

## 2026 Priority Private Global Concierge Terms and Conditions

### (A) General Terms and Conditions

- The promotion period of the Priority Private Global Concierge is from 1 January 2026 to 31 December 2026 (both dates inclusive) (the “**Promotion Period**”).
- The Priority Private Global Concierge is applicable to:
  - Priority Private clients of Standard Chartered Bank (Hong Kong) Limited (the “**Bank**”) who maintain a Total Balance of at least HKD8,000,000 (“**PP Clients**”);
  - principal cardholders of the Standard Chartered Cathay Mastercard – Priority Private who are not PP Clients (“**PP CX Card Clients**”), and
  - selected Priority Private clients who receive an invitation directly from the Bank (“**Priority Private Club Clients**”, together with the PP Clients and PP CX Card Clients, the “**Eligible Clients**”). To be considered for an invitation, Priority Private Club Clients must meet certain requirements as determined by the Bank at its sole discretion from time to time including (1) maintaining a Total Balance of at least HKD15,000,000 at all times; and (2) holding a valid Professional Investor (“**PI**”) status with the Bank.
- The Priority Private Global Concierge offers the following privileges (each a “**Privilege**”) to Eligible Clients. The specific Privilege(s) that an Eligible Client may be entitled to will depend on the category of the Eligible Client:

Privileges	PP CX Card Clients	PP Clients		Priority Private Club Clients
		Without PI status	With valid PI status	
Priority Private Global Concierge	Access to Concierge services			
Complimentary Airport Limousine Transfer Service (Local & Global)	2 entitlements	N/A	2 entitlements	6 entitlements
Complimentary access to Hong Kong Football Club	N/A	4 times of HKFC Access	12 times of HKFC Access	Unlimited times of HKFC Access
Complimentary CUHK Medical Consultation Service	N/A	N/A	N/A	4 times of any of the Complimentary CUHK Medical Consultation Services with 2-hours free parking
CUHK Medical Privilege Offers	N/A	Privilege price offers on designated Health Check and Vaccination Services at CUHK Medical Centre		

4. Subject to the fulfilment of applicable requirements, each client shall be classified under a single category of Eligible Clients only. The Bank reserves the right to determine such classification at its sole and absolute discretion, having regard to the client's profile and fulfilment of relevant requirements. Entitlements or benefits under different categories cannot be accumulated, combined or enjoyed simultaneously. Where a client meets the requirements for multiple categories, the Bank reserves the right to assign the client to the category it deems most appropriate, and the client shall only be entitled to the entitlements and benefits associated with that assigned category.
5. **"Total Balance"** includes the aggregate balance of deposits, investments and accumulated premiums of selected insurance under personal account as primary account holder with the Bank. The balance of a joint account will only be counted as the Total Balance of the primary account holder.
6. The Bank has engaged a third-party service provider, Ten Lifestyle Management Limited, to provide concierge services to the Eligible Client through the Priority Private Global Concierge. The Eligible Client may enjoy a range of concierge services provided at the Priority Private Global Concierge. Please visit <https://scglobalexperiences.tenconcierge.com> for details.
7. To enjoy the Privileges, the Eligible Client shall make a booking through the Priority Private Global Concierge platform, <https://scglobalexperiences.tenconcierge.com>. For any enquiries, please call the Priority Private Global Concierge line at (852) 2886 0209 or email at [scglobalexperiences.en\\_hk@tenconcierge.com](mailto:scglobalexperiences.en_hk@tenconcierge.com).
8. The availability of the Privileges will be subject to the final confirmation of the Priority Private Global Concierge upon verification of the Eligible Client's eligibility. Client's eligibility for the Privileges will be reviewed by the Bank on a bi-weekly basis. Please contact the Priority Private Global Concierge for the latest eligibility status and entitlement.
9. Personal data of the Eligible Client may be collected by the Priority Private Global Concierge and the use of such personal data shall be subject to the personal information collection statement of the Priority Private Global Concierge. The Bank is not involved in any part of the collection process nor usage of such data, please contact the Priority Private Global Concierge for related details.
10. By making a reservation for the Privilege(s) with the Priority Private Global Concierge, the Eligible Client agrees that the information provided including name and contact information will be used for reserving the Privilege(s), and be transferred to the relevant service provider(s) for the purpose of administering the reservation and providing services.
11. Eligible Clients understand and accept that the Bank is not the supplier of the Privileges or the Priority Private Global Concierge platform. The Bank shall bear no liability relating to any aspect of the Privileges or the Priority Private Global Concierge platform, including without limitation, their quality, supply, descriptions of the Privileges or the Priority Private Global Concierge platform provided by the relevant suppliers, false trade description, misrepresentation, mis-statement, omission, unauthorized representation, unfair trade practices or conduct in connection with the Privileges or the Priority Private Global Concierge platform provided by the relevant suppliers, their respective employees, officers and/or agents. Additional terms and conditions apply to the use of the Privileges or the Priority Private Global Concierge platform. Please contact the service provider(s) for details. Eligible Clients shall agree to those additional terms and conditions before enjoying the Privileges.
12. Unless otherwise specified, the Privileges cannot be exchanged for cash, other products and/or services, nor used in conjunction with other offers and discounts.
13. Please contact the Bank or the Priority Private Global Concierge for any enquiries relating to

