

Product Description of “Complimentary Cross-border Service for Hong Kong Airlines Passengers”

Product Benefits

During the promotional period, Hong Kong Airlines passengers holding a valid paper or electronic boarding pass may redeem a one-way cross-border service ticket (either Shenzhen → Hong Kong International Airport or Hong Kong International Airport → Shenzhen) at designated Eternal East Cross-Border Bus counters within 15 hours before or after the departure time shown on the boarding pass.

Promotion Period

From 00:00 HKT on 15 July 2025 until 23:59 HKT on 31 December 2025 (based on the departure time printed on the Hong Kong Airlines boarding pass).

Boarding-Pass Ticket Redemption Procedure

1. Passengers must present one of the following valid Hong Kong Airlines boarding passes:
 - Electronic boarding pass (screenshot or printout)
 - Original paper boarding pass printed at a check-in counter or self-service check-in kiosk
2. The passenger's name on the boarding pass must exactly match the name on a valid travel document (e.g., Home Return Permit, Mainland Travel Permit for Hong Kong and Macao Residents, passport).
3. For the free cross-border service ticket redemption, passengers must present themselves at a designated ticket-collection point of the Eternal East Coach within 15 hours before or after the Hong Kong departure time shown on their Hong Kong Airlines boarding pass. Tickets may be exchanged upon presentation of the boarding pass and valid travel document, and boarding must take place at the specified bus stop. Passengers who fail to redeem within this timeframe will be deemed to have forfeited their entitlement, and no replacement tickets will be issued.
4. Designated ticket-collection and boarding points:
 - Hong Kong International Airport, Eternal East Bus Station, Counter A01 (opposite Exit A)
Address: Hong Kong International Airport Terminal 1 Arrival Hall A opposite A01 Eternal East Cross-Border Coach Counter
Redemption time: 08:00–23:00
Hours: 06:00–02:00 next day (service every 15–60 min)
 - Futian Guangyin Building, Eternal East Bus Station
Address: 1st Floor Lobby, Guangyin Building, No. 38 Futian South Road, Futian District, Shenzhen
Eternal East Cross-Border Coach Station
Redemption time: 04:30 – 20:00
Hours: 04:30–21:15 (service every 30 min)
 - Nanshan Kingkey 100 Plaza, Eternal East Bus Station
Address: Shop No. L1-66-69, Intersection of Baishi Road and Shenzhen Bay Second Road, Nanshan District, Shenzhen
Eternal East Cross-Border Coach Station
Redemption time: 07:00 – 20:00
Hours: 06:30–21:30 (service every 30 min)
 - Luohu Liantang Checkpoint, Eternal East Bus Station

Address: Shop No. A28, 1st Floor, Commercial City, Liantang Port, Luohu, Shenzhen Eternal East Cross-Border Coach Station

Redemption time: 08:00 – 19:00

Hours: 07:15–19:30 (service every 30 min)

5. Other boarding points:

- Futian Huanggang Checkpoint Eternal East Bus Station

Hours: 04:30–01:00 next day (service every 30 min)

- Nanshan Shenzhen Bay Checkpoint Eternal East Bus Station

Hours: 06:45–22:30 (service every 30 min)

