

Venue & Equipment Charges

Effective: 1 Jan - 30 Jun 2025

I. Venue Fee

Location / Items	Area (sq.ft.)	Licence Fee (per day)	
		Mon to Fri, excluding P.H.	Weekend & P.H.
Main Atrium	1930 sq.ft.	\$18,780	\$37,400
Main Atrium package	1930 sq.ft.	\$18,780 + \$4000 / session	\$37,400 + \$ 4000 /
with Staircase and TV Wall	with TV Wall and	(4 hrs / session)	session (4 hrs / session)
	Staircase		

^{*}All licence fees include 10% administration charge

Remarks:

- Weekday: Monday to Friday (excluding public holidays): Weekend: Saturday, Sunday and public holidays
- Administration charge includes one 13 Amp electricity supply (Time: 1000-2200). Security and equipment rental are charged separately.
- Whenever security service is required by organizer of licence area for any event, organizer is suggested to use nominated contractor(s) as provided by the Licensor.
- Licencee is required to procure related insurance for the event, including but not limited to Public Liability Insurance with insured amount of HK\$5,000,000 or above, covering certain specific insured companies, with insurance copy needed to be provided as proof.
- The whole setup shall be in an appearance, design, quality and type appropriate to first class event venue and to the satisfaction of the Licensor. Detailed plans of the whole setup shall be submitted to the Licensor for approval before commencement of any works. The Licensor shall have the absolute discretion in granting or refusing such approval. The approval to be granted shall be subject to such conditions as the Licensor may think fit.
- The above rating is subject to change without prior notice."



II. Equipment Charges

Equipment	Charges
Basic technical & operational facilities:	Covered by Administration Fee
Electrical supply (13 amp)	
Venue cleaning x 1 time	
Stainless Steel Barriers	
1 table with skirting and 4 chairs	
13A extra power supply	\$30 / day for each additional 13A supply
30A extra power supply (3 Phrase)	\$180 / day
60A extra power supply (3 Phrase)	\$200 / day
Overnight lightning supply	\$1,000 / 1 night

^{*}The above rating is subject to change without prior notice.

III. TV Wall

Location /	Screen Size	Materials	Spots	Licence Fee
Items		Specifications		(per 7 days)
"Atrium TV	12,800mm W x	4,160 pixels W x	(30-sec Slide / Video)	\$4000 / 7 days
Wall	4,800mm H	1,560 pixels H	At least 84 spots per 7	
Operating	[Equivalent to	Format: MP4 /	days	
cycle: 1000 –	540"TV]	JPG		
1800	resolution			
(8 hrs/day)"				
Outdoor L-	3,456mm +	1,152 + 3,840	(30-sec Slide / Video)	\$4000 / 7 days
shape LED	11,520mm W x	pixels W x 1,344	At least 84 spots per 7	
Display	4032mm H	pixel H	days	
Operating	[Equivalent to	Format: mp4"		
cycle: 1000 –	290.9"TV +			
1800	482.4"TV]			
(8 hrs/day)	resolution			



Terms and Conditions:

- No sound provision for TV wall airing.
- Advertiser should be responsible for any payment of copyright and royalty of the content of the advertisements to any relevant parties.
- Advertisers should be responsible for obtaining all necessary licences and consents required for broadcasting the advertisements from relevant parties.
- TV wall booking is subject to availability and all materials needs to be approved by the Licensor in advance. The Licensor reserves the right to alter or cancel any approved applications if the Licencee fail to comply with the rules.
- Material should be submitted by advertisers & One North provides air-time only. Video clip is required to be submitted at least 7 working days before air-date for approval.
- Re-scheduling of air-date will be made if TV wall is occupied by event/promotion activities and maintenance without prior notice. No refund will be arranged.
- One North reserves the right to modify privileges at any times without prior notice."



Appendix 1

Special Promotion Offers

Effective: 1 Jan - 30 Jun 2025

I. Venue

Promotion Offers	Sitting Tenants	Non-sitting tenants
First Trial Special	50% discount on licence	50% discount on licence fee for
Discount Applicable for	fee for booking on	booking on weekdays and 20%
all months	weekdays and 20%	discount on licence fee for booking
	discount on licence fee	on weekends (Applicable to non-
	for booking on weekends	sitting tenants' first time booking
	(Applicable to tenants'	only)
	first time booking only)	
Weekdays Special	50% discount on licence	50% discount on licence fee for
Applicable for all months	fee for three or above	three or above consecutive
	consecutive	weekdays booking
	weekdays booking	

^{*}Only one special promotion offer could be used for each booking.

