

## Terms & Conditions

### General Terms and Conditions

1. The below listed package ("Package") is for two (2) adults and two (2) children (12 years old or below) staying at The Venetian Macao, and subject to availability.
  - Macau Little – Europe Art & Culture Discovery Tour Package
2. A minimum of three-day advance reservation is required for this Package.
3. Bookings must be fully pre-paid upon making reservations.
4. No cancellations, refunds, date or name change are allowed after reservation is made. Cancellation of the booking or reduction in the number of nights is not permitted. A charge in the amount equivalent to the total room price plus service charge and government tax will be imposed for no-show. Black out date applies; black out date as follows:
  - 08-10 June 2024
  - 28 Jun – 01 July 2024
  - 15 – 18 Sep 2024
  - 30 Sep – 07 Oct 2024
5. Venetian Cotai Limited reserves the right to release the rooms for resale without prior notice if the credit card is invalid.
6. All rates are in MOP and subject to 10% service charge and 5% government tax. Any extension of stay after initial booking is confirmed will be subject to availability and will be charged at hotel's flexible rate.
7. At least 1 occupant of the room must be 18 years old or above.
8. All guests must be registered upon check-in and present a valid identification card, passport, travel document or other document accepted for migration control purposes, along with a valid stay visa or evidence of being legally allowed to stay in Macau throughout the entire stay in the hotel (such as Slip of Authorization to Stay).
9. All Package inclusions are on a per room per stay basis.
10. Entrance fees to attractions specified in the itinerary is included in the package fare. Default schedule of Macau Discovery Tour is in the afternoon of the 2<sup>nd</sup> day of stay.
11. Unused Package benefits cannot be reimbursed or redeemed for cash or credit either in full or in part.
12. Maximum capacity for each selected suite is 2 adults and 2 children.
13. Additional guest charge is MOP 350 plus 10% service charge and 5% government tax per night for any additional guest aged 13 years old or above at The Venetian Macao.
14. This Package cannot be used in conjunction with other promotional offers.
15. The Terms and Conditions of the Package and their validity, construction and performance will be governed in all aspects by the laws of Macau.
16. By purchasing the Package, guests confirm their agreement with the privacy policy as stated on <https://en.sandsresortsmacao.com/sands-lifestyle/about-us/policy.html>.

17. Buying purchasing the Package, guests expressly acknowledge and provide consent for their personal data be collected, used, and shared as described herein and in the Privacy Notice. Guests authorize Venetian Cotai Limited and Venetian Travel Limited (collectively, the "Company") to collect, use, store and process, automatically or manually, all personal data they provide the Company during their purchase and use of this Package (including guests' name, address, email address, contact number and any data related with their purchase and use of this Package) (hereinafter the "Data"), for the purposes of this Package, the promotion and for direct marketing purposes (in respect of the Company's news, promotions and other services), to improve database segmentation and customization of marketing offers, for market research around consumer preferences and to conduct statistical and satisfaction surveys. In addition, guests also expressly authorize the Company to share and disclose, in confidentiality, their Data with Las Vegas Sands Corp. ("LVSC") in the United States of America, Sands China Ltd. ("SCL") in Hong Kong and Marina Bay Sands ("MBS") in Singapore, any of its affiliates (collectively "Sands") and with any third party service providers of any Sands' properties that has entered into a written agreement with Sands that is substantially similar to the Company's privacy policy, for the above said purposes and so that guests may be provided with more consistent and personalized experiences across Sands' properties. Guests acknowledge that the transfers authorized may constitute an international transfer of personal data and that the different jurisdictions where the Company, LVSC, SCL, MBS, affiliates and third-party service providers are incorporated may have different data privacy laws and protections. The Company will comply with the applicable requirements under the Laws of the People's Republic of China and the Macau Special Administrative Region on cross-border transfer of personal data, and will implement appropriate safeguards. Guests have the right to view their personal data, request additional information about its storage and processing, require any necessary amendments, withdraw the consent herein or simply opt-out from receiving direct marketing materials from the Company. Guests can cease receiving such commercial and marketing communications, or to change, remove or review the information provided anytime by either writing to the Company at Estrada da Baía de Noss a Senhora da Esperança, The Venetian Macao, Executive Offices – L2, Taipa, Macao or by emailing the Company at [privacy@sands.com.mo](mailto:privacy@sands.com.mo). Guests' personal data will be kept during their stay and for marketing purposes for the period of time that the concession contract that Venetian Macau Limited is a party to for the operation of casino games of chance in the Macao Special Administrative Region is in force.
18. The Company reserves the right to change these Terms and Conditions at any time without prior notice.
19. In case of dispute, the decision of the Company shall be final.
20. The English version shall prevail when there is a discrepancy between the English and Chinese versions of these Terms and Conditions.

