



Trans-Island Chinalink Bus Pass Terms and Conditions

A. Trans-Island Chinalink Bus Pass- Special Terms & Conditions -

1. Service Provider

- Trans-Island Chinalink Bus Pass (“**Pass**”) and “Monthly Redemption Coupon (collectively referred to “**VAS**” (Value-Added Service) or the “**Service**” are provided by Roammate Innovation Company Limited (“**RICL**”) via Trans-Island Chinalink via Trans-Island Chinalink’s Alipay HK Mini Program (“**Program**”).
- Hutchison Telephone Company Limited (“**HTCL**”) only acts as a distributor of the VAS and does not guarantee the availability of the VAS.

2. Registration and activation of Pass

Customer is required to complete the registration process of AlipayHK mini program account for Trans-Island Chinalink (“**Account**”) via My3 App or the 3SUPREME App in order to activate the Pass.

- For registrations completed via My3 App / 3SUPREME between the 1st and 15th of each month:
 - The Pass will be activated on the 1st day of the following month. Based on the type of pass purchased (6/12/24 months), one Monthly Redemption Coupon will be issued on the 1st of that month and each subsequent month.
 - Any unused Monthly Redemption Coupon will expire before the 1st day of the following month.
- Example: If registration is completed on 7 January, the first Monthly Redemption Coupon will be issued on 1 February to the customer’s Account, valid until 28 or 29 February (the last day of February). The subsequent coupons will be issued on the 1st day of each of the following months.
- For registrations completed via My3App / 3SUPREME between the 16th and 31st of each month:
 - The Pass will be activated on the 16th of the following month. Based on the type of pass purchased (6/12/24 months), one Monthly Redemption Coupon will be issued on the 16th of that month and each subsequent month.
 - Any unused Monthly Redemption Coupon will expire before the 16th day of the following month.
- Example: If registration is completed on 21 January, the first Monthly Redemption Coupon will be issued on 16 February to the customer’s Account, valid until 15 March. The subsequent coupons will be issued on the 16th day of each of the following months.

3. Eligibility and Restrictions for Use of Pass

- Scope of Monthly Redemption Coupon usage:
 - Redeemable for one designated one-way cross-border bus ticket.
 - Limited to non-peak-hour routes and non-affiliated routes. For detailed route information, please refer to:
https://www.tilchinalink.com/schedule_details.php?lang=en
- Valid travel times:
 - Monday to Friday (excluding weekends and public holidays), between 10:00:00 and 18:59:59.
- Other restrictions:
 - Seat availability is based on real-time availability and is not guaranteed.
 - The Pass is tied to the customer’s Account. Each Monthly Redemption Coupon is non-transferable, non-resellable, non-refundable, non-changeable, and cannot be changed or exchanged for cash.



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- Each Account can store only one Pass. To store more than one Pass, an additional Account must be created.
 - Monthly Redemption Coupon cannot be used on the following routes:
 - Hong Kong ↔ Macau
 - Hong Kong ↔ Liantang Port
 - Hong Kong ↔ Huizhou
 - Hong Kong ↔ Zhongshan
 - Hong Kong ↔ Qingyuan
 - Hong Kong ↔ Zhaoqing
 - Hong Kong ↔ Zhuhai-Macau (Limousine)
 - Zhuhai Port ↔ Tsim Sha Tsui China Hong Kong City, Hong Kong International Airport, AsiaWorld-Expo, Hong Kong Disneyland (Limousine), 11 SKIES at SKYCITY (Limousine)
 - Huanggang Port ↔ Hong Kong International Airport, Tung Chung Citygate, AsiaWorld-Expo, Hong Kong Disneyland, Ngong Ping Cable Car Station, Tuen Mun (Limousine)
 - Shenzhen Bay Port ↔ Prince Edward Portland Street (Limousine), Tsim Sha Tsui Harbour City (Limousine), Hong Kong International Airport, AsiaWorld-Expo, Hong Kong Disneyland (Limousine), 11 SKIES at SKYCITY (Limousine)
 - All Limousine service routes
4. Service Availability
- Real-time seat availability will be displayed in the Program.
 - Service availability may vary depending on bus occupancy and operational conditions.
5. Customer Responsibilities
- Customers must complete registration through the Program in order to activate the Pass and receive the Monthly Redemption Coupons. Otherwise, the coupons cannot be redeemed or used.
6. Termination of Use
- If the customer terminates or cancels HTCL's VAS contract or violates the terms of use, HTCL and RICL reserve the right to terminate the customer's Account and right to use the Pass without prior notice.
7. Disclaimer
- The VAS is provided by Trans-Island Chinalink.
 - HTCL shall not be liable for provision of, or any matters or complaints relating to the VAS. Customer must contact Trans-Island Chinalink directly.
8. Customer Service Hotline of Trans-Island Chinalink
- Hong Kong: (852) 2979 8778
 - Mainland China: (86) 4008 822 322



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B. Trans-Island Chinalink Bus Pass- General Terms and Conditions -

1. Applicable to port-in customers with a contract commitment of 30 months (Monthly Plan \$168). 24-month Trans-Island Chinalink Bus Pass (24 Cross-border Bus Tickets in total) will be entitled during the contract period. The service will be automatically terminated upon expiry of the fixed contract period and the monthly fee will cease to be charged.
2. The VAS is only applicable to designated 4G LTE and 5G mobile service customers of 3 Hong Kong / 3SUPREME.
3. Upon successful application for the VAS, customer will receive an SMS containing the activation instructions and link. Customer must download the Program and provide the Account number during registration in order to complete the registration and service activation process.
4. The VAS is provided by Trans-Island Chinalink as a third-party provider. The service contents are subject to change without prior notice. HTCL shall not be liable for the content of the VAS, the download of the App, or the use of the Service (including but not limited to the accuracy of information provided by the third-party provider, or any fees, expenses, losses or damages incurred by customer or any person arising from downloading the App or using the Service). HTCL shall have the right of final decision in case of any dispute relating to the Service.
5. The Service cannot be changed to any other type of value-added service within the fixed contract period. If the customer, within the fixed contract period of this Service, (i) terminates this Service; or (ii) terminates the mobile service contract with HTCL for whatever reason, customer agrees to pay to HTCL an early termination charge equivalent to the monthly fees multiplied by the number of months remaining of the fixed contract period of the Service.
6. Customer is subject to the terms and conditions of the Service upon successful activation of the Service, and also the Mobile Communications Services Terms and Conditions of 3HK (<http://www.three.com.hk/>) / SUPREME (<http://www.3supreme.vip/index.html>) (as the case may be) → Terms & Policies → Mobile Communications Services Terms and Conditions. In case of any conflict between the terms and conditions of the Service as specified herein and the Mobile Communications Services Terms and Conditions of 3HK / SUPREME, the former will prevail.
7. If the customer terminates this Service or is no longer a customer of HTCL, the customer account associated with the Service will be automatically cancelled. The Pass and Monthly Redemption Coupons under the Service will be automatically cancelled, and their issuance will cease.
8. HTCL and RICL reserve the right to amend or cancel the Service, relevant offers, contents, terms and conditions at any time without prior notice. HTCL/RICL will have the right of final decision in case of any dispute.
9. If there is any inconsistency between the Chinese and English versions of these terms and conditions, the English version shall prevail.
10. Terms and conditions of the Service are governed by the laws of Hong Kong.