II. TV Wall

Promotion Offers	Details	
Tenant Offers	1. 50% discount on licence fee (HK\$2,000 per	
	7 days)	
	2. Barter products at regular rate (HK\$4,000	
	per 7 days)	
Free Trials for New Tenants	28 days free trial for new tenants	
	(Applicable to tenants' first time booking only)	

^{*}Only one special promotion offer could be used for each booking.



House Rules for Venue Exhibition

Centre Operating Time

8:00 am to 10:00 pm

Event Time:

• For general exhibition: 10:00 am to 10:00 pm

Licence Agreement and Payment

- Application Form together with a detailed floor plan which indicated all facilities dimensions and electricity measurement must be submitted to our management and email back to onenorth_promo@sino.com for approval at least one month prior to the proposed event commencement date.
- Licence Agreement must be signed and returned to our management at least two working days before the commencement of the Licence.
- The application will not be confirmed until a written Licence Agreement (hereafter refers as The Agreement) is issued by Regal Crown Development Ltd. (hereafter refers as The Licensor) & countersigned by both parties.
- Full Licence payment must be settled at least five working days before the commencement of the Licence.
- The Agreement is served as an invoice of the charges. No separate debit note / invoice will be issued.
- Failure to do so may be considered as cancellation of the Event by the Licencee.
- The Licensor reserves the right to accept or decline an application.

Venue Setting and Dismantling

- Licensee is entitled to enter the licensed area after 10pm for setting on the day before first exhibition day but HK\$1,000 / night will be charged for overnight electricity consumption if they need overnight lighting. And Licensee should leave with all their packed belongings by 11pm on the last day.
- The whole setup shall be in an appearance, design, quality and type appropriate to first class event venue and to the satisfaction of the Licensor. Detailed plans of the whole setup shall be submitted to the Licensor for approval before commencement of any works. The Licensor shall have the absolute discretion in granting or refusing such approval. The approval to be granted shall be subject to such conditions as the



Licensor may think fit.

- Licensee shall provide venue carpets in grey color covering the exhibition area with same colour adhesive. Any corporate color other than grey, Licensee must seek for prior approval from the Licensor.
- Licensee shall provide cable cover for all cables along pillar and grey adhesive covering floor area but not exhibition area.
- All set-ups in all exhibition areas must not exceed 1980 mm in height, for any set up exceed height of 1980mm, Licensee must seek for prior approval from the Licensor.
- The overall height of the booth and partitions, including the signage/logo should be within 2440mm and should not block the adjacent shops' signage.
- Licensee must apply the permission from Licensor by returning the appendix if the venue setting and dismantling involve any jobs working at height. Otherwise, it is not allowed without the permission.
- All workers from Licensee must wear working pass issued by Licensor.
- Licensee is required to sign an undertaking for the license area before move-in and shall be liable to any damage caused to the structure or other fittings and equipment in the venue.
- The structure system should be properly fixed without any damage on the floor tiles.

Motor Show

- Delivery or removal of cars shall be completed at 8:30 am − 9:00 am only on the first exhibition day and the day after the last exhibition day respectively. (No entry of cars is allowed after 9:00 am)
- Licensee is required to sign the undertaking and provide manpower for covering floors with protective materials during entry of cars. (Protective materials will be supplied by the Licensor.)

Licensed Area

- All exhibition activities e.g. personal service consultation must be confined to the licensed area. No goods, decorations or publicity materials e.g. posters and banners could be put outside the area. And the display materials should not cause any blockage to shop front of any tenants.
- Licensee shall not transfer or sublet the licensed areas to other exhibitors.



