

General Car Park Offers Terms and Conditions:

1. Offers cannot be used in conjunction with any other promotional offers.
2. For every additional hour parked beyond the promotion period, the regular hourly rate of HK\$24 (Mondays to Thursdays) / HK\$26 (Fridays to Sundays and Public Holidays) will apply.
3. Promotional offers are subject to change or cancellation without prior notice.
4. A maximum of six hours of free parking is redeemable per visit. Each car can enjoy the 2-hour Free Parking Offer (upon spending of HK\$200 or HK\$500), After 7 pm Free Parking Offer (subject to car entry time) from the Concierge (Level LG2) and “3+1” Offer once only per day. These offers cannot be used at the same time.
5. Car Park Terms and Conditions apply.
6. In case of any disputes, Festival Walk (2011) Limited’s decision shall be final.

After 7pm Free Parking Offer & Overnight Parking Offer Terms and Conditions:

1. Designated electronic payment methods only include Credit Card, Debit Card, EPS, Octopus, UnionPay and mobile payment app (including Alipay, Apple Pay, BoC Pay, FPS, Google Pay, Huawei Pay, Mi Pay, Octopus Wallet, PayMe, Samsung Pay, Tap & Go, TNG Wallet, UnionPay QR Code and WeChat Pay). Other payment methods (including but not limited to cash, cheque or cash vouchers/coupons/gift certificates/gift cards/ stored-value cards/any kind of electronic cards from Festival Walk or its tenants) are not eligible for redemption under any circumstances.
2. Only a maximum two machine-printed original same-day transaction receipts and designated electronic payment receipts (the “Eligible Transaction Documents”) from Festival Walk outlets presented on the day of purchase between 11:00 am and 12:00 midnight and only applicable to car entry after 7 pm (subject to car entry time) will be accepted for the Free Parking Offer (the “Parking Offer”) redemption. Customers who only present transaction receipts (or designated electronic payment receipts) will not be accepted. For mobile payment, customers are required to log in to the mobile payment app and show the transaction(s) (screenshot is not accepted) for verification.
3. Receipts from 7-Eleven, purchase of Festival Walk Gift Card, mobile shopping apps, online/mobile food delivery apps, internet purchases, mail orders, phone orders, car shows, exhibitions, roadshows, charity donations, bank transactions, insurance, investment, finance services, telecommunication services, membership fees, office tenants’ transactions, exchanges/refunds, split transactions, bill payments, Octopus re-loads and receipts that have already been used to redeem car park offers from Festival Walk tenants will not be accepted.
4. For Eligible Transaction Documents from instalments or partial payments/deposits, only the actual amount paid on the day of purchase will be counted.
5. All Eligible Transaction Documents presented for the Parking Offer redemption will be stamped on the obverse side with a “Redeemed” chop for administrative purposes after completion of the redemption. The stamped receipts cannot be used for a refund at the relevant tenants’ outlets.
6. Should the customer wish to get a refund from a receipt that has been redeemed for the Parking Offer, the customer must first pay the relevant parking fee to Festival Walk (2011) Limited (“FW2011”) at the Concierge (Level LG2).
7. Each set of Eligible Transaction Documents can only be redeemed once by each person.
8. If requested, customers must provide details of their Eligible Transaction Documents to the Customer Service Officer at the Concierge (Level LG2) for recording purposes. FW2011 reserves the right to photocopy Eligible Transaction Documents for verification.

9. The Parking Offer cannot be exchanged or redeemed for cash.
10. Each customer is eligible to redeem the Parking Offer once only per day.
11. Each car is eligible to enjoy the Parking Offer once only per day from the Concierge (Level LG2). The Parking Offer will be applicable from the first hour after entering the car park and is applicable to one car only.
12. Level LG2 Concierge provides free parking registration only. The parking fee will be counted at out-gated time. No refund will be given if you make the payment before registering fee parking privileges or after out-gated from the car park.
13. The Parking Offer is only available for cars parked on Level P1 to P3 at Festival Walk.
14. The Parking Offer cannot be used in conjunction with any other parking promotional offers.
15. Car Park Terms and Conditions apply.
16. Staff of FW2011 and Festival Walk tenants are not eligible to participate in this promotion.
17. In case of any disputes, FW2011's decision shall be final.