**teamLab SuperNature Macao Regular Admission Tickets (the “Tickets”) for Two (2) Adults and Two (2) children**

1. Guests who purchase “Macao Little – Europe Art & Culture Discovery Tour Package” can redeem two (2) Adult and two (2) Children complimentary Regular Tickets for “teamLab SuperNature Macao” (the “Exhibition”) on a per room per stay basis, which does not include Add-on Experience including “Floating Flower Garden: Flowers and I are of the Same Root, the Garden and I are One” and “EN TEA HOUSE”. Guest will need to purchase the Add-on Experience ticket at teamLab SuperNature’s Box Office prior to entry.
2. Tickets must be redeemed and used within stay period and can only be redeemed at below designated locations by presenting valid hotel passport:

Name	Opening Hours	Locations
teamLab Box Office	10:45am – 6:15pm daily	Cotai Expo, Level 3, The Venetian Macao
Cotai Arena Box office	11:00am – 7 :00pm daily	West Lobby, Level 1, The Venetian Macao
Porte Cochere Box Office	10:00am – 11:00pm daily	Hotel Main Lobby, Level 1, The Venetian Macao
Sands Lifestyle Counter (The Londoner Macao)	10:00am – 11:00pm daily	Shoppes at Londoner, Level 2, The Londoner Macao
Sands Lifestyle Counter (The Parisian Macao)	10:00am – 11:00pm daily	Main Lobby Box Office, Level 1, The Parisian Macao

3. teamLab SuperNature Macao is for admission from 11am to 7pm, Last entry is 45 minutes prior to the closing time.
4. Guest shall visit <https://www.cotaiticketing.com/shows/teamlab.html> before tickets redemption for the scheduled dark days (dark days subject to change).
5. Tickets cannot be changed, cancelled, redeemed for cash or exchanged for other services or products.
6. Lost, stolen or damaged tickets are not reclaimable, refundable or replaceable by the Company.
7. Special clauses for teamLab SuperNature Macao apply.

### **Eiffel Tower Observation Deck for Two (2) Adults and Two (2) children**

1. Eiffel Tower Ticket can be redeemed at the 6/F Ticketing counter of the Parisian Macao, which is accessible via the 5/F Eiffel Tower Shop 550. Operation hour: **12:00-22:00**. (Last entry: 45 mins before closing time).
2. The Package includes two (2) Adult Eiffel Tower admission tickets and two (2) Child Eiffel Tower admission tickets for 37/F observation decks.
3. Tickets are only valid for use on the issuance date.
4. No modification or refund of any ticket will be made unless the Eiffel Tower is closed on the issuance date or the day after due to extraordinary circumstances.
5. All ticket holders are subject to Conditions of Entry. Eiffel Tower may close due to inclement weather.
6. Venetian Cotai Limited reserve the right to change or modify the associated terms & conditions at any time without prior notice.

### **Macau Discovery Tour ("Tour") for Two (2) Adults and Two (2) children**

- 1) Tour departs from The Venetian Macao at 14:00 and returns to the Hotel when Tour ends. The Tour will last for 4 hours and ends at about 18:00. Tour Pick up location will be at The Venetian Macao, CotaiTavel, Shop612. Tour will be assembled 10 minutes prior to the starting time. No extra pick up or drop off will be arranged during tour.
- 2) Tour fare is inclusive of entrance fees to places visited as specified in the itinerary.
- 3) Taipa Houses will be closed on Monday.
- 4) Bilingual (English and Chinese) commentary is provided by licensed tour guide.
- 5) Tour is on seat-in-coach basis.
- 6) Minimum 8 PAX or minimum 2 package is required to form the Macau Discovery Tour. If Macau Discovery Tour is not able to form due to insufficient participant, a total nominal value of MOP2000 Macao Sands Resort Voucher will be compensated to each package sold.
- 7) Venetian Travel Limited reserves the right to alter the itinerary, withdraw any tour and make any desirable alteration for the convenience of the operation of tours in any circumstances. This includes, but not limited to, extreme bad weather, when the weather would make travelling or walking too dangerous, local road closures or traffic conditions making access to site impossible, site unannounced closures, vehicle breakdown and staff sickness.
- 8) Guest participating in Tour is deemed to have accepted the terms and conditions of the Tour: Macau Discovery Tour. Please contact CotaiTravel for further details.
- 9) Venetian Travel Limited reserves the right to amend the terms and conditions from time to time without prior notice. The decision of Venetian Travel Limited shall be final in the event of any dispute.
- 10) The Chinese version of these terms and conditions shall prevail wherever there is a discrepancy between the English and Chinese versions.

### **Londoner Themed Souvenir**

1. Londoner themed Souvenir can be redeemed at the following locations ("Redemption Locations"):
  - a. Londoner shop 1023 (Londoner Gift Shop);
  - b. Londoner Sheraton Main Lobby (Sheraton Kiosk); OR
  - c. Londoner West Hall, Level 1 shop 1023 (Londoner Black Cab).
2. Operation hours of Redemption Locations are shown on official website.
3. Londoner themed Souvenir cannot be reimbursed or redeemed for cash in full or in part.
4. This offer cannot be used in conjunction with other promotional offers.
5. Venetian Orient Limited ("VOL") reserves the right to amend any Terms and Conditions stated herein without advance notice.
6. All matters and disputes will be subject to the final decision of VOL.
7. Guests accepting this offer agree to abide by all Terms and Conditions as published and amended by VOL.