

HKIA Gift Card Terms & Conditions

By accepting, purchasing or using the Hong Kong International Airport Gift Card (“HKIA Gift Card”), issued by 33 Financial Services Limited (“33 Finance”), you agree to be bound by these Terms and Conditions below. “You”, “your” and “cardholder” refer to the person who has purchased or redeemed and / or is using or otherwise holding the HKIA Gift Card. In case of dispute and unless otherwise specified under these Terms and Conditions, Airport Authority (“AA”) reserves the right of final decision on all matters, at any time without prior notice.

HKIA Gift Card

1. HKIA Gift Card is an anonymous and non-reloadable gift card, available in pre-determined denominations of HK\$1,000, HK\$2,000, HK\$5,000 and HK\$8,000 values, and custom denomination at any value (Gift Card with custom denomination is for corporate purchase only, not for retail sale), subject to availability.
2. HKIA Gift Card is available for purchase and redemption at the following HKairport Rewards Concierges:

Locations	Opening hours
Near Gate 5, Departures Level (L6), Terminal 1 (Restricted area)	07:00 - 24:00 (HKT), Mondays to Sundays
Airline Services Desk A (Near Louis Vuitton), Departures Level (L6), Terminal 1 (Restricted area)	

3. Each person may only purchase HKIA Gift Card with a maximum total value of HK\$25,000 per day. For bulk order/corporate purchases (exceeding total value of HK\$25,000), please email service@hkairportrewards.com for further information.
4. Only electronic payment (including Alipay HK, JCB, Diners, Mastercard, UnionPay, Visa Card and WeChat Pay) will be accepted for the payment of purchasing HKIA Gift Card (Airport e-Coupons and other means of redemption will not be accepted).
5. All purchased and redeemed HKIA Gift Card is non-refundable and non-returnable.
6. The HKIA Gift Cards are issued, made available, distributed and provided by 33 Finance, together with all related services and support. Any spending or payment on or for purchasing of HKIA Gift Card is not eligible for Reward Points registration under the HKIA Rewards Programme – HKairport Rewards (“HKairport Rewards”). Eligible Spending (as defined under the [Terms and Conditions](#) of HKairport Rewards) made by HKIA Gift Card is eligible for HKairport Rewards

Points registration subject to the Terms and Conditions of HKairport Rewards.

7. The HKIA Gift Card can only be used for making payment for goods and services at the participating merchants of HKIA accepting UnionPay Card that are also listed on the HKIA website, subject to the participating merchants' final decision and judgement. The HKIA Gift Card does not support making a guarantee of payment at participating merchants. HKIA Gift Card is HKIA's private label Gift Card, its transaction is not the same as other general credit/debit card transaction. **The HKIA Gift Card cannot be used to settle online transactions.** For any enquires on HKIA Gift Card, please call 33 Finance Gift Card Customer Service Hotline.
8. Each time you use the HKIA Gift Card for any payment, the amount of each purchase with applicable fees and charges will be immediately deducted from the HKIA Gift Card.
9. The fees and charges listed in the "HKIA Gift Card Fees and Charges Table" published on website www.33finance.com are applicable to the HKIA Gift Card. By purchasing the HKIA Gift Card, the cardholder agrees that any applicable fees and charges can be debited directly from the HKIA Gift Card. The most updated applicable fees and charges as stated in the "HKIA Gift Card Fees and Charges Table" on website www.33finance.com should be binding on the HKIA Gift Card cardholder if the cardholder continues to use or retain the HKIA Gift Card. Any such fees and charges may be varied subject to 33 Finance's notice for a period of not less than 30 days.

Making Payment with the HKIA Gift Card

10. A Personal Identification Number ("PIN") is imprinted and covered by silver scratch panel at the back of the HKIA Gift Card. Cardholder must use this PIN to enter the 33 Finance Prepaid Card platform by calling 33 Finance's Gift Card Customer Service Hotline, or logging into 33 Finance's mobile app (33 eWallet) to change the PIN immediately. It is highly recommended to change the PIN from time to time for security.
11. At the time of payment, the cardholder must present the HKIA Gift Card and enter the relevant valid 6-digit PIN.
12. Once the available credit in the HKIA Gift Card has been fully utilised and balance has dropped to zero, the relevant HKIA Gift Card is no longer valid. Cardholder is suggested cutting the card into halves before disposal.

Available Balance Enquiry

13. No card statement will be issued, but cardholders may apply for a detailed transaction record in physical copy by calling the 33 Finance Gift Card Customer Service Hotline. Detailed Transaction Record Fee applies which will be automatically deducted from the relevant HKIA Gift Card at the end of the month.

14. Cardholders may check their card balance and transaction history free-of-charge by calling the 33 Finance Gift Card Customer Service Hotline, logging into 33 Finance's mobile app (33 eWallet) or visiting 33 Finance's website at www.33finance.com. It is the cardholder's responsibility to notify 33 Finance of any error, omission and/or unauthorised transaction within 45 days of the transaction date. The transactions shown will be considered as correct after the specified period. It is recommended that cardholders check their own transaction records frequently.

