Staycation Delights’ Programme Frequently Asked Questions 「賞你住」推廣活動 常見問題

1. Who is eligible to participate in the ‘Staycation Delights’ programme?

- Participant who fulfils all the following requirements is eligible to enjoy a HK\$500 discount for a staycation under the ‘Staycation Delights’ programme:
 - he/she has attained the age of 18 before hotel check-in;
 - he/she must be either (i) a permanent resident of the Hong Kong Special Administrative Region of the People's Republic of China (‘Hong Kong’), holding a valid Hong Kong Permanent Identity Card (‘Permanent Resident’), or (ii) a non-permanent resident of Hong Kong holding a valid Hong Kong Identity Card (‘Non-permanent Resident’); and he/she has spent HK\$800 or more at an eligible physical retail and/or physical dining outlet(s) in Hong Kong.
- The above requirements are unapplicable to the accompanying guest(s).

1. 誰符合資格參加「賞你住」活動？

- 凡符合以下所有規定，均合資格在「賞你住」活動中換領港幣\$500 住宿折扣優惠：
 - 於酒店登記入住前已年滿 18 歲；
 - (i) 持有有效中華人民共和國香港特別行政區（「香港」）永久性居民身份證的香港永久居民（「永久居民」）或 (ii) 持有有效香港居民身份證的香港非永久居民（「非永久居民」）；及
 - 在推廣期內於香港合資格實體零售及／或實體餐飲商戶消費不少於港幣\$800。
- 同住客人無須符合以上規定。

2. How many doses of COVID-19 vaccination do I need in order to participate in the ‘Staycation Delights’ programme and to stay in a hotel? What are the requirements for people who have recovered from COVID-19?

- All hotel guests must comply with the following:
 - i. all of the Government’s requirements for the ‘Vaccine Pass Regulation’ under the Prevention and Control of Disease (Vaccine Pass) Regulation (Cap. 599L) and other Government’s anti-epidemic measures in force from time to time; and
 - ii. all terms and conditions, and vaccination requirements that are considered appropriate by a participating hotels.
- Under the Vaccine Pass, the vaccination requirements are different for recently recovered persons, as well as people of a certain age group. Please refer to https://www.coronavirus.gov.hk/pdf/vp_t1_ENG.pdf for the dosage schedule.
- Hotels may adjust their check-in requirements according to their operational needs. Participants are suggested to check with the respective hotels directly prior to booking.

2. 我需要注射多少劑 2019 冠狀病毒病疫苗才可以參加活動及入住酒店？假如我是康復者，有什麼相關要求？

- 所有入住客人須遵守以下事項：
 - i. 所有根據政府《預防及控制疾病（疫苗通行證）規例》（第 599L 章）下有關「疫苗通行證」規例的指示和要求，以及其他政府不時生效的防疫措施，以及
 - ii. 根據參與酒店認為適當的所有條款和條件及疫苗接種要求。
- 「疫苗通行證」就康復者及不同年齡人士的接種要求均有所不同，詳情請參閱 https://www.coronavirus.gov.hk/pdf/vp_t1_CHI.pdf 網站內的疫苗接種時間表。
- 酒店或會按其需要調整入住要求，建議參加者於預訂酒店前直接向相關酒店查詢。

3. When will the programme be available for booking?

- You can start saving receipts from eligible retail and/or dining outlets starting from 22 November 2022.
- Starting from 11am on 29 November 2022, you can contact the participating hotels directly, follow the booking methods specified on the website, either by email or through the hotel website to make a reservation.
- Please be reminded that all bookings submitted before 11am, 29 November 2022 or bookings without a specified booking method will not be accepted.

3. 何時開始接受酒店住宿預訂？

- 由 2022 年 11 月 22 日起，可開始於合資格香港實體零售及／或實體餐飲商戶消費後保留收據正本。
- 在 2022 年 11 月 29 日上午 11:00 起，可直接聯絡參與酒店，按照本網站內指定的預訂方法發送電郵或透過酒店網站預訂房間。
- 請留意，如參加者早於 2022 年 11 月 29 日上午 11:00 提交預訂，或以非指定的方式預訂房間，則不能享用住宿折扣優惠。

4. What information does a valid receipt need to include? Can an original electronic payment slip be accepted?

- A valid machine-printed receipt(s) must clearly specify the merchant's name, item(s) purchased, date and purchase amount.
- Electronic payment slip(s) (such as credit card and EPS card) will not be accepted as valid original machine-printed receipt(s).
- If the machine-printed receipt(s) or electronic payment slip(s) of a merchant does not list the purchased item(s), a handwritten merchant sales invoice listing the item(s) purchased, merchant's name, date of purchase and total amount spent should be submitted concurrently. Upon verification of the content of the handwritten invoice against the machine-printed receipt or electronic payment slip, they may be considered as an eligible receipt.
- In case of any disputes, the Hong Kong Tourism Board reserves the right of final decision.

