

Mira Place App 常見問題

1. 如何賺取我的積分?

會員可憑 HK\$100 以上之即日電子消費單據親臨美麗華廣場一期 L1 禮賓部登記積分，每 HK\$1 可換取 1 分。

2. 消費必須是會員本人才可賺取積分?

消費必須是會員本人才可賺取積分。

3. 每日是否有規定儲分的上限?

每人每日最多可登記 30,000 分。

4. 每張單據是否有設有最低消費金額? (例如必須超過指定金額才可登記積分?)

每張單據必須為 HK\$100 或以上。

5. 登記積分的單據是否即日消費或有期限?

積分登記有效期為 7 日。

6. 登記積分有哪些可接受的消費模式? (如: 現金 / 信用卡 / 八達通 / 使用商戶或商場現金券 etc?)

積分登記只接受電子消費，如信用卡、八達通或 EPS。

7. 會員於所有商戶消費後的單據都可登記積分? (如: 酒店 / 大廈 / 美麗華旅運 etc?)

可登記積分之商戶並不包括美麗華大廈 A 座之商戶，即 SQUINA 雪肌蘭、Phillip Wain 及美麗華旅遊等，亦不包括 the mira 之住宿及宴會。另外，積分登記只計算實際消費及已付款之金額 (即只計算折扣後/使用優惠券/現金券後之剩餘金額/已付之按金/分期付款金額)。恕不接受任何八達通增值、繳付賬單、會籍、酒席(5 席或以上)、購買或使用現金券/禮券、停車場收費、手寫單據及重印收據。

8. 我能否將積分轉讓予別人或兌換現金?

所有積分不得轉讓或兌換現金。

9. 我的積分有否使用限期?

所有積分均於會員帳號啟動後 12 個月內有效，逾期仍未使用之積分將自動被註銷。

10. 我能否延遲積分的使用限期?

積分的使用限期並不能延遲。

11. 會員是否能同時累積積分並享有泊車優惠，換取推廣活動的禮品或其他商場優惠?

積分累積與泊車優惠可同時使用，每人每日最多可換領 3 份禮品，而每月最多可換領 10 份禮品。

12. 會員是否有任何生日優惠或全年的指定商戶尊享禮遇？

會員可享全年的指定商戶尊享禮遇。

13. 登記會員、儲積分及兌換禮品是否由會員本人辦理或可由親朋代為處理？

登記會員、儲積分及兌換禮品必須由會員本人辦理。

14. 如何換領禮品或禮券？

會員必須親臨美麗華廣場一期 L1 禮賓部進行換領，登記時間為中午 12 時至晚上 9 時。

15. 禮品兌換數量是否設有限額？

所有禮品均設有兌換限額，先到先得，換完即止。

16. 除了電子應用程式外，有何途徑獲取最新商場推廣資訊及會員優惠情報？

會員可透過電郵或美麗華廣場網頁 www.miraplace.com.hk 獲取最新推廣資訊及會員優惠情報。

17. 會員卡制度是否設有等級？（例如：金卡 / 銀卡）

會員卡並沒設有任何等級。

18. 我該如何更新個人資料？

請登入你的帳戶自行更新或與商場禮賓部聯絡。

19. 其它問題

請與商場禮賓部聯絡。

Mira Place App FAQs

1. How do I earn Bonus Point?

Each receipt with spending HK\$100 or above (must be settled via electronic payment) made by Member at Mira Place is eligible for Bonus Point registration at L1 Concierge, Mira Place One. For every HK\$1 purchase, Member will be able to earn ONE Bonus Point.

2. Can I redeem Bonus Point with transactions made by another person?

Member is not allowed to redeem Bonus Point with sales transactions made by another person.

3. Is there any limit on daily Bonus Points redemption?

A maximum of 30,000 points can be redeemed per day per person.

4. Is there any minimum spending requirement for each receipt for Bonus Point redemption? (i.e. only receipts with spending of or over a designated amount are eligible for Bonus Point redemption)

Sales receipts with spending under HK\$100 will not be accepted.

5. How long is the validity of the receipts for Bonus Point redemption?

Member can register points with receipts in 7 days.

6. What are the eligible payment methods for Bonus Point redemption (e.g. cash/ credit card/ Octopus Card/ Cash Vouchers issued by Mira Place or its tenants)?

Only electronic payments (including credit cards, Octopus Card, EPS) are eligible for Bonus Point redemption.

7. Is purchase from all outlets (including The Mira Hong Kong, Mira Place Tower A, Miramar Travel, etc.) eligible for Bonus Point redemption?

The following transactions are not accepted for logging of Bonus Point: transactions at Miramar Tower A (including but not limited to SQUINA, Phillip Wain, Miramar Travel) and transactions at The Mira Hong Kong on accommodation and catering. Only actual payment counts, i.e. total spending excludes discounts/coupons/cash coupons/paid/deposits/cash instalments. Actual, hand-written and reprinted receipts of Octopus card add-value, bill & Membership payments, banquets (bookings of 5 tables or above), purchase or perusal of coupons/gift vouchers, parking fees, receipts issued by exhibitors or promotional booths are not accepted.

