

Terms and Conditions

General

1. Package offer is subject to availability. Blackout dates may apply.
2. Package inclusions are on a per stay basis, and all must be redeemed before check out.
3. Unused package benefits cannot be reimbursed or redeemed for cash either in full or in part.
4. Guest must book at least 3 days in advance.
5. Rates are for single or twin occupancy in a suite.
6. At least 1 occupant of the suite must be 18 years old and above.
7. Extra bed is not available in Two Queens Room. Maximum of 3 guests per suite.
8. Rates are in MOP/HKD and subject to 10% service charge & 5% government tax.
9. For additional guests (18 years of age and above) are subject to an extra charge of MOP/HKD250 per person per night.
10. There is no extra charge for additional guests (aged 17 years or below) staying in the same room.
11. 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.
12. All reservations, unless guaranteed by deposit or credit card, will be held until Macao Local Time 6:00pm only. Conrad Macao, Cotai Central/ Venetian Orient Limited reserves the right to release the rooms for resale without prior notice.
13. In the event that the credit card provided is not valid, Conrad Macao, Cotai Central/ Venetian Orient Limited reserves the right to cancel the booking without prior notice.
14. Any extension or amendment in the duration of stay, after initial booking confirmation, is subject to availability and at the Hotel's Best Available Rate.
15. This offer cannot be used in conjunction with other promotional offers.
16. Conrad Macao, Cotai Central/ Venetian Orient Limited reserves the right to change the Terms and Conditions at any time without prior notice.
17. In case of dispute, the decision of Conrad Macao, Cotai Central/ Venetian Orient Limited shall be final.

Shopping and Dining Dollars (Rewards Dollars)

1. The Shopping and Dining Dollars can be collected upon check-in.
2. The Shopping and Dining Dollars must be used on or before check-out date.
3. The Shopping and Dining Dollars cannot be transferred to cash either in full or in part.
4. The Shopping and Dining Dollars can be used at designated retail shops, restaurants and bars.
5. The Shopping and Dining Dollars cannot be used as payment for hotel accommodation.
6. Lost Shopping and Dining Dollars voucher(s) is/are not reclaimable or refundable, no matter with or without proof of purchase.
7. Unused or expired Shopping and Dining Dollars are neither returnable nor refundable.
8. Conrad Macao, Cotai Central reserves the right to change or modify this Shopping and Dining Dollars voucher program or the associated Terms & Conditions at any time without prior notice.