the eligibility for the Privileges.

14. The Bank reserves the right to terminate any of the Privileges (or any part thereof) and to vary or modify any of the terms and conditions from time to time without prior notice. In case of disputes, the decision of the Bank shall be final and binding.
15. These terms and conditions are governed by and construed in accordance with the laws of the Hong Kong Special Administrative Region.
16. If there is any inconsistency or conflict between the English and the Chinese versions of these terms and conditions, the English version shall prevail.

**(B) Terms and Conditions for Complimentary Airport Limousine Transfer Service (Local & Global):**

**The Privilege**

1. During the Promotion Period, the Eligible Client will be entitled to the complimentary airport limousine transfer service (“**Limousine Service**”) in accordance with the table below.

Privilege	PP CX Card Clients	PP Clients		Priority Private Club Clients
		Without valid PI status	With valid PI status	
<b>Limousine Service</b>	2 entitlements	N/A	2 entitlements	6 entitlements

2. One (1) entitlement is required for one-way Limousine Service to or from Hong Kong Airport, and 2 entitlements are required for one-way Limousine Service to or from selected global airports.

Limousine Service	Entitlement Used
One-way trip to / from the Hong Kong International Airport	1
One-way trip to / from designated overseas airport	2

3. List of the designated overseas airports may be updated from time to time by the Bank at its sole discretion. Currently, designated overseas airports include Beijing Capital International Airport (PEK), Beijing Daxing International Airport (PKX), Guangzhou Baiyun International Airport (CAN), Shanghai Pudong International Airport (PVG), Shanghai Hongqiao International Airport (SHA), Shenzhen Baoan International Airport (SZX), Taiwan Taoyuan International Airport (TPE), Seoul Incheon International Airport (ICN), Seoul Gimpo International Airport (GMP), Kuala Lumpur International Airport (KUL), Singapore Changi Airport (SIN), Dubai International Airport (DXB) and Abu Dhabi Zayed International Airport (AUH).
4. Eligibility to the Limousine Service cannot be transferred to a third party. The Eligible Client shall be one of the passengers when enjoying the Limousine Service.

5. Limited monthly quota applies to the Limousine Service, which is available on a first-come-first-served basis.

### **Booking Terms**

6. Reservation(s) of the Limousine Service must be made at least 2 days and up to maximum 90 days in advance.
7. Priority Private Global Concierge will confirm with the Eligible Client within 2 days after receiving the reservation request. A confirmation email will be sent to the Eligible Client upon successful reservation.
8. 24 hours advance notification is required for cancelling or amending the Limousine Service, failing which the relevant entitlements will be forfeited.