Loss and Theft

15. The HKIA Gift Card will not be replaced or have the remaining balance refunded if it is lost or stolen.

PIN and Card Replacement

16. The PIN will not be re-issued and cannot be reset after the relevant HKIA Gift Card has been activated. In the event that the PIN is forgotten or irretrievable, the cardholder must apply for a replacement card. A Card Replacement Handling Fee applies as outlined on the HKIA Gift Card Fees and Charges Table published on 33 Finance's website www.33finance.com.
17. Replacement of HKIA Gift Card will be issued free-of-charge in case of card malfunction which is not caused by you and the defective card is returned to us on or before the card expiry date for cancellation.
18. If the HKIA Gift Card is damaged due to misuse, a replacement card may be issued upon request provided that the HKIA Gift Card is returned to the designated HKairport Rewards Concierge or 33 Finance Gift Card Customer Service Team on or before the card expiry date for cancellation. Card Replacement Handling Fee will be deducted from the HKIA Gift Card. Please refer to the HKIA Gift Card Fees and Charges Table published on 33 Finance's website www.33finance.com.
19. Cardholders may be asked to present a proof of identification for the issuance of a replacement card.
20. The replacement card, if issued, will be in the amount of the remaining credit balance available of the replaced HKIA Gift Card in accordance with 33 Finance's records, including deductions of any applicable fees and charges.
21. 33 Finance reserve the right to decline the issuance of a replacement card at any time at their discretion without prior notice.

Expiry

22. The HKIA Gift Card is valid for 6 months from the date the card is purchased or redeemed at the designated HKairport Rewards Concierge. The card expiry date is embossed and stated on the back of each HKIA Gift Card as VALID THRU "MONTH / YEAR". Once the HKIA Gift Card has expired, an Expired Card Management Fee will be charged monthly. The Expired Card Management Fee will be charged and deducted from the remaining balance of the HKIA Gift Card on a monthly basis until the card balance becomes has been fully depleted. Cardholders may apply for balance redemption after the expiration date of the HKIA Gift Card (for purchased HKIA Gift Card only).
23. Merchant refunds are subject to the respective terms and conditions and processing lead times of participating merchants. All merchant refunds must be completed within the relevant HKIA Gift Card validity period. Merchant refunds will not be accepted or reimbursed into expired HKIA Gift Cards. Please refer to participating merchants for details.

Exclusion of Liability

24. Neither 33 Finance nor AA will be responsible or liable for any refusal by any merchants in accepting the HKIA Gift Card for the payment of any goods or services purchased. Any dispute relating to any transactions shall be settled directly between cardholder and the merchant. AA and 33 Finance will not be liable for any losses or damages that the cardholder or any third party may suffer in connection with or arising from the HKIA Gift Card.

Termination / Redemption

25. 33 Finance reserve the rights at any time to terminate the use of the HKIA Gift Card and/or any services offered or to reject any transaction without giving any prior notice or reason. 33 Finance shall not be liable for any losses or damages of whatever nature which you may suffer whether directly or indirectly as a result of such termination or disapproval. Upon termination, the HKIA Gift Card is to be surrendered to 33 Finance Gift Card Customer Service on demand.
26. Cardholders are encouraged to spend the remaining balance in the HKIA Gift Card before the card expiration date. However, you may terminate the card services and apply for balance redemption at any time before and after the expiration date of the HKIA Gift Card (for purchased HKIA Gift Card only). The cardholder must visit 33 Finance's office in person, complete a Card Cancellation Form with identification proof and return the HKIA Gift Card. Please note that a Card Redemption Fee will be deducted from the remaining balance prior to cheque issuance. For HKIA Gift Card with balance equal to or below the applicable redemption fee, no redemption will be processed. A cheque for the remaining balance will be sent to the cardholder within one month after the claim.

Personal Data

27. Cardholders agree that AA and 33 Finance can use any personal information in accordance with policies and practices applicable to their respective use and disclosure of personal data as set out in their respective current Privacy Policy Statements (the “Statement”) and the cardholders agree he/she has read the Statement as stated on websites <https://www.hongkongairport.com/en/privacy-policy.page> and www.33finance.com.

Amendments

28. AA and 33 Finance reserve the rights to amend these Terms and Conditions at any time with not less than 30 days’ notice. Please refer to 33 Finance’s website (www.33finance.com) for the most up-to-date Terms and Conditions.

29. Retention or use of the HKIA Gift Card after such amendments become effective shall constitute the acceptance of such amendments. All matters and disputes relating to any amendment pursuant to sections 28 and 29 to these Terms and Conditions will be subject to 33 Finance’s final decision.

Law and Jurisdiction

30. These Terms and Conditions shall be governed by and construed in accordance with the laws of Hong Kong Special Administrative Region (“Hong Kong”) and the parties agree to submit to the exclusive jurisdiction of the courts of Hong Kong.

General

31. If any of these Terms and Conditions is or becomes illegal, invalid or unenforceable in any respect, the remaining Terms and Conditions shall not be affected thereby.

32. These Terms and Conditions are written in both English and Chinese. If there is any inconsistency or conflict between the English and Chinese versions of these Terms and Conditions, the English version shall prevail.

Contact 33 Finance:

Website	https://www.33finance.com/
Office Address	Suite 807, Tower 1, Silvercord, 30 Canton Road, Tsim Sha Tsui, Kowloon, Hong Kong
Customer Service Hotline	3900 9833 / 3900 9888
Office Hours	Monday to Friday 9:00am to 6:00pm (except public holidays)

33 Finance Prepaid Card Fees and Charges Table-HKIA Gift Card

New Card Fee (per card)	Waived
Card Replacement Fee (per card)	HKD80
Card Redemption Fee (per card)	10% of the card face value or min HKD200 WHICHEVER IS THE HIGHER
Detailed Transaction Record Fee (by month)	HKD50
Transaction Verification and Transaction Proof Retrieval Fee (per transaction)	HKD120
Balance Enquiry via IVRS, 33 eWallet or 33 Finance Website	Free
Expired Management Monthly Fee (deducts from the remaining balance of the expired card monthly)	10% of remaining balance or min HKD200 WHICHEVER IS THE HIGHER