

















Terms and Conditions for Lotus Bingo
“Lotus Bingo: Spin Now, Win Sweet Valentine Gifts”

-  Lotusmiles members having **at least 500 bonus miles** can participate in the Lucky draws.
-  Lucky draws are **conducted in Vietnam** only.
-  Child members can only have their miles redeemed from Family Account by their parents or guardian.
-  Chance to win a prize follows the principle of randomness. A Lotusmiles member who wins multiple prizes will receive all the prizes corresponding to each draw.
-  Members can redeem miles for **up to 100 codes** during the program's duration.
-  The program may end before the deadline when the prizes are all allocated or the program's rolling codes run out.
-  In case the Lucky draws have ended but the member still has the code that has not been drawn, it will not be used for the next program.
-  The prize value is an estimate. The actual value may change according to the market price at the time of the lucky draw.
-  VAT or taxes and fees (if any) are not inclusive. The winning members must pay the tax/fee of the prize ticket (if the prize is an air ticket), while the costs of shipping and handing over the prize are waived.
-  The term and conditions of using the Discount Code will also be notified to the members in the Roll History.
-  Prizes cannot be exchanged for cash.
-  The gift miles are valid for 36 months from the time they are credited to the member's account.
-  Members need to send a photo of their ID card or passport in several cases required to receive gifts.
-  The Lotusmiles Program reserves the right to refuse to hand out the gifts in case a fake account, or an account showing signs of fraud or violating Lotusmiles' terms and conditions is detected.
-  The Lotusmiles Program will contact the member to verify the information and deliver the gift within 14 working days from the prize winning date. The members who win air tickets need to send request to issue the ticket at least 7 days before the intended flight date to complete related procedures.
-  Members contact hotline 1900 1800 or email Lotusmiles for support
 Platinum and Gold members: vip.lotusmiles@vietnamairlines.com
 Titanium, Silver or Registered members: lotusmiles@vietnamairlines.com

Prizes	Conditions of use
The “Sweet Valentine” gift set for a happy couple in love includes: 1 pair of Economy Class domestic round-trip air tickets and 1 Traveloka hotel voucher worth VND 2 million.	The Economy Class domestic round-trip air ticket is reserved for members or relatives, which must be issued before April 30, 2023 and valid for flying until October 31, 2023 except peak periods. The member is responsible for paying taxes/fees for the prize ticket and can only change the flight

	<p>date within the ticket's validity if seats are available.</p> <p>Hotel voucher is used to buy products or services available on Traveloka app and its website www.traveloka.com, valid for 3 months.</p> <p>Members can pay the difference if the accommodation rate is above VND 2 million; no refund is applied if the rate is below VND 2 million.</p>
The gift for the couple involving “Charming Valentine” perfume includes 2 sets of Moschino Toy Boy EDP 50ml + SG 50ml + AS 50ml (1 for woman, 1 for man)	<ul style="list-style-type: none"> - To be sent by post to the member's Vietnam-registered address.
The “LIVE GREEN” gift set sponsored by the “Co Ca Chua” brand includes: 2 two-in-one bottles of shampoo and bath, 1 car perfume, 1 mosquito spray, 1 hand wash, 1 multi-purpose cleaner, 1 toilet wash, 1 dish wash and 1 washing powder.	<ul style="list-style-type: none"> - To be sent by post to the member’s Vietnam-registered address.
Lotusmiles leather hand bag	<ul style="list-style-type: none"> - To be sent by post to the member's Vietnam-registered address.
Lotusmiles card lucky number worth VND 2 million	<p>The lucky number is applicable for members or relatives.</p> <p>A request to use the lucky number should be sent to the Lotusmiles Program within 14 days from the date of winning.</p>
Aircraft model	<ul style="list-style-type: none"> - To be sent to the member's registered address in Vietnam by post.
Lotusmiles card lucky number worth VND 500,000	<p>The number is applicable for members or relatives.</p> <p>A request to use the card number should be sent to the Lotusmiles Program within 14 days from the date of winning.</p>
UrBox eGift worth VND 200,000	<p>The eGift code is displayed on the result page.</p> <p>Members should download App UrBox, top up eVoucher to use at 11,191 stores of 255 brands across Vietnam.</p>
1,500 bonus miles	<ul style="list-style-type: none"> - To be credited to the member's account within 14 days from the date of winning.
Vietnam Airlines ticket discount code	<p>A 10-percent discount is awarded for Economy Class and Economy Lite tickets on Vietnam Airlines domestic flights.</p> <p>Ticket purchase should be between February 08 and March 31, 2023.</p> <p>Flight period: From February 08 to December 27, 2023 except the peak periods of April 28 to May</p>

	03; May 25 to August 06 and August 31 to September 05, 2023.
A 45-percent discount on the total bill at Mishio, a brand specialized in modern technology products to help prepare food and drinks in a short time and with maximum automation.	<ul style="list-style-type: none"> ▪ An eGift is issued, equivalent to the 45-percent discount when shopping at the website: https://mishiovietnam.com/ ▪ Discount can not be used to cover the shipping fee ▪ Valid until April 30, 2023. The offer is applicable during holidays and Tet
A 45-percent discount on the total bill at Kachi, a brand specialized in smart home health monitoring products, devices and foldable furniture to create a clean and tidy living space.	<ul style="list-style-type: none"> ▪ An eGift is issued, equivalent to the 45-percent discount when shopping at the website: https://kachivietnam.com/collections/kachi ▪ Discount can not be used to cover the shipping fee ▪ Valid until April 30, 2023. The offer is applicable during holidays and Tet
A 45-percent discount on the total bill at Airbike, a brand specialized in health care with exercise machines such as treadmills, exercise bikes, massage chairs, massage cushions	<ul style="list-style-type: none"> ▪ An eGift is issued, equivalent to the 45-percent discount when shopping at the website: https://airbikesport.com/collections/airbike/ ▪ Discount can not be used to cover the shipping fee ▪ Valid until April 30, 2023. The offer is applicable during holidays and Tet
<p>Other general conditions:</p> <ul style="list-style-type: none"> – eGift is not applicable with other incentives – Issued eGift will not be returned in any way. – eGift is valid for one-time use only. The eGift after its expiry date or with “Used” status is not accepted. – One eGift can be used for one invoice; eGift will not be refunded for change and is not convertible into cash. Customers may be asked to pay more if they use more than the value of the eGift. – Customers are responsible for keeping eGift information confidential after placing an order. UrBox will not be responsible for returning eGifts that are lost or in “Used” status after the time the eGift is spent for any reason. – UrBox is not responsible for the quality of the products or services provided, nor for any subsequent disputes between the customer and the supplier. – UrBox reserves the right to amend or change the terms and conditions without prior notice. – Customers who need to issue invoices, please contact hotline 1900 299 232 Customer@urbox.vn for support. Note: <ul style="list-style-type: none"> + Time to receive information for processing: 24 hours from the date of the purchase + Time to return VAT invoice: 15 working days from the date UrBox receives the information. <p>Please contact UrBox Hotline: 1900 299 232 (from 8:00 a.m. to 10:00 p.m. daily, including the Lunar New Year festival and national holidays) for support.</p>	