

## SHKP and SmarTone Collaborate to Bring 5G Experience to Hotels and Extravagant Hotel Staycation with the First 5G Smart Robot

### *SmarTone 5G Now Provides Full Coverage in Hong Kong*

**(Hong Kong, 4th March 2021)** – The provision of high-speed internet access is now an essential guest service within the hospitality industry for guests to stay connected anytime, anywhere within the hotel. To address this rising need, Sun Hung Kai Properties Limited (SHKP) has joined hands with SmarTone to bring ultra high-speed 5G network experience to its 11 hotels in Hong Kong, including the prestigious international brands Four Seasons Hotel, W Hong Kong, The Ritz-Carlton and the Royal Hotel Collection.

In collaboration with SHKP, SmarTone has also introduced a special “Extravagant Hotel Staycation” offer for its new 5G customers. Eligible customers can choose from a selection of SHKP’s hotels and enjoy a luxurious staycation experience for up to 2 nights with room upgrade, complimentary breakfast, and other bonus privileges such as spa voucher, birthday cake etc.

To elevate enjoyment and offer better engagement with hotel guests, the first 5G robot for SHKP hotels “WW” will appear at W Hong Kong during designated period. Robot “WW” has an endearing appearance with a white body and lively eyes that captures attention. With 5G’s ultra-low latency, coupled with AI and Chatbot technology, Robot “WW” can be served as a digital concierge to respond quickly to hotel guests’ enquiries by connecting to the Cloud. It can also mark special occasions by, for example, singing a happy birthday or love song to create an unforgettable experience for guests during their staycations.

Ms Josephine Lam, Head of Sales and Marketing at SmarTone said, “SmarTone is delighted to collaborate with SHKP hotels to bring faster, stabler and smoother 5G network experience to hotel guests, as well as the exclusive staycation offer to our customers. SmarTone already offers full 5G coverage in Hong Kong, including SHKP malls and hotels. According to a previous conducted independent market survey<sup>1</sup>, SmarTone 5G was selected as the Consumers’ No. 1 Best Preferred 5G Network, which is incredibly encouraging. We will continue to dedicate our efforts to innovations and delivering the highest quality 5G network experience to our customers”

Mr Tasos Kousloglou, CEO (Hotel Division) of SHKP said, “We are very excited to launch the staycation offer at our hotels with SmarTone. In the past few months, many people have had to stay in Hong Kong due to COVID-19 travel restrictions, so we are looking forward to offering an even higher hospitality experience to local citizens. With the 5G robot and other technology-enabled features, we are confident that our guests can enjoy a truly memorable stay in our hotels.”

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<sup>1</sup> Independent research by Nuance Tree Research Company

SHKP hotels are committed to injecting smart technology to elevate hospitality experience. New features include smart self-check-in and check-out as well as an advanced in-room control system which allows guests to control the lighting and temperature with an iPad, offering an even more flexible and convenient hotel stay while increasing the operational efficiency of the hotel. All international hotels such as the Four Seasons, The Ritz-Carlton, W Hong Kong offer mobile key function which allows access to guest rooms via guests' mobile devices. All SHKP hotels will also be upgraded to the latest WIFI network for more stable connection with multiple devices.

SmarTone offers full 5G coverage in Hong Kong, providing the widest network coverage^ both indoors and outdoors. The network covers over 250 key indoor areas, including prime locations, commercial areas and major malls; it is also extended to 10 major MTR lines and 65 rural areas, including outdoor cycling tracks, hiking trails and campsites. SmarTone 5G is also Hong Kong's only mobile operator that provides 5G coverage at Tai Lam Tunnel.

The SmarTone 5G network is now available in 11 SHKP hotels, including the Four Seasons Hotel, The Ritz-Carlton, W Hong Kong, Hyatt Centric Victoria Harbour Hong Kong, The Royal Garden, Royal Park Hotel, Royal Plaza Hotel, Royal View Hotel, Alva Hotel By Royal, Crowne Plaza Hong Kong Kowloon East and Holiday Inn Express Hong Kong Kowloon East.

For more information about the staycation offer, please visit <https://bit.ly/3sHeWoA>.

**SmarTone “Extravagant Hotel Staycation” Staycation Offers Details**

	5G SIM Only Monthly Plan			
<b>Monthly Fee</b>	<b>HK\$328</b>		<b>HK\$398</b>	
<b>5G Local Data</b>	35GB <sup>^</sup>		100GB <sup>^</sup>	
<b>Local Voice Mins</b>	Unlimited			
<b>“Talk Freely Pack”</b>	Free Unlimited Video Call Data for Zoom/Teams (Value:HK\$18/month)			
<b>Contract Terms</b>	24 Months	30 Months	24 Months	30 Months
<b>New Customer</b>	Free up to 2-night stay (Choose any hotel below)			
“Extravagant Hotel Staycation” Offer	<b>1 Night, 1 Room</b> - Alva Hotel By Royal - Royal Park Hotel - Royal Plaza Hotel - Royal View Hotel - Hyatt Centric Victoria Harbour - Bonus Privileges	<b>1 Night, 1 Room</b> - The Royal Garden	<b>1 Night, 1 Room</b> - The Royal Garden OR <b>1 Night, 2 Rooms/ 2 Nights, 1 Room</b> - Alva Hotel By Royal - Royal Park Hotel - Royal Plaza Hotel - Royal View Hotel - Hyatt Centric Victoria Harbour - Holiday Inn Express Hong Kong Kowloon East	<b>1 Night, 1 Room</b> - W Hong Kong OR <b>1 Night, 2 Rooms/ 2 Nights, 1 Room</b> - The Royal Garden OR <b>Add a little extra to go all-out 1 Night, 1 Room</b> - Four Season Hotel Hong Kong - The Ritz Carlton

*Terms & conditions: <sup>^</sup>Based on results obtained from SmarTone's road test conducted on 3 Feb 2021. For details on SmarTone 5G coverage, please visit <https://5g.smartone.com/en/5G/>. <sup>&</sup>The offer is not applicable to W Hong Kong Hotel. “Guaranteed Room Upgrade”: Room upgrade will be subject to the availability at the time of room reservation. <sup>^</sup>Customers can enjoy Extra 20GB Local Data offer per month within the contract period upon a designated 5G service plan (15GB/ 80GB) contract subscription. Above offer is only applicable to new customers whose identity document (HKID or passport no.) has not subscribed any postpaid mobile service in the past 3 months. A designated service plan with fixed-term contract subscription and an admin fee of \$18 per month are required. Customers can enjoy “Extravagant Hotel Staycation” Offer upon the contract subscription of the designated 5G Plans. An advance payment of monthly fee and admin fee are required. The number of months of an advance payment, the extra data and/or free offers and/or the value of the premium depend on the contract subscription selected. Extravagant Hotel Staycation Offer: A prepayment of designated amount is required. The prepayment amount varies according to the service plan selected by the customer. Please ask our store assistant for details or read the offer detail via the QR code in the flyer/ Company's dedicated offer web page. Room reservation, change of the room reservation, cancellation, accommodation and related exclusive privileges are subject to hotel's policy, relevant terms and conditions. The Company makes no representations or warranties and disclaims all liability for the quality and availability of the products, services, or information provided by the merchant. Any business dealings, payments and transactions between the customers and the relevant merchant that are not part of the products and services stated in this offer are business dealings solely between the customers and the relevant merchant. The Company is not responsible or liable for any loss or damage, claims or other liability arising as a result of any such dealings. Subject to relevant terms and conditions, please visit <https://bit.ly/3sHeWoA>.*

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