- No hanging of banners, posters and other POPs on the curtain wall and window is allowed.
- Easy pull stand and any hand written signage is strictly prohibited in the mall.
- Licensor reserves the right to decline any application for selling or promoting any products /brands which are in direct conflict with existing tenants. List of products/ services/ brands to be promoted at the licensed area must be submitted for Licensor's approval upon submission of application form at least one month prior to the event commencement date.
- Licensee shall not sell or promote any illegal products or products not specified in the applications, the Licensor shall have the absolute right to demand removal of any products, which are deemed unfit for the licensed area.
- Number of promoters must be informed and approved by the licensor prior of the event. The Licensor shall have the absolute right to demand reduction of promoters on site.
- The promoters should stay within the licensed area during the promotion/ exhibition unless prior approval has been sought from The Licensor.
- All sales products, inventories and carton boxes should be placed in the licensed area orderly. The proper wagon covers should be used.
- No exposed wiring and conduit in the licensed area and cashier counters.
- The queue for check-out should be well controlled and managed during the licensed period.

Delivery of Goods and Decorations to Licensed Area

- Licensee could use our carpark facilities: Private Car / Van: HK\$23/hour; Lorry: HK\$30 (Charges are subject to change without prior notice).
- Cargo lifts (size: 6.8' x 4.9' x 4.9'; entrance size: 2.6' x 5.9'; capacity: 1,500 kg) could be used for delivery of goods but not the passenger lifts nor escalators.
- No free parking and storage will be provided for Licensee(s) or Contractor(s).
- No trolley with iron wheels is allowed to use within the mall.

Safety of Merchandise and Decorations

 Licensee must take all precautions to protect their goods and decorations displayed or placed at the area and shall not hold the Licensor responsible for any loss or



damage.

- No goods or decorations are allowed to place under the fire shutters.
- No pyrotechnics and similar kind of combustible (flammable) powder to be used in any programs and events under this casual leasing venue booking.
- Licensee is advised to employ security guard(s) from Sino Security Services Ltd. to look after their overnight setting and goods. If other than Sino, Licensee shall seek approval from Licensor.
- Licensee undertakes not to do anything whatsoever that may cause fire risk or other hazards or that may be of nuisance in One North.
- No storage will be provided to Licensee.

Insurance

- Licensee must insure against their properties including goods and decorations in respect of exhibition and setup period and keep the Licensor indemnified against all actions, proceedings, demands, costs and claims whatsoever by any third party causing by or arising from the act, neglect or default of the Licensee.
- Licensee is responsible for application of all necessary licenses and of all public liability insurance.
- Licensee and its contractor should provide **Public Liability Insurance** coverage with the limit not less than **HK\$5,000,000** for the whole duration of their activity/event (**Including Venue Setting and Dismantling**). Copies of relevant documents must be sent to the Retails Marketing & Promotions Department together with completed Agreement before moving in.
- The policy shall be in the joint names of Landlord (Regal Crown Development Ltd) and the Landlord Agent (Sino Real Estate Agency Limited) and the Building Manager (Sino Estates Management Limited) and (All Owners of One North) and shall contain a Cross Liability Clause.
- Licensee is responsible for application of all necessary licenses and of all related insurance. Licensee has to indemnify One North and Sino Estates Management Limited and/or its related subordinate for any damage done to the venues or facilities, and/or for any injury to persons that might incur.
- The Licensor has the right to demand stoppage or cancellation of the event should, in the opinion of The Licensor, a safety hazard is posed to the public.



Power Supply and Telephone line

- Licensee should be responsible for carrying out their electrical work in accordance
 with the requirement of Electricity Ordinance Chapter 406, power company's
 supply rule, latest IEE wiring regulation, code of practice for the Electricity
 (Wiring) Regulations, FSD regulations and any other requirement as required by
 the local Authorities and Utilities.
- Licensee shall request the Registered Electrical Contractor and Registered Electrical Worker to submit a Work Completion Certificate (Form WR1) on completion of a fixed electrical installation (i.e. after installation and testing) Licensor will provide ONE 13A socket for Licensee's use. Extra power supply and overnight lighting must be applied with the Licensor.
- The Licensor shall arrange an extra 13A socket / 30A extra power supply subject to an extra power charge of HK\$30 / \$180/day each.
- The Licensor shall arrange overnight lighting subject to an extra of HK\$1,000/night.
- Licensee is required to sign the undertaking and supply a private licensed electrician to connect electricity with the presence of representative of Licensor. λ Telephone / cashier line must be arranged by the Licensee.

Cleaning

- Licensee shall keep the licensed area in good, clean and tidy condition and never leave any packing or wrapping materials. e.g. paper boxes elsewhere during and after the exhibition period.
- All carton boxes and miscellaneous items must be placed carefully and kept out of public view in the exhibition period.
- All rubbish or unwanted things should be disposed at the refuse collection point at G/F carpark entrance.
- A cleaning charge of **HK\$1,000** will be imposed on those Licensees who leave the area in a dirty condition after use or damage the utilities provided by the Licensor.

