



DrGo “Clubpoint Earning” Terms & Conditions

1. This DrGo – Earn Clubpoints Offer (this “**Offer**”) is valid from 1 December 2023 to 31 December 2024, both dates inclusive (“**Promotion Period**”).
2. In order to be eligible for this Offer, you must be a member of The Club (“**The Club Member**”), a loyalty program operated by Club HKT Limited (“**The Club**”).
3. Under this Offer, The Club Members who successfully complete a DrGo designated video consultation service (excluding any video consultation service completed under the HKT / PCCW Group Medical Scheme) via the DrGo app during the Promotion Period and have complied with all the relevant DrGo terms and conditions (as the case may be) will earn 1 Clubpoint for every net eligible spending of HK\$10 (after discount and shipping and/or handling fee), excluding any invalid and/or cancelled video consultation service (each a “**Valid Transaction**”).
4. DrGo is operated by eSmartHealth Limited (“**Merchant**”), subject to relevant terms and conditions.
5. In order to qualify for Clubpoints under this Offer, The Club Member must link his/her The Club account to DrGo account before completing final payment for a Valid Transaction.
6. This Offer and the Clubpoints under this Offer are non-transferable or exchangeable for cash or other products.
7. The Clubpoints under this Offer will be credited to The Club Member’s The Club account after around 10 working days after successful completion of the final payment of the DrGo video consultation.
8. The Club Members should retain the receipt of the Valid Transaction until the related Clubpoints have been credited to The Club Member’s The Club account. For inquiries about the eligibility to earn Clubpoints, the related receipt(s) of Valid Transaction must be provided to The Club for verification. The Club Members must make a claim to The Club for any missing Clubpoints under this Offer within 180 days from the date of a Valid Transaction (“**Lookback Period**”). Any such claim made after the Lookback Period will not be entertained and any missing Clubpoints will be deemed forfeited and The Club Member will not be compensated in any way.
9. The eligibility of Clubpoints of The Club Members under this Offer is subject to the sole discretion of The Club and the Merchant, who may or may not give reason to a relevant The Club Member in case a transaction is deemed to be ineligible under this Offer. A transaction may deem to be ineligible for Clubpoints under this Offer for a number of reasons, including (without limitation) those listed out below:
 - (a) The Club Member cancelled a DrGo service.
 - (b) The Club Member’s payment failed or did not meet the requirements of the Merchant’s credit check.
 - (c) The Club Member’s use of DrGo video consultation service or purchase at DrGo Health Store did not satisfy the Merchant’s relevant terms and conditions.
10. The Club is not the supplier of the products and/or services provided by the Merchant and makes no representation or guarantee in connection with the products and/or services whatsoever, and accepts no liability whatsoever for any matters arising from, or in relation to, the same.
11. The Club and/or the Merchant reserve(s) the right to vary or cancel this Offer and/or amend these Terms and Conditions at any time without notice.
12. This Offer is also subject to the “Terms and Conditions of The Club” (available at <https://www.theclub.com.hk/en/terms-and-conditions.html>). The use of services under DrGo is subject to the relevant terms and conditions of the Merchant (which are available at DrGo website and DrGo app). For inquiries concerning The Club, please visit The Club’s website at www.theclub.com.hk or call The Club’s service hotline on 1833000. For inquiries concerning DrGo, please visit DrGo website at www.drgo.com.hk or call DrGo’s service hotline on 2380 2323.
13. Please ensure you understand the Merchant’s descriptions and use of service / purchase terms and conditions before proceeding with using the Merchant’s service or making a purchase with the Merchant. Any claims arising from misunderstandings will not be accommodated.



14. In the event of discrepancy or inconsistency between the English and Chinese versions of these Terms and Conditions, the English version shall prevail.
15. In the event of dispute, the decisions made by The Club and/or the Merchant will be final, binding and conclusive.
16. These Terms and Conditions are governed by the laws of the Hong Kong Special Administrative Region ("**Hong Kong**") and any disputes arising out of or related to these Terms and Conditions will be resolved in private in accordance with Hong Kong law through mediation and/or arbitration held within Hong Kong.