### **Additional Terms**

9. A single ride of Limousine Service to/from one of the designated overseas airports to/from the city center of the local destinations with the whole transfer must be completed within 50 kilometers (except for Singapore and Seoul).
10. The designated local destinations must be accessible by road within city center area (for overseas transfers) or within Hong Kong only (for Hong Kong International Airport transfers), excluding areas which represent conditions such as to make the Limousine Service impossible, reasonably impracticable or unsafe.
11. The limousine model is pre-determined. For all confirmed bookings of the Limousine Service, a 7-seater Toyota MPV or equivalent vehicle (accommodating up to 6 guests and 4 pieces of luggage) will be provided. The supplier reserves the right to replace the vehicle with one of similar grade when necessary.
12. Luggage must be safely secured in a closed trunk/luggage compartment for the Limousine Service to be rendered. Any booking which exceeds the maximum passenger and/or luggage capacity of the vehicle will not be accepted. As a general reference, the luggage capacity of a 7-seater MPV is a total of 4 standard size suitcases and a 4-seater sedan is 2 standard size suitcases (22" X 12" X 30").
13. Departure service is arranged according to the Eligible Client's preferred pick-up time, with a maximum waiting period of 15 minutes. Subject to the Eligible Client's consent and the service provider's operational availability, the waiting period can be extended from the 16th minute onwards for an additional fee of up to HKD200 per 30 minutes (the exact fee to be determined by the service provider(s) at its sole discretion). Waiting time (from 16th minute onwards) less than 30 minutes will also be counted as 30 minutes.
14. Arrival service is arranged according to the Eligible Client's flight time, with a maximum waiting period of 60 minutes from the flight landing time. Subject to Eligible Client's consent and service provider's operational availability, the waiting period can be extended from the 61st minute onwards for an additional fee of up to HKD200 per 30 minutes (the exact fee to be determined by the service provider(s) at its sole discretion). Waiting time (from 61st minute onwards) less than 30 minutes will also be counted as 30 minutes.
15. If the Eligible Client does not show up at the scheduled pick-up time, the relevant entitlements will still be consumed.

16. The Eligible Client may be charged with a mid-night surcharge of HKD150 for any rides with pickup within 00:00 – 06:00.
17. For Hong Kong International Airport transfers, a child safety seat is required for children under the age of eight (8) or shorter than 1.35 metres. The Eligible Client is required to request for the child safety seat(s) during the reservation for the Limousine Service and HKD150 will be charged (and payable by the Eligible Client) for each child safety seat.
18. The Eligible Client is required to settle any incidental surcharges, including but not limited to extra waiting time surcharge and late night fee directly with the limousine driver.
19. Based on safety reasons and/or bad weather situation, the supplier of the Limousine Service has the sole discretion to suspend or refuse the Limousine Service or booking without any responsibility for any loss for any passengers (including the Eligible Client). Situation will include but is not limited to typhoon, rainstorm, road conditions, safety of any passenger, driver or road user, stowage of overload/oversized/irregular luggage items.
20. All scheduled to or from Hong Kong International Airport limousine transfers services will be suspended under the following conditions: (1) Typhoon Signal No. 8 or above, or Black Rainstorm Warning is hoisted by the Hong Kong Observatory and, (2) within 2 hours from the time Typhoon Signal No. 8 or Black Rainstorm Warning is cancelled.

### **(C) Terms and Conditions for Complimentary Access to Hong Kong Football Club:**

#### **The Privilege**

1. During the Promotion Period, PP Clients and Priority Private Club Clients (together, the “**Qualified PP Clients**”) will be entitled to the complimentary access to the Hong Kong Football Club (“**HKFC Access**”) in accordance with the table below.

Privilege	PP CX Card Clients	PP Clients		Priority Private Club Clients
		Without valid PI status	With valid PI status	
<b>Complimentary Access to Hong Kong Football Club</b>	N/A	4 times of HKFC Access	12 times of HKFC Access	Unlimited times of HKFC Access

2. The HKFC Access is not applicable on blackout dates: New Year’s Day (1 January), Valentine’s Day (14 February), Chinese New Year Eve (16 February PM Session), Chinese New Year (17-19 February), Football Club Associate Annual Party (11 March PM Session), Rugby 10s & Hong Kong Sevens Week (13-19 March), Mother’s Day (10 May), Soccer 7s Week (22 – 24 May), Father’s Day (21 June), Mid-Autumn Festival (25-26 September), Winter Solstice (22 December), Christmas (24 – 26 December), New Year’s Eve (31 December).
3. The Qualified PP Client can select either an AM (8am – 2:30pm) or PM (3:30pm – 10:45pm) session. Within the selected time frame, the Qualified PP Client can reserve, subject to availability, food and beverage facilities and up to two (2) sports facilities as stated below.

