

## Frequently asked questions for 11.11 sales by Sands Resorts Macao

- 1. Is this offer only available on 11 November?**

Yes. The booking must be made on November 11, 2019 from 00:00-23:59 to enjoy Macao 11.11 Sale. (Beijing Time/ Macao Time)
- 2. Is this offer only applicable for hotel stay on 11 November?**

Guests can choose any hotel stay period from November 12, 2019 to March 31, 2020, but Macao 11.11 Sale is only limited to hotel reservation successfully booked via official website on November 11, 2019.
- 3. When can I stay at hotel(s) booked during Macao 11.11 Sale?**

Guests can book any stay from November 12, 2019 to March 31, 2020. (Subject to room availability.)
- 4. Can a twin bed room booked during Macao 11.11 Sale accommodate four guests?**

No, discounted rate can only accommodate two guests.
- 5. Can the discounted hotel reservation be refunded , transferred or made any amendment on booking confirmation?**

Reservations made under this offer are nonrefundable, non-cancelable and non-changeable.
- 6. Can I book two rooms under one name?**

Each guest can only book up to two rooms or suites.
- 7. Is there a maximum of days that can be booked under one hotel reservation?**

One hotel room or suite can only be booked with maximum of 7 nights in a row.
- 8. Why is there no redemption details for HKD1 buffet or HKD60 ferry ticket in my hotel reservation confirmation email?**

Guests will receive Hotel Passport upon check-in at the front desk. Guests shall present Hotel Passport for redemption at designated location.
- 9. Which buffet restaurant can be redeemed for the HKD1 buffet offer?**

Guests can redeem HKD1 buffet to enjoy breakfast buffet at Le Buffet or Grand Orbit.
- 10. How many add-on offer can I purchase? Can I enjoy more add-on offers for stays of 2 nights of more?**

Each valid hotel booking is entitled to purchase one breakfast buffet for HKD1 and a maximum of two first-class ferry tickets at HKD60 per ticket.
- 11. Where to redeem the HKD60 first-class ferry ticket(s)?**

Guests shall present the Hotel Passport to redeem ferry tickets at the CotaiTravel shop (Shop612, The Venetian Macao; or Shop107, The Parisian Macao; or Shop1030, Sands Cotai

Central), or Sands Macao Concierge.

**12. Is the add-on ferry ticket offer required to depart from Macao?**

Yes. This offer is only eligible to purchase Cotai First Macao to Hong Kong City Route one-way ferry tickets.

Cotai Water Jet City Routes are as follows:

- o Macao Taipa Ferry Terminal to Hong Kong-Macao Ferry Terminal
- o Macao Taipa Ferry Terminal to Kowloon China Ferry Terminal

**13. When can the Macao to Hong Kong ferry ticket(s) be redeemed in advance?**

The sailing date of Macao to Hong Kong ferry ticket(s) must be within seven (7) days starting from the arrival date of the confirmed hotel booking. All sailings must be finished on or before 7 April 2020.

**14. Is it necessary to redeem the Macao to Hong Kong ferry tickets in person?**

Yes. Guests who redeem the discounted ferry tickets shall present the Hotel Passport at designated CotaiTravel shop or concierge, and shall be the same guest name showing on the Hotel Passport.

**15. Can the departure time or date be changed for the discounted ferry ticket?**

No amendment, cancellation or refund is allowed once ferry ticket is issued.

**16. What if the ferry ticket is lost?**

Cotai Water Jet will not be responsible for any lost or stolen ticket, and no reissuance of ferry ticket will be entertained.

**17. How to participate in lucky draw for show tickets?**

When a hotel reservation confirmation is completed under Macao 11.11 Sale, it will be entered to the show tickets lucky draw automatically without extra action needed. No additional fee will be charged.

**18. How to check who are the winners in the lucky draw?**

Winners list will be announced on official website by booking confirmation numbers. Winners will also be notified via email.

**19. Where to redeem show tickets won in the lucky draw?**

Guests can redeem show tickets by showing hotel confirmation number at hotel concierge on the arrival date of the confirmed hotel booking.