

## Terms and Conditions

### “Welcoming Summer with Lotus Bingo”

- ✚ 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
Gift set "Exciting summer" for travel lovers: 01 samsonite hifi Spinner suitcase; 01 mini instax camera; 01 Miband smart bracelet.	To be sent by post to the member's Vietnam-registered address.
Economy class domestic round-trip airfare	Economy class domestic round-trip airfare for members or relatives, issued before May 31, 2023

	and flight time until November 30, 2023, excluding peak periods: April 28, 2023-May 3, 2023 May 25, 2023-August 6, 2023 August 31, 2023-September 5, 2023 Members pay taxes/fees of award tickets and can only change the flight date within ticket validity if seats are available.
Gift set "Travel gadgets": Vietnam Airlines power bank; Lotusmiles brand leather hand bag; Drawstring backpack.	To be sent by post to the member's Vietnam-registered address.
An extremely convenient LIVE GREEN product set sponsored by Miss Tomato brand: 2 bottles of bath water, 1 car fragrance spray, 1 mosquito repellent spray, 1 hand wash, 1 multi-purpose cleaner, 1 eraser wash toilet, 1 dish wash, 1 washing powder.	To be sent by post to the member's Vietnam-registered address.
Lotusmiles card lucky number worth VND 2 million	The lucky number is applicable for members or relatives. A request to use the lucky number should be sent to the Lotusmiles Program within 14 days from the date of winning.
Aircraft model	To be sent to the member's registered address in Vietnam by post.
"Green Travel" gift set: Travel universal power socket; Eco-friendly folding bag; Vietnam Airlines plane stuffed animal.	To be sent to the member's registered address in Vietnam by post.
Lotusmiles card lucky number worth VND 500,000	The number is applicable for members or relatives. A request to use the card number should be sent to the Lotusmiles Program within 14 days from the date of winning.
1,500 bonus miles	To be credited to the member's account within 14 days from the date of winning.
A 20-percent discount code up to 50,000 VND for all services at JupViec.vn	- Apply at website <a href="https://jupviec.vn/">https://jupviec.vn/</a> or JupViec application. - Promo code is not applicable when booking direct staff selection service.
A gift of one eye pack worth VND 198,000 when buying Hapaku herbal heating pack, applicable for orders valued from VND 399,000	Offer is applied in conjunction with existing promotions/gifts on the website.
A gift of one 480-ml dishwashing liquid bottle worth VND 90,000 for orders from VND 249,000	Applicable when shopping at website <a href="http://www.enzyco.vn">www.enzyco.vn</a>

when buying Enzyco cleaning set of natural origin	
A gift of one box of premium quality meat + 1 kg of fresh vegetable worth VND 100,000 for the first order valued from VND 249,000 when buying Ubofood food	<p>Offer applies in Hanoi and Ho Chi Minh City. Ho Chi Minh.</p> <ul style="list-style-type: none"> <li>- Apply at website <a href="https://ubofood.com/">https://ubofood.com/</a> or Ubofood app, enter the promo code at the checkout step to enjoy the offer.</li> <li>- Not applicable to discounted products and freeship vouchers.</li> <li>- Not applicable to essential goods category.</li> </ul>
A discount code worth VND 100,000 for orders from VND 499,000 when buying Ubofood food.	<p>Offer applies in Hanoi and Ho Chi Minh City. Ho Chi Minh.</p> <ul style="list-style-type: none"> <li>- Apply at website <a href="https://ubofood.com/">https://ubofood.com/</a> or Ubofood app, enter the promo code at the checkout step to enjoy the offer.</li> <li>- Not applicable to discounted products and freeship vouchers.</li> <li>- Not applicable to essential goods category.</li> </ul>
<p><b>Other general conditions:</b></p> <ul style="list-style-type: none"> <li>- eGift is not applicable with other incentives</li> <li>- Issued eGift will not be returned in any way.</li> <li>- eGift is valid for one-time use only. The eGift after its expiry date or with “Used” status is not accepted.</li> <li>- 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.</li> <li>- 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.</li> <li>- UrBox is not responsible for the quality of the products or services provided, nor for any subsequent disputes between the customer and the supplier.</li> <li>- UrBox reserves the right to amend or change the terms and conditions without prior notice.</li> <li>- Customers who need to issue invoices, please contact hotline 1900 299 232   Customer@urbox.vn for support. Note: <ul style="list-style-type: none"> <li>+ Time to receive information for processing: 24 hours from the date of the purchase</li> <li>+ Time to return VAT invoice: 15 working days from the date UrBox receives the information.</li> </ul> </li> </ul> <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>	