4. 收據上需要列明什麼資料？信用卡付款存根正本會接受嗎？

- 機印收據上必須清楚列有商戶名稱、消費項目、日期及消費金額方為有效。
- 只持有信用卡、易辦事等電子貨幣付款存根正本不被視為有效的商戶機印收據正本。

- 如個別商戶的機印收據或信用卡、易辦事等電子貨幣付款存根正本未必同時附有消費項目，則須同時附上該商戶的手寫單，當中應清楚列出消費項目、商戶名稱、消費日期及總消費金額，該手寫單經與機印收據或上述付款存根正本核對內容相符後，亦可被視為有效的收據。
- 如有任何爭議，香港旅遊發展局保留最終決定權。

5. My wife and I each have a receipt valued at HK\$800. Can we redeem the two receipts together for a HK\$1,000 discount on one room booking?

No. One room booking can only enjoy one Discounted Staycation Offer of a HK\$500 discount. Each booking can only use the discount once.

5. 我與太太兩人各自有一張消費滿港幣\$800 的收據，可以兩張收據一起計算來換領/享用港幣\$1,000 住宿折扣優惠預訂一次房間嗎？

不可以，每個港幣\$500 的住宿折扣優惠僅對一次訂房有效，而同一訂單只可使用折扣優惠一次。

6. Can I redeem a receipt(s) from online shopping for the Discounted Staycation Offer?

- No. There are concerns regarding the authenticity of the receipt(s), only machine-printed receipts from physical outlets are accepted.
- Goods that are ordered, no matter fully or partially paid online with physical in-store collection, would still be considered as online shopping, and would not meet the requirement of spending at a physical outlet. Such receipts would not be eligible for the programme.

6. 網購消費收據可以換領/享用住宿折扣優惠嗎？

- 不可以，由於網購消費收據較難分辨真偽，亦難杜絕重印單據的問題，因此只接受實體店的機印收據正本。
- 如產品於網上訂購及全額付款或部分付款後再到店鋪取貨，仍屬網購消費，未能符合於實體零售商戶消費的定義，因此收據將不被接受。

7. When I made a purchase(s) at eligible retail and/or dining outlets, I used the Stored Value Facilities under the Consumption Voucher Scheme as my payment method. Will the receipt(s) be accepted?

- Participants may use the Stored Value Facilities (eg AlipayHK, Octopus, Tap & Go or WeChat Pay HK) under the Consumer Voucher Scheme as a payment method. However, the receipt(s) must meet all the requirements listed in question 4 to be deemed valid.

7. 我於實體零售及/或實體餐飲商戶消費時使用了消費券計劃下的儲值支付工具作付款途徑，有關收據會被接納嗎？

- 參加者可以使用消費券計劃下的儲值支付工具（如：支付寶香港、八達通、Tap & Go「拍住賞」或 WeChat Pay HK）作為付款途徑，然而有關收據必須符合問題 4 中列明的所有要求，方會被視為有效的收據。

8. Can I redeem one receipt valued at HK\$8,000 for 10 Discounted Staycation Offers?

- No. To maximise public participation, each receipt can be redeemed for one Discounted Staycation Offer only. One Discounted Staycation Offer applies to one room booking only.

- To meet the HK\$800 spending requirement, each person can accumulate spending from a maximum of two machine-printed receipts.

8. 一張消費港幣\$8,000 的收據，可以換領/享用 10 次住宿折扣優惠嗎？

- 不可以，為了讓更多人受惠，一張收據最多只可換領/享用一次住宿折扣優惠。住宿折扣優惠以每次訂房為單位。
- 每次換領/享用住宿折扣優惠所需的港幣\$800 指定消費金額最多可由兩張收據組成。

9. As I need the original receipt for aftersales services, can I get the receipt back after the staycation?

To avoid repeated redemption, receipts will not be returned. Reprints or copies of the original receipts are not accepted. Please make alternative arrangements with the merchant for aftersales services.

9. 收據在完成酒店住宿後是否會退還？因為貨品保養服務需要出示原有收據。

由於收據將不會退還，而重印或複印本均不適用，建議您與商戶溝通，看看是否能夠另印一份收據，以便保留作為貨品保養服務之用。

10. How will the purchase amount be calculated if I pay for an electrical appliance in instalments?

The purchase amount will be calculated based on the total purchase amount on your provided receipt. Please note that each receipt can be redeemed for one Discounted Staycation Offer only.

10. 如購買電器用分期付款，如何計算金額？

將根據您所提供的收據上的總消費金額計算。一張收據最多可供一人享用一次住宿折扣優惠。

11. I booked the staycation at a participating hotel. Can I provide the required documents upon check-in directly and enjoy the Discounted Staycation Offer?