8. Can I transfer my Bonus Point to another person or exchange for cash?

Bonus Point is non-transferrable and cannot be exchanged or redeemed in lieu of cash.

9. Will my Bonus Point be expired?

Bonus Point is valid for 12 months from the date of account being activated. Unused Bonus Point will be automatically forfeited after the applicable expiry date.

10. Can I extend the validity of my Bonus Point?

The validity of Bonus Point cannot be extended.

11. Can receipts used for Bonus Point redemption be used in conjunction with parking promotion / in-mall gift redemption / other offers?

Receipts used for Bonus Point redemption can be used in conjunction with parking promotion. Member can redeem no more than 3 sets of gift per day or 10 sets of gift per month.

12. Are Members entitled to enjoy any birthday or year-round offers?

Members can enjoy exclusive year-round offers at designated merchants.

13. Can Member authorise representatives to make registration / Bonus Point redemption/ rewards redemption requests?

All registration, Bonus Point redemption and rewards redemption requests must be made by a Member. Redemption requests from parties other than the Member will not be processed.

14. How can I redeem gifts or vouchers? (how, when and where)

Members could present any valid receipt to the Concierge on L1, Mira Place 1 to redeem Bonus Point from 12PM-9PM, daily.

15. Is there any quota for rewards redemption?

All rewards and offers are subject to availability and offered only while stock lasts, on a first come first served basis.

16. Apart from the mobile application, where can I find the latest promotions and member offers (e.g. website or email)?

You can access our latest news or information, special promotions and offers through emails or by visiting www.miraplace.com.hk

17. Are there different types of Membership (eg. Gold/ Silver Membership) ?

There is only one type of Membership.

18. How can I update my personal information?

You may sign into your account to update your information or contact our Concierge team for assistance.

19. Other issues

Please contact our Concierge team.

Mira Place App 常见问题

1. 如何赚取我的积分？

会员可凭 HK \$ 100 以上之即日电子消费单据亲临美丽华广场一期 L1 礼客部登记积分，每 HK \$ 1 可换选 1 分。

2. 消费必须是会员本人才可赚取积分？

消费必须是会员本人才可赚取积分。

3. 每日是否有规定储分的上限？

每人每日最多可登记 30,000 分。

4. 每张单据是否有设有最低消费金额？（例如必须超过指定金额才可登记积分？）

每张单据必须为 HK \$ 100 或以上。

5. 登记积分的单据是否即日消费或有期限？

积分登记有效期为 7 日。

6. 登记积分有哪些可接受的消费模式？（如：现金/信用卡/八达通/使用商户或商场现金券等？）

积分登记只接受电子消费，如信用卡，八达通或 EPS。

7. 会员于所有商户消费后的单一都可登记积分（如：酒店/大厦/美丽华旅运 etc？）

可登记积分之商户并包括美丽华大厦 A 座之商户，即 SQUINA 雪肌兰，Phillip Wain 及美丽华旅游等，亦不包括 mira 之住宿及宴会。另外，积分登记只计算实际消费及已付款之金额（即只计算折扣后/使用优惠券/现金券后之剩余金额/已付之按金/分期付款金额）。恕不接受任何八达通增值，缴付账单，会籍，酒席（5 席或以上），购买或使用现金券/停车场收费，手写单据及重印收据。

8. 我能否将积分转让予别人或兑换现金？

所有积分不得转让或兑换现金。

9. 我的积分有否使用限期？

所有积分均于会员帐号启动后 12 个月内有效，逾期仍未使用之积分将自动被注销。

10. 我能否延迟积分的使用限期？

积分的使用限期并不能延迟。

11. 会员是否能同时累积积分并享用泊车优惠，换取推广活动的礼品或其他商场优惠？

累积积分与泊车优惠可同时使用，每人每日最多可换领 3 份礼品，而每月最多可换领 10 份礼品。

12. 会员是否有任何生日优惠或全年的指定商户尊享礼遇？

会员可享用全年的指定商户尊享礼遇。

13. 登记会员，储积分及兑换礼品是否由会员本人办理或可由亲朋代为处理？

登记会员，储积分和兑换礼品必须由会员本人办理。

14. 如何换领礼品或礼券？

会员必须亲临美丽华广场一期 L1 礼宾部进行换领，登记时间为中午 12 时至晚上 9 时。

15. 礼品兑换数量是否设有限额？

所有礼品均设有兑换限额，先到先得，换完即止。

16. 除了电子应用程式外，有何途径获取最新商场推广资讯及会员优惠情报？

会员可透过电邮或美丽华广场网页 www.miraplace.com.hk 获取最新推广资讯及会员优惠情报。

17. 会员卡制度是否设有等级？（例如：金卡/银卡）

会员卡并没设有任何等级。

18. 我如何更新个人资料？

请与商场礼宾部联络。

19. 其它问题

请与商场礼宾部联络。