

大灣區航空香港至台北往返機票之條款及細則

How to Redeem

1. A specific redemption code will be used when exchanging tickets, and all necessary information must be filled out and submitted to Club Travel for ticket redemption.
2. Representatives of Club Travel, henceforth referred to as ‘the Consultants’, will undertake the responsibility of providing responses pertaining to the availability of flights. In the event that flights are available, the Consultants will proceed to dispatch an electronic mail containing the available flight options. This electronic mail will also include a hyperlink for the payment of any taxes applicable to the transaction.
3. Upon completion of the tax payment, you are kindly requested to transmit the payment receipt, your final selection of flight option, and the redemption letter containing the Redemption Code to our reservation email, ClubTL@pccw.com. Our Consultants will undertake the task of verifying all the information provided. Upon successful verification, our Consultants will proceed with the reservation and issuance of tickets in accordance with your preferences. The flight ticket will be dispatched to your designated email address within a period of 3-5 business days.
4. In the regrettable circumstance that the flights become unavailable subsequent to the payment of taxes, the customers, will be accorded the option to select alternative dates for their travel..

Terms and Conditions

Reward redemption period: Jun 01, 2024 – Dec 31, 2024 (The reservation must be duly confirmed and all requisite payments must be fulfilled on or before the stipulated deadline of 12:00 hours on the Dec 31, 2024)

Travel period: Jun 01, 2024 – Mar 29, 2025 (the trip must be completed on or before Mar 29, 2025)

Block out period: Jul 14,2024 - Aug 17,2024 / Jan 25 - Feb 02,2025 (Departure and return date are inclusive)

1. The ticket redemption code (“Redemption Code”) is issued and provided by The Club Travel Services Limited (“Club Travel”), Travel Agency Licence Number 350873. The travel service is arranged by Club Travel.
2. The Redemption Code is only applicable for purchasing Greater Bay Airlines Hong Kong to Taipei excluding all applicable taxes (“Eligible Booking”). The Redemption Code is not applicable to any travel services displayed or bookings made on Club Travel Flight & Accommodation Booking Platform (<https://trip.clubtravel.com.hk>) or Club Travel Website (<http://www.clubtravel.com.hk>) or any other travel packages, products or services that are not displayed on the abovementioned websites.
3. The Redemption Code is valid until Dec 31, 2024, and only applies to Eligible Bookings in which the trip must be completed on or before Mar 29, 2025.
4. Each Redemption Code can only be used once for each Eligible Booking.

5. Flight availabilities are subject to the final confirmation at the time of booking. You must select the destination and flight at the time of redemption; once confirmed, changes cannot be made.
6. No Clubpoints can be used and awarded for any Eligible Booking made under this promotion.
7. The Redemption Code cannot be refunded or exchanged for cash, Clubpoints or otherwise.
8. If the Redemption Code is lost, leaked, inaccurate, unidentifiable or damaged by reasons of computer, network, telephone, technical issue(s) or any reasons, Club Travel shall not be liable in any way if the customer shall suffer any loss as a result. The Redemption Code will not be re-issued again under any circumstances.
9. Club Travel shall not be liable where the Redemption Code has expired, or is invalid, cancelled, fully used, unavailable (regardless of whether this is due to technical issues or not) and will not offer compensation in any form.
10. Club Travel is not responsible for the customer's failure to submit and/or process any Eligible Booking, voluntarily or involuntarily, arising from (but not limited to) network disconnection, technical device malfunction or any delay, interruption or disruption of computer or other systems.
11. Club Travel shall not be liable to the customer or anyone else for losses or damages arising from any unauthorized or fraudulent or abusive Eligible Booking.
12. Club Travel shall not be responsible for any matters in relation to the related services provided by the respective airlines.
13. No changes or cancellations are allowed for Eligible Bookings. If a ticketed passenger voluntarily cancels a booking after ticketing, they may only receive a refund for unused government-imposed taxes. Please note that Fuel Surcharges are non-refundable. In the event of any involuntary booking cancellations or flight rescheduling, Greater Bay Airlines will make efforts to minimize the impact on passengers. Rebooking is permitted once for each involuntary flight disruption.
14. By applying for this service or participating in this promotion, you confirm to have read, understood and accepted (i) the general Terms and Conditions of Club Travel; and (ii) the Personal Information Collection Statement of Club Travel.
15. Club Travel may vary these Terms and Conditions from time to time and reserve the right to amend without prior notice. In case of any dispute, the decision of Club Travel is final and binding.
16. In the event of discrepancy or inconsistency between the English and Chinese versions of these terms and conditions, the English version shall prevail.