Audio-visual Equipment

• Licensee shall set TV or monitor display at a USB-connection mode that wifi,



Bluetooth, AirPlay or Mirroring connection or similar connection functions shall not be enabled.

- Licensee shall set audio-visual equipment at a volume level that would not create
 any noise nuisance or inconvenience to public or nearby tenants. Licensee shall
 obtain necessary approval or licenses from the authorized societies e.g. IFPI,
 HKRIA & CASH for producing music.
- Promotions / Roadshows with stage events and PA broadcast shall only be done in the Central Atrium only, not any other venues.

Force Majeure

• If the exhibition is cancelled due to the force majeure, the Licensee shall have no claims against the Licensor or refund of the licence fee of exhibition venue.

Arrangement for Adverse Weather

- Special arrangement will be made due to adverse weather, such as the hoisting of typhoon signal No.8 or above, or black rainstorm.
- When the typhoon signal No.8 or above is hoisted before 12:00 nn on the exhibition day, the Licensee may then apply to the Licensor for re-scheduling of the exhibition subject to the final discretion of the Licensor.
- If the typhoon signal No.8 is hoisted after 12:00 nn, there will be no compensation to the Licensee.

Charity Organization

- Any Licensee who applies venue for fund-raising or charity sales must submit their application with valid license from the related Government Department for prior checking.
- The venue will not be granted for solicitation of pedestrians for collection of donations or selling of flags / stickers or badges.
- Volunteers should not allow walking around the mall.

Cancellation

• In the event that the Licensee has to cancel the booking after the issue of The



Agreement from the Licensor, a written notice to the Licensor is required and the Licensee will be subject to a penalty of 50% of the license fee if the cancellation of booking fall within 7 to 14 days before event date; and 100% of license fee if the cancellation is less than 7 days before event date. Administration fee will not be refundable whenever the cancellation is made within two weeks from the date of intended event.

- No cancellation is allowed upon signing of confirmation by the Licensee or within two weeks from the date of exhibition.
- The Licensor reserves the right to alter or cancel any approved applications should the Licensee fail to comply with the above rules. The Licensee shall have no claims against the Licensor in respect of such alternation or cancellation

On	behalf of	(Name of
Lic	ensee), I hereby submit our applic	ation with understanding of all the above house
rule	s and agree to fulfill all the require	ments set by One North.
Sign	nature of Applicant with	Date
Cor	npany Chop	



PMD-ESTM-FM103-2

		Date:
To:	Leasing Marketing & Promotions De	epartment
Tel:	: 2132 8700	
Fro	m: (*Mr. / M	Is. / Mrs.)
	Application Form for Rental of	f Exhibition / Promotion Venue
<u>Par</u>	rticulars of Exhibitor	
Nar	me of Organization/ Company (in Englis	sh):
	(in Chine	se):
Nat	ture of Exhibitor:	
	Commercial Organization	
	Government Department	
	Charity/ Social Service Group (please	attach relevant documents)
		no charity nature (please attach relevant
	documents)	, .
	Others (please specify):	
		(please attach BR copy)
Off	ice Address:	
Nar	me of Applicant (in English):	Tel:
	sition Held:	 Fax:
Pag	ger/ Mobile:	E-mail Address:
<u>Det</u>	tails of Proposed Event	
Off	icial Name of Event (in English):	
*Ex		



Nature of Event:	
Exhibition (product promotion, no	o sales involved)
Sales Exhibition	
Variety Show	
Carnival	
Stage Performance:	
(please specify: debate, seminar, fash	ion show, variety show, etc.)
Charity activity (please specify):	
Others (please specify):	
Products/ Theme to be promoted or d	isplayed:
Any special activities to be held in co	njunction with the above said event:
☐ Distribution of samples	
☐ Distribution of printing materials	S
☐ Others (please specify):	
Number of personnel to be deployed	to control the event:
Name of security company covering t	the event (if any):
Details of any pre-event publicity (advertisement)	e.g. press release, radio, TV, leaflet, banner
Particulars of PR/Advertising Agen	ncy (if any)
Official Name of Agency (in English)):
(in Chinese)	:
Address:	
Contact Person (in English):	Tel:
Position Held:	Fax:
Pager/ Mobile:	E-mail Address:



