

## **DISCOVER LONDON AT SHERATON - TERMS AND CONDITIONS**

### **A. General**

1. Reservation are cancellable without charge up to 24 hours prior to arrival.
2. Hotel credit can only be redeemed at Feast, The Conservatory, Swimming Pools, In-Room Dining and Shine Spa.
3. Unused package benefits cannot be reimbursed or redeemed for cash either in full or in part.
4. All rates are in MOP/HKD and subject to 10% Service Charge and 5% Government Tax.
5. Sheraton Grand Macao reserves the right to change the Terms and Conditions stated herein and may withdraw or discontinue the offer at any time without prior notice.
6. In case of dispute, the decision of Sheraton Grand Macao shall be final.
7. In the event of any conflict between the English and other language versions, the English version shall prevail.

### **B. Hotel Credit**

1. Hotel credit can only be redeemed at Feast, The Conservatory, Swimming Pools, In-Room Dining and Shine Spa for Sheraton.
2. The credit must be consumed within the hotel stay period only.
3. The credit cannot be used in multiple transactions.
4. The credit cannot be used in conjunction with other promotions and discounts.
5. The credit cannot be transferred for value, cash, or applied to any other discount.
6. Unused value cannot be reimbursed or redeemed for cash.

### **C. Surprise Gift**

1. Package guests are entitled for one Surprise Gift Card (“Card”) per room per night, the Card will be given upon check-in.
2. The surprise gift must be consumed as per validity stated on the Card.
3. The surprise gift cannot be transferred for value, cash, or applied to any other discount.
4. Unused value cannot be reimbursed or redeemed for cash.