

COVID-19 Vaccination Free Air Tickets Lucky Draw to Airport Community

Frequently Asked Questions

Event objective

	Question	Answer
1	What is the purpose of organizing this lucky draw activity?	To support the HKSAR Government's COVID-19 Vaccination Programme, Airport Authority Hong Kong (AA) sponsors the lucky draw, giving away air tickets to staff working in Hong Kong International Airport (HKIA) who have completed the COVID-19 Vaccination Programme implemented by the HKSAR Government before 30 September 2021.

Background information

	Question	Answer
2	Who is the organizer of this lucky draw activity?	The AA sponsored the air tickets for the lucky draw event. Two home-based airlines, Cathay Pacific and HK Express, will help give away the air ticket by lucky draw.
3	Who will be the target of this lucky draw? How many times of lucky draws will be organized by AA in total?	All lucky draw campaigns include : <ul style="list-style-type: none">• This lucky draw;• The COVID-19 vaccination air tickets lucky draw hosted by AA for AA staff ;• The COVID-19 vaccination Free Air Tickets Lucky Draw hosted by Cathay Pacific Airways Limited for Hong Kong Residents; and• The COVID-19 Vaccination Free Air Tickets Lucky Draw hosted by HK Express for Hong Kong Residents
4	What are the prizes for the lucky draw?	The prizes for the lucky draw for airport staff include 10,000 round-trip, economy class tickets departing from Hong Kong to selected destinations on participating airlines (taxes and surcharges not included).
5	What are the destinations of the awarded tickets in the lucky draw?	The awarded tickets include long-haul and short-haul destinations, each destination group are listed as follows: <ul style="list-style-type: none">• Group A – Mainland, Taiwan, Japan, South Korea• Group B – Southeast Asia Destinations• Group C – Long-haul Destinations• Group D – Any of the above

		Please refer to Terms and Conditions for more details of the destination.
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Registration of lucky draw

	Question	Answer
6	Who are eligible to participate in this campaign exclusively for staff working in HKIA?	<p>The lucky draw is open to individuals who fulfil the following requirements:</p> <ul style="list-style-type: none"> • permanent or non-permanent Hong Kong resident holding a valid Hong Kong Identity Card; • airport staff who works on the airport island.; • Having received two doses of vaccines* on or before 30 September 2021 in Hong Kong under the COVID-19 Vaccination Programme implemented by the HKSAR Government <p>* Persons previously infected with COVID-19 are also eligible after having received one dose of COVID-19 vaccines in Hong Kong under the COVID-19 Vaccination Programme implemented by the HKSAR Government. with the same conditions.</p> <p>Staff members of AA, Cathay Pacific, HK Express and their agencies / contractors who have direct involvement in the design, organisation, execution, promotion or administration the Lucky Draw are not eligible to participate in this Lucky Draw.</p>
7	How to define staff working HKIA?	<p>(a) Staff possesses either:</p> <ul style="list-style-type: none"> • a valid Airport Staff Octopus; or • a valid Airport Restricted Area (ARA) Permit, or • a valid Tenant Restricted Area (TRA) Permit, or • a valid staff card issued by a company having operations at the Hong Kong International Airport <p>(b) Until 30 September 2021, employed by one of the following entities or companies, whether on a full time, part time or temporary work duty:</p> <ul style="list-style-type: none"> • the HKSAR Government;

		<ul style="list-style-type: none"> • the AA; • any statutory body having operations at HKIA; • any company having business operations at HKIA, irrespective of whether or not that company has a direct contractual relationship with AA; and • having worked at HKIA for not less than 3 working days a week within the last 4 weeks of 1 September 2021
8	How to register the Lucky Draw?	<ul style="list-style-type: none"> • Participants shall register the draw through their entity representative (“Entity Representative”). An Entity Representative is a representative nominated by an entity listed in answer 7(b), who may or may not be the head of the Human Resource Department of that entity. • Entity Representative shall gather the personal data of each Participant and input the same in the e-form provided at Lucky Draw website • Entity Representative shall register, on behalf of the Participants of the entity, by uploading the completed e-form onto the Lucky Draw website from 1 September 2021 to 30 September 2021 at 23:59 (Hong Kong Time) (Based on server submission time).
9	What kind of information do I need to submit during registration?	<p>Participant must provide the following information to Entity Representative:</p> <ul style="list-style-type: none"> • Full name as stated in your passport (for issuance of air tickets) • Prefix and the first 4 digits of Hong Kong Identity Card number • Email address • Preferred destination group (Please refer to Answer 5)
10	Can part-time / contract / temporary staff be eligible to participate in the lucky draw?	Yes, but you are required to meet the eligibility criteria of staff of HKIA as stated in Answer 6 and 7.
11	I am a staff member hired by subcontractor and work in HKIA. Am I eligible to participate in the lucky draw?	Yes, but you are required to meet the eligibility criteria of staff of HKIA as stated in Answer 7.

