

The Venetian Macao

Terms and Conditions

General

1. All rates are in MOP/HKD.
2. All reservations, unless guaranteed by deposit or credit card, will be held until Macao local time 18:00 of proposed arrival date only. The Venetian Macao reserves the right to release the suites for resale without prior notice.
3. All cancellations or amendments must be made 24 hours before arrival. A charge equivalent to the total package price plus service charge and government tax will be imposed for No Show.
4. Any extension of stay, after initial booking is confirmed, will be subject to availability and will be at Hotel's Best Available Rate.
5. All package inclusions are on a per stay basis.
6. Unused package benefits cannot be reimbursed or redeemed for cash either in full or in part.
7. No tables may be reserved prior to breakfast, lunch and dinner. This is on a first-come, first-served basis.
8. Cost for an additional guest (12 years old or below) is MOP/HKD200 per person per night; cost for an additional guest (13 years old or above) is MOP/HKD350 per person per night inclusive of:
1st night: One-way Macao to Hong Kong Cotai Water Jet Cotai Class ferry ticket / Gondolier Ride / entry for Qube or Qube 2
Breakfast/lunch
2nd night: 25 Oct 2016 – 13 Nov 2016: breakfast/lunch and Thriller Live ticket (B Reserve)
14 Nov 2016 – 30 Nov 2016: breakfast/lunch/dinner
3rd night: Breakfast/Lunch/Afternoon tea
9. There is a limit of 4 guests per selected suite.
10. Upgrade to Cotai View Suite will be on first-come, first-serve basis and subject to availability.
11. At least 1 occupant of the room must be 18 years old or above.
12. This offer cannot be used in conjunction with other promotional offers.
13. The Venetian Macao / Venetian Cotai Limited reserve the right to change the Terms and Conditions at any time without prior notice.
14. In case of dispute, the decision of The Venetian Macao / Venetian Cotai Limited shall be final.

Po's Kung Fu Feast, Character Breakfast with DreamWorks All-Stars

1. Po's Kung Fu Feast reservation at DreamWorks Experience Reservation Counter next to Paradise Gardens is required.
2. DreamWorks Experience Reservation Counter next to Paradise Gardens is open between 11:00 and 20:00 daily. (Monday to Sunday). Po's Kung Fu Feast Reservation hotlines are +853 8113 7915/ +853 8113 7916.
3. New Reservation Email: dreamworks.reservation@sands.com.mo
4. Po's Kung Fu Feast is on a first come first serve basis, and is subject to availability.

Cotai Water Jet

General rules for Cotai Water Jet ticket redemption:

1. Complimentary Cotai Water Jet ferry ticket(s) redemption is available at hotel concierges or CotaiTravel™ or any designated counters on your arrival date till departure within the property.
2. Redemption of complimentary Cotai Water Jet ticket(s) is limited to Cotai Class, between Macau to Hong Kong route only.
3. Redemption must be made before check out, departure date of the ferry tickets must be within 7 days.
4. No prior reservation is allowed for any complimentary ferry ticket(s) and it is subject to schedule and space availability at time of redemption.
5. For any advance paid or complimentary Cotai Water Jet ferry ticket(s) or tickets issued by other ferry operators, the hotel will not be responsible for any form of full or partial reimbursement or refund.
6. Please refer to www.cotaijet.com.mo for latest information and last ferry service schedule.
7. For enquiries, please contact our customer service hotline Hong Kong : +852 2359 9990 and Macao : +853 2885 0595.

From Macao to Hong Kong International Airport

- Redemption of complimentary Cotai Water Jet tickets from Macao to Hong Kong International Airport (HKIA), the passages are required to follow and note the following items:
 - a. Redeem ticket at least 6 hours prior to flight time.
 - b. Possess valid travel documents which should have at least 6 months validity from the date of travel.
 - c. Possess a valid travel visa for the destination with a confirmed flight ticket.
 - d. Arrive at the Taipa Temporary Ferry Terminal at least 60 minutes prior to the scheduled sailing time to register and check in the baggage.

- e. Arrive at HKIA SkyPier for check-in 120 minutes before the flight's scheduled departure time.
- f. Other terms and conditions apply.

Gondola Ride

1. Gondola ride tickets can be redeemed at Emporio Di Gondola (Shop 891) and Botique Di Gondola (Shop 832); Operation hour: 11am – 10pm.
2. Tickets only valid for use on the issuance date.
3. Tickets are non-refundable and non-transferrable.
4. Last ride is 15 minutes before canal closed.
5. Standard Adult/ Child ride are to be shared by up to 6 passengers.
6. Riding time: 10- 12 minutes.