**Sports Facilities**

<b>Sports Facilities at Hong Kong Football Club</b>	<b>Advance booking required</b>
Badminton Court	Y
Basketball	N
Indoor Bowling Green	Y
Children's Playrooms	N
Fitness Centre	N
Golf Simulators	Y
Library	N
Sauna and Steam Centre	N
Snooker Room	Y
Squash Courts	Y
Swimming Pool Complex	N
Tennis Courts	Y
Ten Pin Bowling Complex	Y

**F&B Facilities**

<b>Types of F&amp;B outlets</b>	<b>Outlet names</b>
Walk-in only	<ul style="list-style-type: none"> <li>a. Captain's Bar</li> <li>b. Family Lounge Bar</li> <li>c. Sportsman's Bar</li> <li>d. The Chairman's Bar</li> <li>e. The Coffee Shop</li> <li>f. The Lounge</li> </ul>
Advance reservations required. Table will be released 15 minutes after the reservation time without exception	<ul style="list-style-type: none"> <li>a. The Restaurant and Private Dining Room</li> <li>b. Function Rooms</li> </ul>

Private Dining Room will be subject to a minimum charge:

- Lunch: HKD3,000 minimum spending on food and beverage items
  - Dinner:
    - o Sunday – Thursday: HKD5,000 minimum spending on food and beverage items
    - o Friday – Saturday & Public Holiday Eve: HKD7,000 minimum spending on food and beverage items
4. If a booked sport facility is not being used within 10 minutes after the commencement of a session, the booking will be treated as cancelled and deemed to be a no-show and other members may use the sport facility for that session.
  5. The number of guests permitted for each sport facility is limited and subject to the final confirmation of the Priority Private Global Concierge.

6. Parking requests can be submitted for one (1) car only and is subject to availability. Car plate number must be submitted to the Football Club via the Priority Private Global Concierge in advance. Parking is not available on weekends and public holidays.
7. Eligibility to the HKFC Access cannot be transferred to any third party. The Qualified PP Client shall be one of the guests when enjoying the HKFC Access.
8. Limited monthly quota applies to the HKFC Access, which is available on a first-come-first-served basis.

### **Booking Terms**

9. Reservation(s) must be made at least 3 days and up to maximum 7 days in advance.
10. Priority Private Global Concierge will confirm the availability of the HKFC Access with the Qualified PP Client within 1 days after receiving the reservation request. A confirmation email will be sent to the Qualified PP Client upon successful reservation.
11. 24 hours advance notification is required for cancelling or amending the HKFC Access, failing which one entitlement will be consumed, and the Qualified PP Client may be charged a no-show fee of HKD150.

### **Additional Terms**

12. Upon arrival at the Football Club, the Qualified PP Client shall register at the front desk by quoting the reference number, presenting his/ her ID card for verification and signing the booking form. A “temporary membership card” will be issued to the Qualified PP Client for use during the HKFC Access. When the accompanying guest is of a different gender to the Qualified PP Client, an “access” card will be issued as required for accessing changing room facilities.
13. Upon departure from the Football Club, the Qualified PP Client must check out from the front desk to return the “temporary membership card” and any “access” cards and pay for any costs incurred during the HKFC Access. Costs will be subject to 5% service charge.
14. The Qualified PP Client will be charged with a late payment penalty of HKD200 for any on-day unsettled payment at the Football Club. The late payment penalty is also subject to 5% credit card transaction charge.
15. The Qualified PP Client and any accompanying guests shall comply with the Bye-Laws of the Football Club during the HKFC Access, and ensure that their conduct and behavior is appropriate. Additional terms and conditions may apply during the HKFC Access. Please contact the Football Club for details.
16. Special arrangements under extreme weather conditions are as follows:
  - a. If Typhoon Signal No.8 or above and Extreme Conditions Signal are hoisted, the Football Club shall be cleared immediately and closed within 30 minutes. If the signal is lowered between 5am and 4pm, the Football Club may reopen within approximately two hours at its management’s direction. If the signal is lowered between 4pm and 5am, the club will reopen at 7am.
  - b. If Black Rainstorm Warning is hoisted, the Football Club or some of its facilities may be closed.

