



ONE CENTRAL MACAU BESPOKE

Mandarin Oriental Macau Hotel Room Privileges Terms and Conditions

1. The hotel privileges can only be enjoyed by eligible BESPOKE primary account holder.
Eligible BESPOKE customers are required to present the WeChat interface and QR Code on the One Central Macau WeChat Official Service Account showing their tier status to Mandarin Oriental Macau hotel (“Hotel”) while check in, in order to enjoy the entitled hotel privileges.
2. Eligible BESPOKE customers must also provide documents of identification if so requested by the Hotel. The documents will only be used for identification and/or verification purpose. One Central Macau and the Hotel reserve the right at any time to request BESPOKE customers to provide documents or evidence for identification and/or verification purpose.
3. One Central Macau and the Hotels reserve the right to withhold the hotel privileges if in doubt of the BESPOKE customer’s identity.
4. One Central Macau and the Hotels reserve the right to amend these terms and conditions or withdraw or discontinue the hotel privileges, in whole or in part, at any time without prior notice to any BESPOKE customers.
5. All hotel privileges are non-transferable, non-refundable and non-redeemable for cash, credit or other benefits or offers.
6. One Central Macau and the Hotel have the sole right to interpret and apply these terms and conditions. All questions or disputes shall be resolved by One Central Macau and the Hotel in their absolute discretion. In the event of any dispute, the decision of One Central Macau and the Hotel shall be final. The decision of One Central Macau and the Hotel on all matters relating to, or in connection with, this offer shall be final and binding.
7. All privileges and services in relation to the Hotel will be subject to the terms and conditions prescribed by the respective Hotel. One Central Macau shall not be responsible for any matters in relation to the related privileges or services.
8. This offer is also subject to the terms and conditions of One Central Macau BESPOKE Programme, LANDMARK BESPOKE Programme and WF CENTRAL Rewards applicable to the BESPOKE customers.
9. In case of discrepancies between the English and Chinese versions of these terms and conditions, the English version shall prevail.

Mandarin Oriental, Macau:

1. Deluxe lake view rooms are subject to availability at the time of booking.

2. Eligible BESPOKE customers need to make reservation and check in during 15th May to 31st December 2020 to enjoy the hotel privileges.
3. All reservation must be booked at least 2 days in advance with credit cards prior guarantee.
4. Customer is required to contact The Spa or Reservations team to book their preferred timing 48 hours prior to arrival.
5. All rates are subject to 10% service charge. All prices are subject to change based on the Best Available Rate. And the privileges are all subject to availability.
6. Reservation must be made directly to the Hotel by phone +853 8805 8822.
7. Hotel privileges for room booking are based on a 2-person stay per room; a supplement will be charged for any additional person(s) for the same room.
8. The hotel privileges are not applicable for group bookings and cannot be used in conjunction with any other offers and benefits.
9. Amendment or cancellation to any room booking must be made 24 hours prior before 6pm to arrival to avoid cancellation charge for the full period of stay.
10. Any no show reservation for room booking shall be subject to full charge and no further remedy shall be made.
11. Payment can be made using Macau Pass, MPay and Consumer Card.