- The Discounted Staycation Offer is available on a first-come, first-served basis, and is subject to availability. Please wait for the hotel's reply after submission. Within 48 hours of submission, the hotel will inform you directly whether the booking is successful. If you do not hear from the hotel after 48 hours, please contact the hotel directly to check on your booking status.

11. 我已向參與酒店提交預訂，我是否可直接入住，並在入住當天提交所需文件便可享用住宿折扣優惠？

- 由於住宿折扣優惠名額有限，先到先得。因此，當參加者提交預訂後，請耐心等待。酒店會於收到預訂資料及消費收據後的 48 小時內向成功預訂的客人發出確認。
- 如參加者在 48 小時後並未收到酒店的回覆，請直接聯絡酒店查詢預訂狀況。

12. I submitted my booking request once the programme booking period started. Why does the hotel have up to 48 hours to get back to me?

- Due to the overwhelming response of the programme, the hotels may receive many booking of open for the public when the programme booking period starts and it takes time to handle and reply. Please be patient, the hotels will provide confirmation to successful bookings within 48 hours upon receiving booking details and verification of receipt(s). If you do not receive a reply from the hotel within 48 hours, please contact the hotel directly to check on the reservation status.

12. 我在活動一開始時便向參與酒店提交預訂，為何酒店要 48 小時才回覆我？

- 由於活動反應熱烈，因此酒店或會在活動一開始便收到大量預訂，並需時逐一處理及回覆，請耐心等待，酒店收到預訂資料及核實消費收據後，會於 48 小時內向能夠成功預訂的客人發出確認。
- 如參加者在 48 小時內並未收到酒店的回覆，請直接聯絡酒店以查詢預訂狀況。

13. I submitted the hotel booking through their website with the promotional code “HKstay”. However, the hotel website did not confirm whether I had applied the promotion code successfully. Will I be eligible for the discount?

- Hotels will provide confirmation to successful bookings and eligibility of the discount within 48 hours of receiving the booking details and verification of receipt(s). For enquiries, please contact the hotels directly.

13. 我已透過酒店網站以推廣碼「HKstay」提交預訂，但酒店網站並沒有即時確認我是否成功使用該推廣碼。我能否享有住宿優惠？

- 酒店收到預訂資料及核實消費收據後，會於 48 小時內向能夠成功預訂的客人發出確認，並告知客人能否享有住宿優惠。如有查詢，請直接與酒店聯絡。

14. Can I use the HK\$500 Discounted Staycation Offer on dining or other services at the hotel?

- The Discounted Staycation Offer can only be used on booking a hotel staycation. It is not applicable to hotel products that consist of only hotel dining or other consumption or services in hotels.

14. 住宿折扣優惠可用於酒店餐飲或其他酒店內的服務嗎？

住宿折扣優惠只適用於預訂酒店住宿計劃，並不適用於只預訂酒店餐飲或酒店內其他消費或服務。

15. Can I cancel or reschedule my hotel booking after it has been confirmed?

- Changes or cancellation to a confirmed hotel reservation will depend on the respective hotel’s terms and conditions for the selected hotel stays. You will need to enquire with your hotel or refer to the cancellation policy provided by the hotel.

16. 確認酒店預訂後，可否取消或更改日期？

- 確認酒店預訂後，若因任何理由取消預訂或更改日期或入住者姓名等，取消或更改條款將由提供所選住宿計劃的酒店決定。請聯絡相關酒店查詢或參閱相關酒店的取消條款。

17. What documents are required upon hotel check-in?

- You must present the following documents to the hotel to prove your eligibility:
 - A valid Hong Kong Identity Card, aged 18 or above;
 - Submit no more than two original machine-printed receipts for purchase of HK\$800 or more at physical retail and/or dining outlets, the copy(ies) of which should have been provided to the participating hotel for confirming the booking prior to check-in.

- other related documents as requested by the hotel.

17. 入住時需要什麼文件？

參加者必須出示以下文件予酒店以證明其資格：18 歲或以上的有效香港身份證；及

- 提交最多兩張合共不少於港幣\$800 於實體零售及/或餐飲商戶消費的機印收據正本，而相關收據於酒店確認預訂時已獲核實。
- 酒店要求的其他相關文件。

18. Do I need the original receipt(s) for check-in at the hotel?

- Yes. You must submit the original machine-printed receipt(s) from the merchant(s) at the time of check-in. The original receipt(s) will not be returned. No re-printed or copied receipt(s) will be accepted. To confirm the booking, you will be required to send a copy of the receipt(s) for verification.
- For the requirements of a valid receipt, please refer to question 4.

18. 登記入住酒店時所提交的消費收據必須為正本嗎？

- 是，於辦理入住手續時須提交商戶機印收據正本，收據將不會退還，重印或複印本均不適用。於酒店確認預訂時，亦須提供收據副本予酒店以進行驗證。
- 有關有效收據的規格，請參閱問題 4。