



酒店服务指南
Hotel Service Directory



“IT ALL HAPPENS HERE!”

Welcome to Sands® Macao, one of the biggest and most luxurious casino and entertainment complexes in the world! Our elaborate million square-foot property located in the charming enclave of Macao SAR on the People’s Republic of China’s lush southeastern coast, is the first Western operated gaming and casino facility in the city and is idyllically set amid six acres of verdant water-front gardens.

Boasting 289 exquisitely decorated and supremely spacious suites, Sands Macao towers over the famous gaming arena below providing the very best in service and amenities for our valued guests. Our luxurious suites feature custom-made hand-woven carpets, superb designer furnishings and top-of-the-line lighting fixtures, as well as state-of-the-art entertainment centers with plasma televisions and superb audio-visual equipment. The beautifully appointed bathrooms, with separate standing shower units and relaxing Jacuzzi tubs, will sooth away all your cares.

Set in a tropical paradise of extraordinary beauty, the Sands tower’s outdoor heated swimming pool is located on the 6th floor of the Hotel, providing an exotic hideaway from city life. Whether you’re taking a refreshing swim, relaxing with a good book under the shady canopy, the stresses of the world below seem very far away! Alternatively, if business brings you to Sands Macao, our extensive range of conference and banquet facilities is guaranteed to meet your every professional need.

Welcome to Sands Macao, where the world falls away and an oasis of luxury and elegance awaits you! We hope you will enjoy your stay with us.





1. UNMATCHED SERVICES

1.1 TELEPHONE SERVICES

Sands Express Hotline  – One-Button-For-All Service

Main Telephone Number: +853 2888 3388


Main Facsimile Number: +853 2888 3377

Toll-Free Number: 800 2882 8822


Emergency

In the event of an emergency, please contact the Sands Express Hotline . Please take a moment to review the safety instructions in the Safety section of this directory.

Medical Services

Should you require any medical assistance or have any other pharmaceutical needs, please contact the Sands Express Hotline  for assistance.

Voice Mail

1. Press "Message" key or dial "4000", message will play automatically.
 2. Press "2" to replay the current message.
 3. Press "4" to play the previous message.
 4. Press "6" to play next message.
 5. Press "7" to delete message and touch "1" to delete the entire messages.
- If you need further assistance, please contact the Sands Express Hotline .

Dialing Instructions

Suite to Suite

Floors 7-9, dial 7 + Suite Number.

Floors 10-23, dial Suite Number.

Local Calls

Dial 9 + Number.

International Direct Dial (IDD) Calls

Direct: Dial 9 + 00 + Country Code + Area Code + Number

Operator Assistance: Contact the Sands Express Hotline .

Directory Assistance

Hotel Information: Contact the Sands Express Hotline .

Local and International Directory Assistance: Dial 9 + 181



Telephone Rates (MOP)

Please note that charges are levied from the time the call is answered until the receiver is replaced. All calls are automatically timed and will be charged to your suite account accordingly. The bill will show the numbers dialed and is available to you on your request or you may ask for it when you check out.

Destination

Local	\$10.00 / Call
Toll Free	\$10.00 / Call
Hong Kong	\$15.00 / Minute
China	\$40.00 / Minute
Asia-Pacific	\$40.00 / Minute
USA and Canada	\$40.00 / Minute
Europe	\$45.00 / Minute
Middle East, Africa and Others	\$45.00 / Minute

Note: Charges will be slightly increased in peak time.

For call charges information, please contact the Sands Express Hotline .

The Hotel reserves the right to amend the phone charges without prior notice.

1.2 TRANSPORTATION SERVICES

Ferry Service

For purchasing ferry tickets, please contact the Concierge located in the Lobby for details.

Limousines

Private limousines are available for hire through the Hotel. Please contact the Concierge for further information and assistance.