Qube/Qube 2 – Kids Play Zone

1. Qube/Qube 2 only valid for child age from 1 to 17 years old.
2. Child age 6 or below must be accompanied by an individual 18 years of age or above (parents or guardian).
3. Hotel passport or Qube entry tickets must be presented upon entry to Qube/Qube 2.
4. This offer cannot be used in conjunction with other promotion offers.
5. Unused or expired tickets are neither returnable nor refundable.
6. Venetian Cotai Limited / Venetian Orient Limited reserve the right to change or modify the associated Terms & Conditions at any time without prior notice.

“Thriller Live” Show

1. Show period of “Thriller Live” during the stay: 25 Oct – 13 Nov 2016.
2. Show tickets included in this package is for shows at 8pm (Mon-Sat), 6pm (Sun) on the 2nd night, and is not changeable.
3. This package includes 2 B Reserve tickets.
4. If 2nd night falls on Thursday (blackout day), package guests are entitled to watch 8pm show on Wednesday.
5. If 2nd night falls on Sunday, package guests are entitled to watch 6pm show on Sunday.
6. Hotel passports must be presented and redeemed for physical tickets at CotaiArena™ Box Office, Porte Cochere Box Office and Venetian Theatre Box Office. Guests stay in Holiday Inn and Conrad need to pick up the physical ticket in their Concierge respectively.
7. Hotel Passports are valid only for redemption by individual whose name is printed on hotel passport.
8. Hotel Passports and tickets have no cash value and cannot be refunded, transferred or cancelled.
9. In case of no show, it will be considered as given up the right to watch the shows and guests are not entitled to any payment or compensation from The Venetian Macao / Venetian Orient Limited.
10. The assignment of the show seat will be on first-come, first-serve basis and subject to the allocation of tickets for these special packages.
11. Additional tickets to “Thriller Live” are based on the full fare.
12. All “Thriller Live” and Cotai Ticketing™ Sales Terms and Conditions apply
13. “Thriller Live” schedule under package:

October			November		
25	Tue	8pm	01	Tue	8pm
26	Wed	8pm	02	Wed	8pm
27	Thu	Blackout	03	Thu	Blackout
28	Fri	8pm	04	Fri	8pm
29	Sat	2pm & 8pm	05	Sat	2pm & 8pm
30	Sun	1pm & 6pm	06	Sun	1pm & 6pm
31	Mon	8pm	07	Mon	8pm
			08	Tue	8pm
			09	Wed	8pm
			10	Thu	Blackout
			11	Fri	8pm
			12	Sat	2pm & 8pm
			13	Sun	1pm & 6pm

Conrad Macao, Cotai Central

Terms and Conditions

General

15. All rates are in MOP/HKD.
16. Any extension of stay, after initial booking is confirmed, will be subject to availability and will be at Hotel's Best Available Rate.
17. All package inclusions are on a per stay basis.
18. Unused package benefits cannot be reimbursed or redeemed for cash either in full or in part.
19. No tables may be reserved prior to breakfast, lunch and dinner. This is on a first-come, first-served basis.
20. Cost for an additional guest (12 years old or below) is MOP/HKD200 per person per night; cost for an additional guest (13 years old or above) is MOP/HKD350 per person per night inclusive of:
 - 1st night: One-way Macao to Hong Kong Cotai Water Jet Cotai Class ferry ticket / Gondolier Ride / entry for Qube or Qube 2
Breakfast/lunch
 - 2nd night: 25 Oct 2016 – 13 Nov 2016: breakfast/lunch and Thriller Live ticket (B Reserve)
14 Nov 2016 – 30 Nov 2016: breakfast/lunch/dinner
 - 3rd night: Breakfast/Lunch/Afternoon tea
21. Extra bed is not available in Two Queen Room, and there is a limit of 3 guests per selected room.
22. For any amendment or cancellation less than 24 hours of arrival and/or No-Show, a charge equivalent to the total room rental price plus service charge and government tax will be imposed as late cancellation charge from credit card on file.
23. Upgrade to Deluxe Suite will be on first-come, first-serve basis and subject to availability.
24. At least 1 occupant of the room must be 18 years old or above.
25. This offer cannot be used in conjunction with other promotional offers.
26. Conrad Macao, Cotai Central / Venetian Orient Limited reserve the right to change the Terms and Conditions at any time without prior notice.
27. In case of dispute, the decision of Conrad Macao, Cotai Central / Venetian Orient Limited shall be final.