PMD-ESTM-FM103-2

Facilities & Equipment Required (Please specify the quantity required)

Item		Quantity	Item		Quantity
13A extra po	ower supply		60A extra	power supply	
30A extra po	ower supply		Overnigh	t Lighting supply	
Others (plea	ase specify)				
□ I agwaa ta	the House D	ulas for uso of orbibiti	on / nuomotion vonu	00	
		ules for use of exhibiti Information Collectio	•		mondiy II)
□ I agree to	the rersonal	iniormation Conectio	n Statement (FICS) (Tiease refer to Ap	openaix 11)
The applica	ant		confirms th	at the informati	on herein
		agrees to be bounde			
		y the Licensor.	J		
	•	,			
Signature o	of Applicant	with		Date	
Company (
	_				
This form	should be s	ent/ faxed/ emailed	to the following of	office at least o	ne month
prior to the	proposed e	vent commenceme	nt date.		
Address:	Regal (Crown Developmen	t Ltd		
	One No	orth			
	Leasing	g Marketing & Pron	notions Departmer	nt,	
	5/F, We	est Wing, Tsim Sha	Tsui Centre, 66 Mo	ody Road, Tsim	Sha Tsui
T. 1	2122.05	20			
Tel:	2132 870				
Email:	<u>onenort</u>	<u>:h_promo@sino.co</u>	<u>om</u>		



PMD-ESTM-FM103-2

Management Approval (For Office Use Only)				
Licence Fee:				
Administration Fee:				
Other Charges:				
Total Amount:				
Confirmed and Accepted by:				
	Signature:	Date:		

Note:

- 1. The Licensor has absolute discretion to accept or refuse any application.
- 2. Licence shall promote the specified business in the specified format as approved by the Licensor. Or Licensor shall cease operation of exhibition without notice and no licence fee shall be refunded.
- 3. Licence shall read the "House Rules" thoroughly and please call us at 2132 8700 for details. The Licensor reserves the right to alter or cancel any approved applications should the Licence fail to comply with the rules.

他和集團放下商場供短期開銷 Sino Malls for casual leasing:

	電話 Tel.		電話 let.
屯門市廣場 (tmtplaza)	2450 7782	黄金海岸商場	2452 6566
		(Gold Coast Plazza)	
奥海城 (Olympian City)	2397 3636	沙田商業中心 (Shatin Galleria)	3165 6616
荃新天地及荃新天地2	3926 5708 /	帝経軒購物商場	3165 6616
(Citywalk & Citywalk 2)	2614 3887	(Regentville Shopping Mall)	
中港城 (China Hong Kong City)	2132 8006	雅濤居購物商場	3165 6616
裕民坊 (Yue Man Square)	2567 0008	(The Waterside Shopping Mall)	
裕民坊 (Yue Man Square)	2567 0008	(The Waterside Shopping Mall)	



PMD-ESTM-FM103-2 To: Leasing Marketing & Promotions Department Date: _____ (*Mr. / Ms. / Mrs.) **Exhibition Information Form** For better co-ordination with your exhibition, please fax the completed form to Leasing Marketing & Promotions Department one week prior to the first exhibition day. **Exhibition Date: Exhibition Time:** Name of Event: **Exhibition Venue:** Move-in Time: Move-out Time: Company Name: Title: Contact Person: (during office hours) _____ Tel: (after office hours) Fax: Email address: Signature:

(with company chop)



Appendix II

PRIVACY POLICY STATEMENT

Sino Estates Management Limited ("One North") is committed to ensuring that all personal data are handled in accordance with the provisions of the Personal Data (Privacy) Ordinance ("the Ordinance"). To this end, the One North undertakes to: collect adequate, but not excessive, personal data by lawful and fair means only for lawful purposes related to the functions or activities of the One North;

- take all reasonably practicable steps to ensure that the personal data collected or retained are accurate, having regard to the purposes for which they are to be used;
- erase personal data which are no longer necessary for the purposes for which they are to be used;
- use the personal data collected only for purposes or directly related purposes for which the data were to be used at the time of collection, unless the individual concerned has given express consent for a change of use or such use is permitted by law;
- take all reasonably practicable steps to ensure that personal data are protected against unauthorised or accidental access, processing, erasure or other use;
- take all reasonably practicable steps to ensure that a person can be informed of the kinds of personal data that the One North holds and the purposes for which the data are

to be used; and

• permit persons to access and correct personal data of which they are the data subjects and process any such access/correction requests in a manner permitted or required by law.