**(D) Terms and Conditions for Complimentary CUHK Medical Consultation Services for Priority Private Club Clients**

1. During the Promotion Period, each Priority Private Club Client will be entitled to four (4) times of the complimentary medical consultation services (“**Complimentary CUHK Medical Consultation Services**”) with 2-hours free parking (“**Complimentary Parking**”) at the CUHK Medical Centre.
2. The Complimentary CUHK Medical Consultation Services include:
  - (i) Physiotherapy Consultation;
  - (ii) Dietetic Service;
  - (iii) Family Medicine Consultation; or
  - (iv) Chinese Medicine Consultation with two days of Chinese Medicine Drugs, Acupuncture or Bone-Setting Treatment.

The Bank reserves the right to update the list of the Complimentary CUHK Medical Consultation Services from time to time without prior notice. Please check with the Priority Private Global Concierge with the latest list of Complimentary CUHK Medical Consultation Services.

3. The Complimentary CUHK Medical Consultation Services (together with the Complimentary Parking) may be enjoyed by the Priority Private Club Client and his/her family members and friends (“**Service Recipients**”), provided that the Priority Private Club Client makes the booking through the Priority Private Global Concierge for the Service Recipients. Any booking made by the Priority Private Club Client on behalf of a Service Recipient shall reduce Priority Private Club Clients’ entitlement to the Complimentary CUHK Medical Consultation Services accordingly.

**Booking Terms**

4. Reservation(s) of the Complimentary CUHK Medical Consultation Services and the Complimentary Parking must be made 2 business days in advance.
5. Priority Private Global Concierge will confirm with the Priority Private Club Clients within 2 business days after receiving the reservation request. A confirmation email will be sent to the Priority Private Club Client upon successful reservation.
6. 24 hours advance notification is required for cancelling or amending the booking, failing which the relevant entitlement will be consumed.

**Additional Terms**

7. Provision of the Complimentary CUHK Medical Consultation Services and the Complimentary Parking is subject to (i) their availability, which is in turn subject to the service and parking capacity at CUHK Medical Centre and (ii) the suitability of the Priority Private Club Client or Service Recipient (as the case may be) to receive such Complimentary CUHK Medical Consultation Services as determined by the relevant medical practitioner of CUHK Medical Centre in his/her sole discretion.
8. Priority Private Club Clients or Service Recipient under the age of 18 must be accompanied by

- a parent or guardian for receiving any medical services.
9. Certain Complimentary CUHK Medical Consultation Services provided are only available to persons aged 18 or above. The Priority Private Club Clients or Service Recipient should enquire with the Priority Private Global Concierge or the CUHK Medical Centre of the Complimentary CUHK Medical Consultation Services before making any advance booking for and/or purchasing any additional services.
  10. The Complimentary CUHK Medical Consultation Services cannot be used in conjunction with other service plans.
  11. Specific terms and conditions for Chinese Medicine Professional Therapies
    - a. The services must be conducted by designated Chinese medicine practitioners at the CUHK Medical Centre, and all treatment services will be determined based on clinical decisions.
    - b. Two doses of ordinary Chinese medicine are for internal application. Any additional Chinese medicine and precious herbs will incur extra charges, which shall be payable by the Priority Private Club Client or the Service Recipient.
    - c. Additional treatments (such as cupping) beyond acupuncture, or bone-setting treatments will incur extra charges, which shall be payable by the Priority Private Club Client.