Po's Kung Fu Feast, Character Breakfast with DreamWorks All-Stars

5. Po's Kung Fu Feast reservation at DreamWorks Experience Reservation Counter next to Paradise Gardens is required.
6. DreamWorks Experience Reservation Counter next to Paradise Gardens is open between 11:00 and 20:00 daily. (Monday to Sunday). Po's Kung Fu Feast Reservation hotlines are +853 8113 7915/ +853 8113 7916.
7. New Reservation Email: dreamworks.reservation@sands.com.mo
8. Po's Kung Fu Feast is on a first come first serve basis, and is subject to availability.

Cotai Water Jet

General rules for Cotai Water Jet ticket redemption:

8. Complimentary Cotai Water Jet ferry ticket(s) redemption is available at hotel concierges or CotaiTravel™ or any designated counters on your arrival date till departure within the property.
9. Redemption of complimentary Cotai Water Jet ticket(s) is limited to Cotai Class, between Macau to Hong Kong route only.
10. Redemption must be made before check out, departure date of the ferry tickets must be within 7 days.
11. No prior reservation is allowed for any complimentary ferry ticket(s) and it is subject to schedule and space availability at time of redemption.
12. For any advance paid or complimentary Cotai Water Jet ferry ticket(s) or tickets issued by other ferry operators, the hotel will not be responsible for any form of full or partial reimbursement or refund.
13. Please refer to www.cotaijet.com.mo for latest information and last ferry service schedule.
14. For enquiries, please contact our customer service hotline Hong Kong : +852 2359 9990 and Macau : +853 2885 0595.

From Macao to Hong Kong International Airport

Redemption of complimentary Cotai Water Jet tickets from Macao to Hong Kong International Airport (HKIA), the passages are required to follow and note the following items:

1. Redeem ticket at least 6 hours prior to flight time.
2. Possess valid travel documents which should have at least 6 months validity date from the date of travel.
3. Possess a valid travel visa for the destination with a confirmed flight ticket.
4. Arrive at the Taipa Temporary Ferry Terminal at least 60 minutes prior to the scheduled sailing time to register and check in the baggage.
5. Arrive at HKIA SkyPier for check-in 120 minutes before the flight's scheduled departure time.
6. Other terms and conditions apply.

Gondola Ride

- Gondola ride tickets can be redeemed at Emporio Di Gondola (Shop 891) and Botique Di Gondola (Shop 832); Operation hour: 11am – 10pm.
- Tickets only valid for use on the issuance date.
- Tickets are non-refundable and non-transferrable.
- Last ride is 15 minutes before canal closed.
- Standard Adult/ Child ride are to be shared by up to 6 passengers.
- Riding time: 10- 12 minutes.

Qube/Qube 2 – Kids Play Zone

- Qube/Qube 2 only valid for child age from 1 to 17 years old.
- Child age 6 or below must be accompanied by an individual 18 years of age or above (parents or guardian).
- Hotel passport or Qube entry tickets must be presented upon entry to Qube/Qube 2.
- This offer cannot be used in conjunction with other promotion offers.
- Unused or expired tickets are neither returnable nor refundable.
- Venetian Cotai Limited / Venetian Orient Limited reserve the right to change or modify the associated Terms & Conditions at any time without prior notice.

“Thriller Live” Show

- Show period of “Thriller Live” during the stay: 25 Oct – 13 Nov 2016.
- Show tickets included in this package is for shows at 8pm (Mon-Sat), 6pm (Sun) on the 2nd night, and is not changeable.
- This package includes 2 B Reserve tickets.
- If 2nd night falls on Thursday (blackout day), package guests are entitled to watch 8pm show on Wednesday.
- If 2nd night falls on Sunday, package guests are entitled to watch 6pm show on Sunday.
- Hotel passports must be presented and redeemed for physical tickets at CotaiArena™ Box Office, Porte Cochere Box Office and Venetian Theatre Box Office. Guests stay in Holiday Inn and Conrad need to pick up the physical ticket in their Concierge respectively.
- Hotel Passports are valid only for redemption by individual whose name is printed on hotel passport.
- Hotel Passports and tickets have no cash value and cannot be refunded, transferred or cancelled.
- In case of no show, it will be considered as given up the right to watch the shows and guests are not entitled to any payment or compensation from Conrad Macao, Cotai Central / Venetian Orient Limited.
- The assignment of the show seat will be on first-come, first-serve basis and subject to the allocation of tickets for these special packages.
- Additional tickets to “Thriller Live” are based on the full fare.
- All “Thriller Live” and Cotai Ticketing™ Sales Terms and Conditions apply
- “Thriller Live” schedule under package:

