

TERMS AND CONDITIONS

General Terms and Conditions

- The below listed package (“Package”) are subject to maximum guest capacity and availability:
 - Ultimate indulgence package at Sands Resorts Macao**
- For The Londoner Hotel, The Venetian Macao, Paiza Lofts, Conrad Macao and Sands Macao:** any amendment or cancellation less than 24 hours of date of arrival and/or no-show, a charge equivalent to the total Hotel Package price plus service charge and government tax, will be imposed as late cancellation charge from credit card on file.
- For The Londoner Court:** any amendment or cancellation less than 48 hours of date of arrival and/or no-show, a charge equivalent to the total Hotel Package price plus service charge and government tax, will be imposed as late cancellation charge from credit card on file.
- All reservations are required to be guaranteed by deposit or valid credit card for the below dates. The guarantee shall be provided 72 hours prior to date of arrival, with an amount equivalent to the total Hotel Package, government tax and service charge. For any amendment or cancellation less than 72 hours of date of arrival and/or no-show, a charge equivalent to the total Hotel Package price plus service charge and government tax will be imposed:
Christmas (22-26 Dec, 2023), New Year’s Eve (30-31 Dec, 2023), New Year (01 Jan, 2024), Chinese New Year (09 - 16 Feb, 2024) and Labour Day (30 Apr – 05 May, 2024).
- 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 at hotel’s flexible rate.
- At least one (1) occupant of the room must be 18 years old or above.
- 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 Macao throughout the entire stay in the Hotel (such as Slip of Authorization to Stay).
- All package inclusions are on a per room per stay basis.
- Unused Package benefits cannot be reimbursed or redeemed for cash or credit either in full or in part.
- Additional guest charge is MOP 350 + 10% service charge and 5% government tax per night for any additional guest aged 13 years old or above in selected rooms at The Venetian Macao, Paiza Lofts, Conrad Macao and Sands Macao.
- Additional guest charge is MOP 900 + 10% service charge and 5% government tax per night for any additional guest aged 13 years old or above in selected rooms at The Londoner Hotel.
- Additional guest charge is MOP 1070 + 10% service charge and 5% government tax per night for any additional guest aged 13 years old or above in selected rooms at The Londoner Court.
- Maximum capacity for the number of guests at each selected hotel suite is listed below:

Hotel	Maximum Capacity
The Londoner Hotel	Limit of 2 guests per selected suite (Extra bed is not available in Louis Suite and Victoria Suite)
The Londoner Court	Limit of 3 guests per selected suite
The Venetian Macao	Limit of 4 guests per selected suite (Extra bed is not available in Premio Royale Suite and Premio Bella Suite)

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Paiza Lofts	Limit of 3 guests per selected suite
Conrad Macao	Limit of 3 guests per selected suite
Sands Macao	Limit of 3 guests per selected suite

15. All reservations made through Sands Resorts Macao or The Londoner Macao official websites will not be eligible for any hotel membership point and stay accumulation.
16. The offers under this Package cannot be used in conjunction with other promotional offers.
17. No tables may be reserved prior to breakfast. This is on a first-come, first-served basis.
18. The terms and conditions of the Packages and their validity, construction and performance will be governed in all aspects by the laws of Macau.
19. By purchasing the Package, guests confirm their agreement with the Privacy Notice as stated on <http://en.sandsresortsmacao.com/policy>.
20. Guests hereby expressly acknowledge and provide consent for their personal data to be collected, used, and shared as described herein and in the Privacy Notice. Guests authorize Venetian Macau Limited, Venetian Cotai Limited and Venetian Orient Limited (collectively, the "Company") to collect, use, store and process, automatically or mechanically, all personal data they provide the Company during their participation in this Package (including Guests' name, address, email address, phone number, personal ID or passport number and any data related with their participation in this Package) (hereinafter the "Data"), for the purposes of 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. Guests also authorize the Company and its affiliates to use and process any photos or films which capture their images during the Package for corporate and advertising purposes and in press releases, book outlets, magazines, social media and other fan webpages owned or operated by the Company or its affiliates. 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 Nossa Senhora da Esperança, The Venetian Macao Resort Hotel, Executive Offices – L2, Taipa,

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Macao or by emailing the Company at privacy@sands.com.mo. Guests' personal data will be kept during their participation in this Package and for marketing purposes for the period of time that Venetian Macao Limited is a party to the concession contract for the operation of casino games of chance in the Macao Special Administrative Region is in force.

21. Guest agrees to release, discharge and hold the Company and its affiliates harmless from any and all claims including, without limitation, claims for slander, libel, defamation, violation of rights of privacy, publicity, personality, and/or civil rights, depiction in a false light, intentional or negligent infliction of emotional distress, copyright infringement, and/or any other tort and/or damages arising from or in any way relating to the purchase of the Package, the use of the personal information, and/or the use of the guest's name, and/or likeness in connection with the Package, or the promotion thereof in all media now known or hereafter devised.
22. Company reserves the right to change these Terms and Conditions at any time without prior notice.
23. In case of dispute, the decision of Company shall be final.
24. The English version shall prevail when there is a discrepancy between the English and Chinese versions of these Terms and Conditions.

Residence Access

1. Guests who book Package for The Londoner Hotel are entitled to full-day access to Residence – the exclusive club for The Londoner Hotel guests – for two persons during the hotel stay period (“Residence Access”).
2. Residence Access included in this Package covers international buffet breakfast, afternoon tea, snacks throughout the day and evening cocktails.

The Kensington Access

1. Guests who book Package for The Londoner Court are entitled access to The Kensington – exclusive for The Londoner Court guests – for two persons during the hotel stay period (“The Kensington Access”).
2. The Kensington Access included in this Package covers buffet breakfast.

The Club Access

1. Guests who book Package for The Londoner Court are entitled access to The Club – exclusive for The Londoner Court guests – for two persons during the hotel stay period (“The Club Access”).
2. The Club Access included in this Package covers afternoon tea and evening cocktails. Only guests 18 year old and above will be allowed to enter for evening cocktail. Anyone under 18 will not be allowed entrance.

Outdoor Gondola Rides Experience at The Venetian Macao

1. Hotel package includes two (2) tickets for Gondola Ride Experience at The Venetian Macao Outdoor Lagoon.
2. The Venetian Macao Outdoor Lagoon is weather permitting and Gondola Rides may take place at Indoor Canal, Shoppes at Venetian in case of inclement weather conditions.
3. Operation hours: 12:00pm-08:00pm. (First ride starts at 12:15pm, Last ride departs 15 mins prior to the closing of Outdoor Lagoon).

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4. Gondola Ride tickets can be redeemed with valid Hotel Passport at The Venetian Macao Outdoor Lagoon or Emporio di Gondola (Shop 891).
5. All tickets are valid for use on the issuance date.
6. All ticket holders are subject to terms of entry.
7. Tickets are non-refundable and non-transferrable.
8. Tickets are subject to availability.
9. Riding duration is approximately 12-15 minutes.

teamLab SuperNature Macao Regular Admission Tickets (the "Tickets") for Two (2) Guests

1. Hotel package only includes regular admission ticket to teamLab SuperNature Macao, but not new artwork spaces including "Floating Flower Garden: Flowers and I are of the Same Root, the Garden and I are One", "Massless Clouds Between Sculpture and Life" 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 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

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 (the "Exhibition") apply.