Shuttle Service

For your convenience, a complimentary shuttle service is available to Border Gate, Outer Harbour Ferry Terminal, Taipa Ferry Terminal, The Venetian® Macao, The Londoner® Macao and The Parisian Macao. Please approach the Concierge in the Lobby for schedule information.

Valet Parking

We would be happy to park your car for you. Please contact the Concierge for the valet parking service.

Taxi

Taxis are readily available at the Main Entrance 24 hours a day. Please approach the Concierge for assistance.





1.3 GUEST SERVICES

ATM Machine

ATM machines operating 24 hours a day, 7 days a week, are conveniently located at the Casino entrance and Level 1 gaming floor.

Baby Crib

Baby cribs are available free of charge upon request. Please contact the Sands Express Hotline 📞 for arrangement.

Check-out

Check-out time is 11:00am. However, should you require a late check-out, please contact the Hotel Front Office Reception and we will endeavor to accommodate your request.

Concierge

Our dedicated Concierge team is on hand to assist you at any time during your stay. Please do not hesitate to seek any of our team members for help.

Duty Manager

The Duty Manager is on hand to provide assistance 24 hours a day.

Extra Bed

Extra bed is available upon request and is chargeable. For arrangement, please contact the Sands Express Hotline 📞.

Foreign Currency Exchange

We would be happy to exchange your foreign currency at the Front Desk or alternatively, please approach the Cashier located at the Casino level.

Housekeeping


Housekeeping provides a complimentary turn-down service for designated suites every evening. If you require extra towels, linen, non-allergenic pillows or duvets from Housekeeping, please dial the Sands Express Hotline 📞 for assistance.

Internet Access


Broadband and wireless internet access are available for guests. If you encounter any trouble logging on, please contact the Sands Express Hotline 📞 for assistance.




Laptop

We are happy to offer laptop for guest use. Should you require the use of a laptop during your stay, please contact the Sands Express Hotline  for assistance.

Laundry / Pressing

If you require same-day dry cleaning, laundry and pressing services, please call for pick-up before 11:00am. Your dry cleaning and laundry will be returned by 10:00pm. A 4-hour express service can be arranged. Laundry bags, price lists and further information can be found in your closet. If you require pick-up or have any other special request, please dial the Sands Express Hotline  for further assistance.

Lost & Found

If you misplace an item, our team will do its best to help you find it. Please contact the Sands Express Hotline  for assistance.

Luggage Assistance

Our Concierge team is on hand to handle your luggage requests 24 hours a day. For luggage assistance, please contact our Concierge for assistance.

Mail

If you need to send mail anywhere in the world, please contact the Sands Express Hotline  for assistance.


Suite Reservation

Please contact the Sands Express Hotline or our reservation department at +853 2888 3330 for your future reservation. Our dedicated team will be more than happy to assist you. Alternatively, you may visit our website at SandsMacao.com to book online.


Safety & Security

Our professional Security Officers are on duty 24 hours a day, 7 days a week. For your safety and protection in your suite, we ask that you please use the deadbolt and always require visitors to identify themselves before you open the door. For more detailed information, please read through the Safety section of this directory.

Shoe-shine

We are happy to offer a complimentary shoe-shine service for our guests. You can find shoe bags and further information in your closet. For more assistance, please contact the Sands Express Hotline .

Sightseeing Tour

If you want to arrange a sightseeing tour, our dedicated team is on hand to assist. For more information, please contact the Sands Express Hotline .



Television

Guest at Sands Macao can enjoy a wide variety of entertainment options and we are delighted to provide plasma television in each suite. Please refer to the TV guide for channel information.

Wake-up Services

To arrange a complimentary wake-up call, please contact the Sands Express Hotline  .

Do Not Disturb Policy

We understand and respect your need for privacy. The Hotel reserves the right to visually inspect all guest rooms every 24 hours to ensure the well-being of our guests and confirm the condition of the room.