Terms of Use

1. Each eligible passenger may claim and use only one single-journey “Hong Kong→Shenzhen” or “Shenzhen→Hong Kong” service ticket, valid only for the flight shown on the boarding pass; tickets cannot be split or transferred.
2. Tickets are valid solely on Eternal East Bus’s fixed Hong Kong Intl Airport ⇄ Shenzhen routes; no intermediate boarding/alighting or transfers to other transport modes.
3. Travel must occur within the 15-hour before or after the flight’s scheduled departure. Tickets expire automatically if unused or redeemed outside this window; extensions or reissues are not permitted.
4. Each Hong Kong Airlines paper or electronic boarding pass for a single journey may be redeemed only once for one complimentary one-way Eternal East cross-border bus ticket. Repeated presentation of the same journey’s boarding pass (including printed copies or screenshots), or use of forged or altered boarding passes, will not be eligible for additional redemptions or reissuance. Hong Kong Airlines reserves the right to pursue legal liability and take necessary legal action under Hong Kong SAR law.
5. Passengers must follow the coordination arrangements between Eternal East Bus and Hong Kong Airlines. Neither party assumes liability if the passenger fails to board.
6. Tickets are non-transferable, non-refundable, non-redeemable for cash, and may not be combined with any other offer or discount.
7. At redemption and boarding, passengers must present:
 - Their valid Hong Kong Airlines boarding pass (electronic screenshot/printout or original paper)
 - A matching valid travel document (name and number must match the boarding pass)Eternal East Bus staff are entitled, with the passenger’s consent, to verify boarding passes and travel documents and to photograph them for record. Passengers who fail to present the required documents will not be eligible for free travel offers.
8. If the boarding pass information does not match the travel document or if the boarding pass is lost/damaged and cannot be verified, the redemption or ride will be forfeited with no reissue.
9. Passengers are responsible for ensuring their travel documents are valid and meet cross-border requirements; any inability to redeem or board due to document issues is at the passenger’s own risk.
10. Seats are limited and available on a first-come, first-served basis. Before each departure, Eternal East Bus must verify the identity and boarding pass of passengers intending to board. If the coach reaches full capacity, priority boarding shall be given to Hong Kong Airlines passengers. In cases

where the number of Hong Kong Airlines passengers exceeds the remaining available seats, Eternal East Bus will board passengers holding valid boarding passes based on the order of successful verification. For those unable to board the cross-border service, Eternal East Bus will assist in arranging the next available service, but reissuance or rescheduling of tickets is not guaranteed.

11. Hong Kong Airlines bears no responsibility for missed flights resulting from Eternal East Bus delays or cancellation.

Other Terms

Compliance Statement

This promotion fully complies with the laws and regulations of the Hong Kong Special Administrative Region and the People's Republic of China. Passengers assume all legal risks and responsibilities related to entry, exit, quarantine, and health controls.

Personal Data Protection

Personal data collected during ticket redemption (e.g., name, document number, flight information) will be used solely for this promotion and handled in accordance with Hong Kong's Personal Data (Privacy) Ordinance. No data will be used for other purposes without the passenger's consent.

Fees & Liability

- Only Eternal East Bus single-journey tickets are provided. Any additional transport costs (e.g., taxi, MTR, local bus) are the passenger's responsibility.
- Hong Kong Airlines will assist with technical issues (e.g., computer/internet failures) but assumes no liability for failed redemptions due to such issues.
- In the event of flight delays or cancellations preventing timely ticket redemption, Hong Kong Airlines and Eternal East Bus will coordinate as practicable, but shall not be held liable if boarding is unattainable.
- If a passenger voluntarily no-shows, reschedules, or requests a refund, the free ticket eligibility is automatically void, and any redeemed but unused ticket is forfeited without compensation or reissue.

Relationship with Other Offers

This promotion may not be combined with any other Hong Kong Airlines or Eternal East Bus offers, discounts, bundles, or vouchers. Use of another offer on the same itinerary may disqualify passengers from this free bus ticket promotion.

Final Interpretation & Dispute Resolution

- Hong Kong Airlines and Eternal East Bus reserve the right to modify, suspend, or terminate this promotion at any time without prior notice.
- No third party may enforce any of these terms under Hong Kong's Contracts (Rights of Third Parties) Ordinance (Cap. 623).

- In case of any conflict between these terms and other related terms of Hong Kong Airlines or Eternal East Bus, these promotion terms prevail. If there is any discrepancy between the English and Chinese versions, the Chinese version shall govern.
- Hong Kong Airlines reserves final decision-making authority on all disputes arising from this promotion.

Governing Law

All matters and disputes concerning this promotion are governed by the laws of the Hong Kong Special Administrative Region. Any unaddressed issues shall be resolved in accordance with the applicable laws of Hong Kong SAR.