

## **Terms & Conditions**

1. **Reservations.** Each guest in the name of whom a hotel room reservation is made (the "hotel registered guest") must be 18 years old or above. All reservations are non-transferrable. MGM reserves the right to cancel any reservation, not guaranteed by a valid credit card number, 48 hours prior to the arrival date. All reservations are subject to availability and blackout dates may apply. The last reservation date is December 30, 2020 and last check-in date is December 31, 2020.
2. **Guest registration.** All guests must be registered at check-in or during the stay period, and present a valid government-issued identification document or passport.
3. **Check-in and check-out.** The official check-in time is after 3pm and check-out time is before 11am. Any early check-in or late check-out request is subject to hotel availability upon check-in. Guaranteed early check-in is subject to pre-booking one night in advance at full day room rate. Late check-out is subject to 50% of one night room charge if between 11am and 6pm, or a full day charge if at or after 6pm.
4. **Hotel room rates.** All hotel room rates shown are in HKD/MOP (with conversion rate HKD/MOP equivalent to 1:1), and subject to 10% service charge and 5% government tax (if applicable). Room extensions will require a reservation change for the additional night(s) subject to availability and will be charged according to the Best Available Rate on the day of extension if promotion offer is not available.
5. **Payment.** A valid credit card is required upon reservation for guarantee purposes and the bill must be settled upon check-out. Any booking made within 48 hours of check-in time will be charged in full at the time of booking.
6. **Cancellations and no-shows.** Cancellations or amendments made less than 48 hours prior to arrival and no-shows will be subject to a first night room penalty charge. Cancellations and amendments made during the stay will not be accepted or refunded.
7. **Incidental charges.** Hotel registered guests are responsible for paying all charges incurred personally by the same, or by their accompanying guest(s) throughout the stay. Smoking in Non-Smoking rooms will lead to additional cleaning charges. MGM reserves the right to additionally charge for other damages caused to the room or MGM's premises, whether by the hotel registered guest or their accompanying guest(s), and whether discovered before or after departure.
8. **Deposit.** Each hotel registered guest must provide a deposit upon check-in, whether in cash or through the supply of a valid credit card. MGM reserves the right to deduct from any cash deposit, or debit from any card supplied, all charges and expenses payable (including without limitation, hotel room rates and cancellation, no-show or incidental charges).
9. **F&B Credit.** F&B credit included in room package is available for per night of stay. F&B Credit can only be used during the hotel stay, prior to check-out and must make charges to the room. Any unused F&B credit will not be refunded or exchanged for cash. F&B credit is valid at restaurants in MGM COTAI and MGM MACAU. F&B Credit cannot be used to settle gratuities, cash payout service and 3rd party vendor service.
10. **Points earning.** Points cannot be earned through this offer.

**11. Miscellaneous:**

- a. This offer cannot be used in conjunction with any other membership benefits and promotional offers.
- b. Safety deposit boxes are provided free of charge. MGM is not liable for the safety of any valuables left in the room.
- c. Smoking preference and room location are all subject to hotel availability upon check-in.
- d. No children age 12 and below are allowed to be left unattended in the room or in any other MGM areas.
- e. No pets are allowed to enter the hotel premises (except for registered guide dogs accompanying visually impaired guests).
- f. The maximum number of registered persons in any room is 3 adults (extra supplement charges will be applied to the third guest) OR 2 adults and 2 children (age 12 and below).
- g. Telephone calls with MGM employees may be monitored or recorded for quality assurance and training purposes.
- h. Extra beds are available for all room categories. Extra person will be charged HKD/MOP500, and is subject to 10% service charge and 5% government tax (if applicable) per person per day. (Rate includes extra bed)
- i. MGM reserves the right to modify or cancel any rate or promotion at its discretion without prior notice.

**12. Special Discount on Retreat Spa Buffet:**

- a. This offer is available at Tria Spa in MGM MACAU and MGM COTAI.
- b. This offer is only applicable during the stay period and before check out.
- c. Price is subject to 10% service charge and 5% government tax (if applicable).
- d. Each participant must purchase at least 2 items (from the list) and redeem in one visit in order to enjoy this offer.
- e. Guests should make advance booking by phone at least one day in advance. Bookings are confirmed only when guests receive the Confirmation Letter or SMS from Tria Spa.
- f. Reservation Hotline: Tria Spa in MGM MACAU (853) 8802 3838; MGM COTAI (853) 8806 2733. Reservation email: [triaspa@mgm.mo](mailto:triaspa@mgm.mo).
- g. Guests should present the Confirmation Letter / SMS sent by Tria Spa in order to enjoy this offer.
- h. Cash/credit card/electronic payment and room settlement are accepted; complimentary settlement is not accepted.
- i. The offer is non-transferable, not exchangeable or redeemable for cash or other goods or services and is not for resale.
- j. This offer cannot be used in conjunction with any other discount.
- k. Tria Spa reserves the right to close any Tria facility the management is not liable to compensation.
- l. MGM reserves the right to modify or cancel this promotion at its discretion without prior notice.
- m. Decision of MGM management shall be final.