1.4 LEISURE SERVICES

Pool


Our stunning outdoor heated swimming pool is located on the 6th floor and is open from 8am – 8pm daily throughout the year. Complimentary pool towels are available.

Spa & Salon


Operation Hours: 2:00pm – 10:00pm

1.5 CONVENTION, MEETING & BANQUET SERVICES

Banquet

Unique and extraordinary themed events can be comprehensively organized by our professional operation team for your personal and business pleasure. Ballroom is located on the 4th floor, conveniently accessed from the Hotel. For further assistance, please contact the Sands Express Hotline  .

Conference Room & Pre-function Area

Fully equipped with advanced audio and visual technology, the Conference Room and Pre-function Area is located on the 6th floor overlooking the pool. For assistance, please contact the Sands Express Hotline  .

1.6 ROOM SERVICE

A tempting selection of international dishes created by our skilled culinary team is available 24 hours a day. Please refer to the In-Suite Menu on your desk for menu selection.





1.7 IN-SUITE AMENITIES & BENEFITS

- Luxury lounge and master bedroom
- Two large plasma TVs, plus LED TV in bathroom
- Luxurious king-size bed
- Duvet (instead of blanket), 70% cotton and 30% fibre blend sheeting
- Deluxe marble bathroom with double sinks, separate bath and shower units
- Hair dryer, weighing scale, luxury bathrobes and complimentary slippers
- Iron and ironing board in the closet
- In-room refrigerator
- Tea making facilities
- Cable TV channels
- In-suite safe
- Dual line telephones with International Direct Dial (IDD) access
- High-speed internet access
- Complimentary shoe-shine service
- Night turn-down service for designated suites

1.8 SUITE TYPE

Sands Tower Suites	
Executive Suite	\$ 9,798.00
Double King Premium	\$ 8,398.00
Premium Suite	\$ 7,698.00
Double King Deluxe	\$ 7,698.00
Deluxe Suite	\$ 6,998.00
Paize Level Suites	
Jin Sha Suite	\$ 56,798.00
Dragon Suite	\$ 48,998.00
Phoenix Suite	\$ 40,398.00
Venetian Suite	\$ 30,398.00
Jade Suite A	\$ 21,898.00
Jade Suite B	\$ 19,898.00
Lotus Suite A	\$ 14,898.00
Lotus Suite B	\$ 18,398.00
Lotus Suite C	\$ 12,898.00
Paiza Suite	\$ 8,998.00

Extra Bed

\$350

Remark: Rates are in HKD/MOP and subject to 10% service charge and 5% government tax



2. A WORLD OF FABULOUS DINING

Golden Court

At the heart of Sands Macao is Golden Court, providing a traditional and authentic Cantonese dining experience in a contemporary, modern setting. Golden Court has established a name for itself as the anchor restaurant of Chinese cuisine in Macao. Patrons can choose to dine in the lively restaurant or book one of three private dining rooms available for special events and parties.

Location:	3/F		
Opening Hours:	Lunch	Monday to Friday	12:00pm – 3:00pm
		Saturday to Sunday	11:00am – 3:00pm
	Dinner	Monday to Sunday	6:00pm – 10:30pm

Copa Steakhouse

The first ever traditional-style American steak house in Macao, Copa Steakhouse is a world class dining venue with a distinct Las Vegas theme. Soft lighting from vintage chandeliers, warm tones and pleasing textural contrasts make this a welcoming place to visit with friends and colleagues, let your eyes wander over the many photographs of well-known celebrities which decorate the walls. Be sure to check out the stunning open kitchen where you can see the talented chefs at work preparing the restaurant’s signature dishes. Try a tender, juicy seared sirloin steak, or sample our celebrated Copa appetizer Platter. Round off a delicious meal with a tempting dessert from our extensive menu – Copa Chocolate Lava Cake with Homemade Ice-cream is particularly popular with Copa’s regular clientele.