如何兌換

1. 兌換機票時將使用特定兌換碼，並填寫所有必要的資料，提交給Club Travel 作機票兌換。
2. Club Travel的旅遊顧問將回覆您有關航班的供應情況。如果有航班供應，我們的旅遊顧問將通過電郵提供航班選項和適用稅金的付款連結。
3. 在您完成繳納稅金後，請將付款收據、最終的航班選擇，以及包含兌換碼的兌換信函，電郵至<ClubTL@pccw.com>。我們的旅遊顧問將核對所有提供的資料。如一切確認無誤，我們的旅遊顧問將根據您的偏好進行預訂和出票。機票將於3至5個工作日內通過電子郵件發送給您。
4. 若不幸在稅金付款後航班不能確認，客戶可以從新選擇其他日期。

條款及細則

兌換獎賞日期: 2024年6月1日 – 2024年12月31日 (於最後兌換日期當天12:00 前完成付款及確認行程)

旅遊日期: 2024年6月01日 – 2025年3月29日 (旅程必須在 2025年3月29日或之前完成)

不適用日期: 2024年7月14日至8月17日, 2025年1月25日至2月2日 (出發和回程日期均包括在內)

1. 該機票兌換碼(「兌換碼」)由The Club Travel Services Limited(「Club Travel」)發行及提供, 旅行社牌照編號350873。此旅遊服務由Club Travel安排。
2. 兌換碼僅適用於換領大灣航空往返香港至台北, 不包括所有適用的稅金(“合資格預訂”)。兌換碼不適用於Club Travel 機票及酒店預訂平台 (<https://trip.clubtravel.com.hk>)或Club Travel網站(<https://www.clubtravel.com.hk>)上顯示或預訂的任何旅遊服務, 及任何在以上網站沒有顯示的旅行套票、產品或服務。
3. 兌換碼有效期至2024年12月31日, 僅適用於旅遊日期為2025年3月29日或之前的合資格預訂。旅程必須在2025年3月29日或之前完成。
4. 每個兌換碼只能在每個合資格預訂中使用一次。
5. 航班供應情況以預訂時最終確認為準, 必需於兌換時選定目的地及航班, 一經確認恕不能更改。
6. 在此推廣下進行的任何合資格預訂均不能使用或獲得 Club 積分。
7. 兌換碼不可退還或兌換現金、Club積分 或其他。
8. 如兌換碼因電腦、網絡、電話、技術問題或任何原因遺失、洩露、不準確、無法辨認或損壞, Club Travel一概不負責。如果客戶因此而蒙受任何損失, 兌換碼在任何情況下都不會重新發放。
9. Club Travel對兌換碼已過期、無效、取消、完全使用、不可用(無論是否技術問題)不承擔任何責任, 也不提供任何形式的補償。
10. Club Travel不對因(但不限於)網絡斷開、技術設備故障或任何延遲、電腦或其他系統的中斷或破壞而導致的客戶自願或非自願提交和/或處理任何合資格預訂負責。
11. Club Travel不對客戶或任何其他人士因任何未經授權、欺詐或濫用的合資格預訂而造成的損失或損害承擔責任。
12. Club Travel不對航空公司提供的相關服務有關的任何事項負責。
13. 不允許對合資格預訂進行更改或取消(如有)。如在出票後, 在任何自願取消預訂的情況下, 已出票的旅客只能退還沒有使用由政府征收的稅款。為了避免誤解, 燃油附加費是不可退還的。如在出票後, 在任何非自願取消預訂或航班改期情況下, 大灣區航空將盡量減少對客的影響, 每次只允許重新預訂一次。
14. 通過申請此服務或參與此推廣活動, 則表示您確認已閱讀、理解並接受 (i) Club Travel 一般條款及條細則; 及 (ii) Club Travel個人資料收集聲明。
15. Club Travel可能會不時更改這些條款及細則, 並保留修改權利, 恕不另行通知。如有任何爭議, Club Travel保留最終決定權。
16. 如本條款及細則的中英文版本有歧異或不一致, 概以英文版本為準。