#### (E) Terms and Conditions for CUHK Medical Privilege Offers

1. During the Promotion Period, PP Clients and Priority Private Club Clients (“**Qualified PP Clients**”) will be entitled to the following privilege offers on designated medical health check and vaccination services (“**Health Check and Vaccination Services**”) provided by the CUHK Medical Centre (“**CUHK Medical Privilege Offers**”) in accordance with the table below.

Privilege	PP CX Card Clients	PP Clients		Priority Private Club Clients
		Without valid PI status	With valid PI status	
<b>CUHK Medical Privilege Offers</b>	N/A	Privilege price on designated Health Check and Vaccination Services at CUHK Medical Centre		

2. Each Qualified PP Client can enjoy the CUHK Medical Privilege Offers with Priority Private Prices stated below:

Medical Health Check Programme	Priority Private Prices (HKD)
Medical Health Check Programme C1	<b>2,680</b>
Medical Health Check Programme C2	<b>4,680</b>

Medical Health Check Programme C3	<b>6,480</b>
Medical Health Check Programme C4	<b>8,600</b>
<b>Vaccination Services (inclusive of doctor consultation and injection)</b>	<b>Priority Private Prices (HKD)</b>
Herpes Zoster (Shingles) Vaccine (Recombinant) – Shingrix (2-Dose)	<b>4,980</b>
9-valent Human Papillomavirus (HPV) Vaccine (3-Dose)	<b>4,600</b>
Respiratory Syncytial Virus (RSV) Vaccine (1-Dose)	<b>2,680</b>

3. The Bank reserves the right to update the list of the Health Check and Vaccination Services from time to time without prior notice. Please check with the Priority Private Global Concierge with the latest list of the Health Check and Vaccination Services and the latest Priority Private price.
4. The CUHK Medical Privilege Offers may be enjoyed by the Qualified PP Client and his/her family members and friends (“**Service Recipients**”), provided that the Qualified PP Client makes the booking through the Priority Private Global Concierge for the Service Recipients.
5. The CUHK Medical Privilege Offers may be enjoyed multiple times by the Qualified PP Client and the Service Recipients during the Promotion Period.

### **Booking Terms**

6. Reservation(s) of the Health Care and Vaccination Service under the CUHK Medical Privilege Offers must be made 2 business days in advance.
7. Priority Private Global Concierge will confirm with the Qualified PP Client within 2 business days after receiving the reservation request. A confirmation email will be sent to the Qualified PP Client upon successful reservation.
8. Advance notification is required for cancelling or amending the booking.

### **Additional Terms**

9. Provision of the Health Care and Vaccination Services under the CUHK Medical Privilege Offers is subject to (i) its availability, which is in turn subject to the service capacity at CUHK Medical Centre and (ii) the suitability of the Qualified PP Client or Service Recipient (as the case may be) to receive such Health Care and Vaccination Services as determined by the relevant medical practitioner of CUHK Medical Centre in his sole discretion. If such medical practitioner determines that the Qualified PP Client or the Service Recipient (as the case may be) is not suitable to receive the Health Care and Vaccination Services to be provided under the CUHK Medical Privilege Offers, CUHK Medical Centre will only charge the Qualified PP Clients or the Service Recipient (as the case may be) doctor’s consultation fee and (if

- applicable) any related diagnostic and/or medication fee.
10. All items in the Health Care and Vaccination Services are fixed. In case there is any item in any Health Care and Vaccination Services being declined by the Qualified PP Client or the Service Recipient (as the case may be) or not conducted due to any reason, there will be no refund or exchange for such item.
  11. The Qualified PP Client or the Service Recipient who are under the age of 18 must be accompanied by a parent or guardian for receiving any medical services.
  12. Certain services provided under the CUHK Medical Privilege Offers are only available to persons aged 18 or above. The Qualified PP Client or the Service Recipient should enquire with the Priority Private Global Concierge or the CUHK Medical Centre and understand the scope of the medical services before making any advance booking for and/or purchasing any services under the CUHK Medical Privilege Offers.
  13. Any fees paid for the Health Care and Vaccination Services provided under the CUHK Medical Privilege Offers are not refundable and cannot be exchanged for other products and/or services.

Issued by Standard Chartered Bank (Hong Kong) Limited