Location:	3/F		
Opening Hours:	Monday to Sunday		
	Lunch	12:00pm – 3:00pm	
	Dinner	6:00pm – 10:00pm	

Moonlight Noodle House

When you want something quick and delicious “to go”, pick and choose your favorite dishes at this innovative “fast” dining restaurant. Moonlight Noodle House offers plenty of choices – from noodles to fried rice, dim sum, Chinese tea and fresh juices – all enjoyed in a contemporary Asian design setting featuring clean lines and light wood finish. The dining area is open to the main gaming area, meaning you’re never far from the action!

Location:	1/F		
Opening Hours:	Monday to Sunday, 24 hours		

Restaurant Reservation:

For reservation at Sands Macao or for recommendation on alternative local restaurants and bars, please contact the Sands Express Hotline  .





888 Gourmet Place

Located in an open area that overlooks the main gaming area below. 888 Gourmet Place features custom-made chandeliers in the style of lotus blossoms and colorful divider panels designed for comfort and privacy.

Location: 2/F

Opening Hours: Friday to Sunday 7:00am – 10:00am





3. LET US ENTERTAIN YOU

Xanadu

Come to Xanadu, Sands Macao's famous bar, where you can enjoy a vast array of refreshing drinks and tasty bar snacks and watch sporting events on our drop-down screen and large-scale plasma TVs.

Xanadu is a great venue to relax and entertain you.

Location: 1/F

Opening Hours: 1:00pm – 9:00pm


Theater

International artistes of the highest caliber are the stars of the show at the Sands Theater. From traditional Chinese costumed dancers to modern performances, singing troupes and contemporary bands covering everything from Western Rock to Cantonese Pop. Show times vary so please check listings.

Location: 3/F

Opening Hours: Various

Restaurant Reservation:

For reservation at Sands Macao or for recommendation on alternative local restaurants and bars, please contact the Sands Express Hotline .





4. CASINO

Main Casino Floor

The Main Casino Floor at Sands Macao is a stunning space, custom-fitted for entertainment. The Xanadu Lounge located centrally on the gaming floor. Over 260,000 square feet of gaming facilities – including hundreds of gaming tables, thousands of slot machines and other electronic novelty games, open 24 hours a day, 7 days a week – meaning you're never far from the action. Major games include Baccarat, Blackjack, Roulette, Fan Tan, Sicbo, plus other entertaining games. Our high limit area offers players a further choice of table games in a convenient and luxurious location. Enquiries are welcome for our VIP player programs. Chip change, chip fill and foreign exchange facilities are all available on the floor, 24 hours a day.

No Minors in the Casino

Please note that Macao law prohibits persons under the age of 21 from entering the gaming areas. A person must be at least 21 years old or a registered hotel guest to enter Sands Macao unaccompanied by an adult aged 21 or older. However, persons under the age of 21, even if they are registered hotel guests, must be accompanied by an adult aged 21 or above to dine in one of our restaurants or attend a convention function.





5. PAIZA – AN INVITATION TO MAJESTY

Majesty Paiza invitation for a selected few members, Paiza membership status will be recognized throughout Sands China properties at Sands Macao, The Plaza Macao, The Venetian Macao, The Parisian Macao and The Londoner Macao. Paiza membership comes with many extraordinary privileges, more outstanding service and excellent experience.

Named after a great 13th century honor which granted unrestricted travel and hospitality throughout Kublai Khan's empire, our modern day Paiza allows guest a range of unparalleled privileges, including access to our private limousine, helicopter and jetfoil services, around-the-clock concierge assistance, private entrances to the gaming areas, impeccable club lounges facilities with 24-hour food and beverage facilities, VIP high limit gaming areas and exclusive VIP suites, as well as 24-hour butler service to meet your every need.

Next level privileges!



6. SAFETY

Emergency

For assistance in any emergency, please contact the Sands Express Hotline 📞.

Upon Check-in

Familiarize yourself with the direction and route of escape and always be prepared for quick evacuation. To contact Hotel staff during an emergency, dial the Sands Express Hotline 📞.