October			November		
25	Tue	8pm	01	Tue	8pm
26	Wed	8pm	02	Wed	8pm
27	Thu	Blackout	03	Thu	Blackout
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			11	Fri	8pm
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			13	Sun	1pm & 6pm

Holiday Inn Macao Cotai Central

Terms and Conditions

General

28. All rates are in MOP/HKD.
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32. No tables may be reserved prior to breakfast, lunch and dinner. This is on a first-come, first-served basis.
33. Cost for an additional guest (12 years old or below) is MOP/HKD200 per person per night; cost for an additional guest (13 years old or above) is MOP/HKD350 per person per night inclusive of:
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 - 2nd night: 25 Oct 2016 – 13 Nov 2016: breakfast/lunch and Thriller Live ticket (B Reserve)
14 Nov 2016 – 30 Nov 2016: breakfast/lunch/dinner
 - 3rd night: Breakfast/Lunch/Afternoon tea
34. Extra bed is not available in Double Room, and there is a limit of 3 guests per selected room.
35. All cancellations or amendments must be made 24 hours before arrival. A charge equivalent to the total package price plus service charge and government tax will be imposed for No Show.
36. All reservations, unless guaranteed by deposit or credit card, will be held until Macao local time 18:00 of proposed arrival date only. Holiday Inn Macao Cotai Central reserves the right to release the suites for resale without prior notice.
37. Upgrade to Deluxe room will be on first-come, first-serve basis and subject to availability.
38. At least 1 occupant of the room must be 18 years old or above.
39. This offer cannot be used in conjunction with other promotional offers.
40. Holiday Inn Macao Cotai Central / Venetian Orient Limited reserve the right to change the Terms and Conditions at any time without prior notice.
41. In case of dispute, the decision of Holiday Inn Macao Cotai Central / Venetian Orient Limited shall be final.

Po's Kung Fu Feast, Character Breakfast with DreamWorks All-Stars

9. Po's Kung Fu Feast reservation at DreamWorks Experience Reservation Counter next to Paradise Gardens is required.
10. DreamWorks Experience Reservation Counter next to Paradise Gardens is open between 11:00 and 20:00 daily. (Monday to Sunday). Po's Kung Fu Feast Reservation hotlines are +853 8113 7915/ +853 8113 7916.
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3. Redemption must be made before check out, departure date of the ferry tickets must be within 7 days.
4. No prior reservation is allowed for any complimentary ferry ticket(s) and it is subject to schedule and space availability at time of redemption.
5. For any advance paid or complimentary Cotai Water Jet ferry ticket(s) or tickets issued by other ferry operators, the hotel will not be responsible for any form of full or partial reimbursement or refund.
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 - h. Possess valid travel documents which should have at least 6 months validity from the date of travel.
 - i. Possess a valid travel visa for the destination with a confirmed flight ticket.
 - j. Arrive at the Taipa Temporary Ferry Terminal at least 60 minutes prior to the scheduled sailing time to register and check in the baggage.

- k. Arrive at HKIA SkyPier for check-in 120 minutes before the flight's scheduled departure time.
- l. Other terms and conditions apply.

Gondola Ride

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14. Tickets only valid for use on the issuance date.
15. Tickets are non-refundable and non-transferrable.
16. Last ride is 15 minutes before canal closed.
17. Standard Adult/ Child ride are to be shared by up to 6 passengers.
18. Riding time: 10- 12 minutes.

Qube/Qube 2 – Kids Play Zone

1. Qube/Qube 2 only valid for child age from 1 to 17 years old.
2. Child age 6 or below must be accompanied by an individual 18 years of age or above (parents or guardian).
3. Hotel passport or Qube entry tickets must be presented upon entry to Qube/Qube 2.
4. This offer cannot be used in conjunction with other promotion offers.
5. Unused or expired tickets are neither returnable nor refundable.
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“Thriller Live” Show

27. Show period of “Thriller Live” during the stay: 25 Oct – 13 Nov 2016.
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33. Hotel Passports are valid only for redemption by individual whose name is printed on hotel passport.
34. Hotel Passports and tickets have no cash value and cannot be refunded, transferred or cancelled.
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36. The assignment of the show seat will be on first-come, first-serve basis and subject to the allocation of tickets for these special packages.
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