12	My company has recently implemented no pay leave arrangement. Can I still participate in the campaign?	Yes, but you are required to provide the information as stated in Answer 7.
13	I register in the lucky draw before 30 September 2021 but get terminated / have resigned or completed my contract before that date. Am I still eligible for the lucky draw?	Yes, but you are required to provide the information as stated in Answer 7 and 8.
14	I am not a permanent resident but a Hong Kong Identity Card holder and working in HKIA. Am I eligible to participate in the lucky draw?	Yes, non-permanent residents holding a valid Hong Kong Identity Card, including those holding a Hong Kong employment visa, fulfil the requirement of staff of HKIA.
15	My company is not included in your company list on dedicated website. Can I still participate in the lucky draw?	Please contact us and provide relevant information for our follow-up action.
16	I have already registered but changed my job in another company in Airport Area. Do I need to notify you?	Please contact us and provide relevant information for our follow-up action. We will contact related Human Resources Department to verify staff's identity.
17	Is my personal data privacy protected by uploading my personal particulars here? How long will it be kept?	<p>All data collected by the AA during registration will only be used for all purposes relating to the lucky draws (including administering the Lucky Draw; communicating with you about the Lucky Draw; handling your inquiry about the Lucky Draw; administering and facilitating Prize Tickets redemption; and any other purposes incidental to the purposes stated above., and properly stored and encrypted by the computer system by the airlines. All data will be destroyed within 3 months after the campaign ends.</p> <p>Personal data of winners collected will be disclosed and transferred to Cathay Pacific Airways Limited and Hong Kong Express Limited for the above purposes.</p>
18	Can I amend my personal information after registration, e.g. name	Participants should provide their personal particulars accurately and clearly to their Entity Representative. Any amendments on personal information will normally not be entertained on a

	and passport number, in the lucky draw?	fair basis.
19	When will I know the result of the lucky draw?	<ul style="list-style-type: none"> The result of the lucky draw will be announced at the dedicated website on 5 October 2021 and published in South China Morning Post and Oriental Daily News on 5 October 2021. All winners will be notified individually by email to the email address provided at registration. Entity Representative will also be notified by a separate email to the entity. Participants who do not receive any notification shall regard themselves as having lost on the Lucky Draw.
20	How many chances of ticket winning for each participant?	Each participant is entitled to win no more than once in the overall lucky draw event.
21	I have already participated in this Lucky Draw exclusively. Can I join other lucky draws of similar nature sponsored by AA?	Yes, but each participant is entitled to win no more than once in the overall lucky draw event.
22	Is it possible to choose the departing location or the destination of the awarded tickets?	<ul style="list-style-type: none"> The awarded tickets must be departing from Hong Kong. Participants can choose their preferred destination group during the registration of the lucky draw. The exact destination of the awarded tickets would be designated by the airlines.
23	Do winners need to provide proof of vaccination?	Winners are required to provide their proof of vaccination during the check-in process. If the proof of vaccination could not be provided at that time, airlines would reserve the rights to determine the validity of the awarded tickets.

Redemption of Prize Tickets

	Question	Answer
24	How to redeem the Prize Tickets?	Winners are required to follow the instruction stated at the winning notification email issued by individual airlines for redeeming the Prize Tickets.

25	After I receive the winning notification email, when can I redeem the Prize Tickets? Any deadline for ticket redemption?	Winners can refer to the ticket redemption arrangement as issued by individual airlines, and should contact the relevant airlines for details.
26	After I receive the winning notification email, when can I redeem the awarded tickets? Is there any deadline for the ticket redemption?	As there are still travel restrictions and quarantine requirements in force globally, the airlines will issue another email to the winners with details on redemption of the awarded tickets upon the situation stabilizes.
27	Will the Prize Tickets be transferable?	The Prize Tickets are not transferable.
28	Can the Prize Tickets be exchanged to other substitutes, e.g. cash or Asia Miles?	The Prize Tickets are not convertible to cash, Asia Miles or other types of gifts including coupons.
29	Does my Prize Tickets include relevant surcharges during my flight, e.g. excess baggage rate?	Award winners will be responsible for any surcharges incurred during flight journey of the awarded ticket.
30	Can the awarded ticket be upgraded, or eligible to access into the Airline Lounge?	For arrangement of ticketing and airline facilities, please contact the airlines for details.

Other questions

	Question	Answer
31	I am a Hong Kong resident but I have received my vaccination outside of Hong Kong. Can I still register?	Eligible participants should have received two doses of vaccines* on or before 30 September 2021 in Hong Kong under the COVID-19 Vaccination Programme implemented by the HKSAR Government. * For persons previously infected with COVID-19, they will be eligible after having received one dose of COVID-19 vaccines with the same conditions.
32	I have not received a notification email but I know I am one of winners from website or	Please contact your Entity Representative or us and provide relevant information for follow-up.

	newspaper, what should I do?	
33	Flights for Prize Tickets may be suspended due to travel restrictions and quarantine measures imposed in your destination. Will there be any compensation, e.g. accommodation and transportation reserved?	AA will have no further obligation whatsoever to such ticket winners. You may liaise with your airlines for necessary arrangement.
34	Who should I contact if I have other questions?	Please email to vaccinationluckydraw@hkairport.com or call 2181 8888