Locate the thermostat for your air conditioner and familiarize yourself with turning it off. In the event of a fire, shutting off your air conditioner can prevent smoke being drawn into your suite.

When you are in your suite

Study and familiarize yourself with the evacuation plan located behind your suite door.

Do not smoke in bed or on the sofas.

Do not cook in the suite except in the designated cooking areas.

Do not use electrical appliances of unsuitable voltage or improper adaptors. (In Macao, AC power supply voltage is 220V – 240V).

Do not place clothing or combustibles near electrical appliances, heaters, electric sockets or plugs.

Be on guard for unusual circumstances, such as unusual noises, burning smells, flickering lights and so on.

If you discover a fire in your suite or on your floor

Keep calm. Don't panic.

Instruct everyone in your suite to leave.

Report the fire. Contact the Sands Express Hotline 📞 and give them your name and suite number.

Do not pack your bags or take luggages with you.

Close all doors around the area of the fire to prevent it from spreading.

Place a wet towel at the base of your door to prevent smoke from entering your suite.

Leave the Hotel using the nearest stairway.

Do not use the lift.

Meet Hotel staffs / firefighters at a safe place or the designated assembly point. If you have useful information regarding the incident, be sure to tell them immediately.

When you hear the fire alarm or if there is a fire in the Hotel

Whether you go or stay depends on the situation. In most cases, the best thing to do in case of a fire is to leave as soon as possible. However, if it is not possible to leave, call the Sands Express Hotline 📞 and tell the Hotel staff where you are. In either case, act quickly and protect yourself from the smoke.

If you decide to leave the suite

Assess the situation. Open the door carefully. If the corridor is safe to enter (i.e. there is no heavy smoke and the temperature is normal), take your torch and suite key and leave the suite, closing the door behind you.

Head immediately to the nearest stairway.

Do not use the lift.



Use the stairway to escape. There are two stairways in Sands Macao Hotel. When you escape, open the nearest stairway smoke door carefully.

Appraise the situation and check whether it is safe to enter. If the temperature is normal and there is no heavy smoke, use this stairway for evacuation.

If in doubt, do not enter. Close the door.

Try another stairway. If both the stairways are affected by heavy smoke or heat, return to your suite and protect yourself from the smoke. Inform the Hotel staff where you are by contact the Sands Express Hotline 📞.

If you remain in your suite

Protect yourself from smoke. Keep low to the floor where the air is clearer.

Keep smoke from entering your unit by using materials such as wet towels, wet bed sheets, etc, to seal cracks around the door. Seal vents and air ducts the same way.

Tell Hotel staff where you are by dialing the Sands Express Hotline 📞.

Show rescuers where you are by waving your torch and shouting. Follow instructions from the rescue authorities.

In the event of large fire, exit the building through the fire exits and do not take unnecessary risks. Whenever possible, take your suite key with you.

After being led to a place of safety, tell the rescuers what you know about the fire.

During the course of evacuation

If you find the situation deteriorating as you descend the stairs (a rise in temperature or an increase in smoke), leave the stairway as soon as you can.

Use another stairway that is clear of smoke.

Report to the designated assembly point or the lobby.

If you can't use the stairways, return to your suite or go into any corridor and bang on the doors until you find a place of shelter. Tell Hotel staff where you are by dialing the Sands Express Hotline 📞.

Remember, wherever you are, if there is smoke, crawl close to the floor.

Emergency Exit

The Emergency Exit should be used for evacuation only. There is no re-entry to the floors. Follow the Emergency Exit signs posted in the stairs and calmly proceed down to the exit door. If the power fails, stay calm. Keep moving towards to the exit door. Power will be restored within 10 seconds.

For Our Disabled Guests

Specially-equipped suites for disabled guests are available. Wheelchairs are available through the Concierge or contact the Sands Express Hotline 📞 for assistance.