PERSONAL INFORMATION COLLECTION STATEMENT

Sino Estates Management Limited ("One North") in complying with the requirements of the Personal Data (Privacy) Ordinance, Chapter 486 of the laws of the Hong Kong SAR, is committed to safeguarding your privacy on-line, and notifying you of certain matters when collecting information from you. This statement may change from time to time, so please check back periodically. By submit this use of exhibition/promotion venue application form to use our services, you agree to be bound by this statement at that time in force.



COLLECTION OF DATA

At the time of subscription and at other times when using this website, you may be asked to provide us with personally identifiable information, such as your name, address, telephone number, facsimile number and e-mail address. It is necessary for us to collect your information for providing you the various information, services and activities offered on this website. You are not obliged to supply the data here but in event of failure to provide the information requested, we will not be able to provide you with the information, services and activities you requested.

PURPOSE AND USE OF DATA

The information we collected will be used for the following purposes:

- to collect data for identity verification and records and to maintain contact lists for correspondence;
- to conduct researches and/or analyses from time to time for any purpose of One North in connection with our business;
- to operate internal control, resolve disputes, troubleshoot problems and enforce our terms of use;
- to deliver information to you that we believe you may have interest in, such as targeted banners, new services and products and other promotions and marketing materials;
- to contact you regarding administrative notices and communications relevant to your application of exhibition/promotion venue and to respond to your request; and
- to access information provided by customers in order to design or improve products, services or facilities to meet customers' need or fulfill their interest.
- We may also use your information to match user information with third-party data (i.e. to compare two sets of personal data collected for different purposes). By submit this use of exhibition/promotion venue application form, you consent to carry out this matching procedure when we deem it is necessary in order to provide our services. addition, we will also use your information in the following manner:
- We will share much of our data, including your information, with our business partners, subsidiaries, affiliated and associated companies.
- In order to provide you with more information and services, we have arranged content providers and service providers to provide information and services. It may be necessary for us to share your information with these content providers and service



providers.

• If we add new features or services that might require the sharing of your personal information with an additional advertiser or sponsor, we will provide you with notice and the opportunity to opt-out to receive these offers.

DIRECT MARKETING

We intend to use your personal information collected by us for marketing and promotion of any products, services, facilities offered or provided by One North. We may not so use your personal information unless we have received your consent (or your indication of no objection) to the intended use. If any customer does not want us to use his/her personal data for marketing or promotional purposes, please inform us via the following channels:

- 1. Email to One North promo@sino.com
- 2. Request in writing and send to Customer Service Centre, One North, 8 Hong Yip Street, Yuen Long, New Territories.

PROVISION AND TRANSFER OF DATA

Your information will not generally be disclosed, provided or transferred out of One North to any other party in a form that would identify you except in the circumstances provided in our Personal Data (Privacy) Policy and the following circumstances:

- If we use third-party suppliers or service providers to facilitate our services, we will have to provide your information for these suppliers or service providers offering such services where you choose to use these services.
- We may also disclose or access your information for administrative and other purposes that we deem necessary to maintain, service, and/or improve our services.
- In addition, your information will be accessed by, disclosed, provided or transferred to our business partners, any person or bodies corporate or division within One North.
- As the parties mentioned above may have places of business outside Hong Kong, your information may be provided or transferred out of Hong Kong. By submit this use of exhibition/promotion venue application form, you agree to us providing or transferring your information to these parties outside Hong Kong. These parties adhere to their own privacy customs and policies and we have no control over their use of your information. Therefore, we are not liable to their use of your information.
- · Please also see our Personal Data (Privacy) Policy which sets out our general



privacy policy and practices in respect of our collection, holding and use of your information.

ACCESS TO DATA

1. You have the right to request access to, and correction of, information about you held by us. If you need to check whether we hold your personal information or if you wish to have access to, correct any information relating to you which is inaccurate, please write via e-mail us at One North_promo@sino.com or via mail to Customer Service Centre, One North, 8 Hong Yip Street, Yuen Long, New Territories.