



Madame Fù Grand Café Chinois

Terms and Conditions for Madame Fù VIP Program

These Terms and Conditions ("T&C") govern the Madame Fù VIP Program. By enrolling in and using the Program, you ("Member" or "you") agree to be bound by these T&C. Madame Fù Grand Café Chinois reserves the right to amend these T&C at any time without prior notice. Please check regularly for updates.

1. Membership and Enrolment

1.1 Account :

- Each Membership is for the named and registered individual only. The benefits and privileges Cannot be assigned or transferred to any other person.

1.2 Redemption of Benefits:

- To enjoy the Program benefits, all reservations must be made under the Member's registered name. VIP him/herself needs to come in person to redeem the benefits.

1.3 VIP Membership Duration:

- Each VIP membership is valid from 1st September, 2026 to 31st August, 2027. Membership renewal will be reviewed by Madame Fù on a semi-annual basis.

2. Program Benefits

- Subject to the terms and conditions herein, the Madame Fù VIP Program offers a range of exclusive benefits, which may be adjusted from time to time.

3. Detailed Terms for Specific Benefits

3.1 Early Bird Access to New Promotion

- VIP members enjoy early bird priority access to all new promotions, granting exclusive advance booking privileges ahead of public release.



3.2 Cake Cutter Fee Waiver

- VIP members are entitled to a complimentary cake-cutting service with no additional service fee.

3.3 Polaroid Photo taking

- This service is limited to a maximum of 3 copies per booking.

3.4 Welcome Drink Upon Arrival:

- Complimentary coffee or tea is served as a welcome drink between 11:00 to 18:00.
- Complimentary prosecco is served as a welcome drink between 18:00 to 00:00
- The number of complimentary glasses is determined by the Member's tier. The "Whole table" benefit for Platinum members covers all guests seated at the Member's table.
- Complimentary welcome drinks shall only be granted to tables with valid in-venue purchases.

3.5 Corkage Fee Waiver:

- This benefit applies exclusively on Sundays to Wednesdays, excluding public holidays.
- Corkage waiver applies exclusively to wines of the same type and same identical bottle size.
- *Silver* : "Buy 1 get 1 free" means that the first bottle corkage fee is waived when ordering 1 bottle of wine from Madame Fu.
- *Gold* : Complimentary corkage service for the first two 750ml wine bottles per visit
- *Platinum* : Complimentary corkage service for the first three 750ml wine bottles per visit
- Corkage fee waiver cannot be used in conjunction with the Anniversary/Birthday Discount.



3.6 Complimentary Birthday Dessert:

- This reward is available to Members during their birthday month.
- For Platinum members, the Birthday Cake requires a 2-day pre-order. Please contact the restaurant in advance to arrange.
- Birthday dessert redemption requests should be communicated to our reception team when making reservation. This privilege is limited to one redemption per VIP member.

3.7 Free Private Room Upgrade:

- This benefit applies exclusively on Sundays to Wednesdays, excluding public holidays.
- Members are entitled to a complimentary upgrade to a private room for a designated number of times per membership year, as specified by tier.
- The upgrade is subject to availability and must be requested at the time of reservation.
- Unused upgrades cannot be carried over to the next membership year.
- Requests for private room upgrades is required and should be directed to our Reception Team upon booking. All upgrades are subject to availability at the time of confirmation.
- Any private room upgrade quota utilised by a member prior to a mid-year tier upgrade will be counted towards the annual entitlement of the newly upgraded tier. The member will then be entitled to the remaining balance of the new tier's quota for the rest of the membership year.
- Complimentary room upgrade benefits are not applicable on blackout dates, including Christmas Eve, Christmas Day, Boxing Day, New Year's Eve, New Year's Day, Chinese New Year's Day, Valentine's Day, Mother's Day, Father's Day, Good Friday, the day following Good Friday, and Easter Monday.

3.8 Discount on Merchandise Items:

- Members receive a discount on Madame Fu branded merchandise items.
- The discount rate is determined by the Member's tier

3.9 Anniversary & Birthday Discount:



- Members are entitled to a discount on the total bill for their anniversary & birthday celebration.
- The discount rate is determined by the Member's tier
- This discount cannot be used together with the Corkage Fee Waiver
- Please provide your birth month to our Reception Team at the time of VIP enrolment. This information is required to activate your birthday discount and cannot be amended after registration.

3.10 Birthday gift

- Birthday gift is offered based on membership tier. Limited to one piece per member.

3.11 Manager Priority Services

- Gold & Platinum member will eligible to manager priority service to their table.

3.12 Privilege Tableware Setting:

- This exclusive benefit is available to Platinum members only.
- This benefit is limited to a maximum of 9 persons (pax) per reservation.

4. General Terms and Conditions

4.1 Redemption and Restrictions:

- Benefits and discounts cannot be used in conjunction with other promotional offers, third-party vouchers, or any other privilege unless expressly stated by Madame Fù.
- The Program benefits are intended for personal use only and not for commercial or resale purposes.
- Splitting of tables or bills for the purpose of redeeming multiple benefits is not allowed.



4.2 Non-Applicability for Event Purposes:

- The privileges, benefits, and discounts outlined in these T&C are strictly for personal dining and retail experiences at Madame Fù and are not applicable to any event-related purposes.

4.3 Intellectual Property:

- All intellectual property rights related to the Madame Fù brand, its website, and the Program materials belong to Madame Fù or its licensors.

4.4 Data Privacy:

- By becoming a member, you consent to the collection and use of your personal data in accordance with our Privacy Policy. We may use your data to provide you with personalized offers, promotions, and information related to the Program and your membership. Your information will be used exclusively for VIP programme administration and will not be disclosed to third parties or used for any other purposes. You may opt-out of promotional communications at any time.

4.5 Disclaimers and Liability:

- All information and services provided as part of the Program are on an "as is" basis. To the fullest extent permitted by law, all express or implied warranties are excluded.
- Madame Fù shall not be liable for any indirect, special, incidental, or consequential losses arising from your participation in the Program, including negligence.

4.6 Governing Law:

- These T&C shall be governed by and interpreted in accordance with the laws of the Hong Kong Special Administrative Region. The decision & of Madame Fù on any dispute relating to the Program or these T&C shall be final.

4.7 Non-Applicability for Event Purposes:



- The privileges, benefits, and discounts outlined in these T&C are strictly for personal dining and retail experiences at Madame Fù and are not applicable to any event-related purposes.

4.8 Modification and Termination:

- Madame Fù reserves the right to terminate a Member's participation in the Program, at its sole discretion, to have abused the Program benefits or violated these T&C.
- Madame Fù reserves the right to modify or discontinue any aspect of the Program (including benefits and validity) upon providing notification to its Members.