

Terms & Conditions

General – Accommodation, Breakfast/Lunch and Others

- No tables may be reserved prior to breakfast and lunch. This is on a first-come, first-served basis.
- Complimentary photo at Armillary Sphere at the main lobby is redeemable for a 4" x 6" sized photo and service hour from 1:00pm to 6:00pm.
- Unused package benefits cannot be reimbursed or redeemed for cash either in full or in part.
- Rates are for single or twin occupancy in a suite.
- Cost for child aged 12 years or under, staying with 2 paying adults is MOP/HKD100 per person, per night inclusive of breakfast/lunch and CotaiJet/Gondola Ride. A maximum 2 children can stay in the same room.
- Additional guests (13 years of age and older) are subject to an extra charge of MOP/HKD400 per person, per night inclusive of breakfast/lunch and CotaiJet/Gondola Ride. There is a maximum of 4 guests per suite.
- All rates are in MOP/HKD and subject to 5% Government Tax and 10% Service Charge.
- All package inclusions are on a per stay basis. Daily breakfast or buffet lunch at Bambu restaurant is included for each night of stay.
- All reservations, unless guaranteed by deposit or credit card, will be held until 6:00pm Macao local time only. The Venetian® Macao-Resort-Hotel reserves the right to release the suites for resale without prior notice.
- All cancellations or amendments to the dates of stay are not permitted. A charge equivalent to the total package price plus service charge and government tax will be imposed for No Show.
- Any extension or amendment in the duration of stay, after initial booking confirmation, is subject to availability and at the Hotel's Best Available Rate.
- This offer cannot be used in conjunction with other promotional offers.
- The Venetian® Macao-Resort-Hotel reserves the right to change the Terms and Conditions at any time without prior notice.
- In case of dispute, the decision of The Venetian® Macao-Resort-Hotel shall be final.

Cotai Strip™ CotaiJet™

- General rules for Cotai Strip™ CotaiJet™ ticket redemption:
 - Complimentary CotaiJet™ ferry ticket(s) redemption is available at CotaiTravel (Shop 1028, The Grand Canal Shoppes at The Venetian Macao) or any designated counters on your arrival date till departure within the property.
 - No prior reservation is allowed for any complimentary ferry ticket(s) and it is subject to schedule and space availability at time of redemption.
 - A maximum of ticket(s) issued is/are limited to the number of adults and children purchased under the hotel package.
 - For any advance paid or complimentary CotaiJet™ ferry ticket(s) or tickets issued by other ferry operators, the hotel will not be responsible for any form of full or partial reimbursement or refund.
 - Please refer to www.cotaijet.com.mo for latest information and last ferry service schedule.

Ferry service between Macau Taipa Temporary Ferry Terminal and Hong Kong Airport SkyPier is limited to a number of partner airlines only. For enquiries, please contact our customer service hotline Hong Kong : +852 2359 9990 and Macau : +853 2885 0595

- Redemption of complimentary Cotai Strip™ CotaiJet™ tickets from Macau to Sheung Wan, Hong Kong, the passages are required to follow and note the following items:
 - The sailing date of Macau-Hong Kong complimentary ferry ticket(s) must be the same date or before the departure date of confirmed hotel package.
- Redemption of complimentary Cotai Strip™ CotaiJet™ tickets from Macau to Hong Kong International Airport, the passages are required to follow and note the following items:
 - Redeem ticket at least 6 hours prior to flight time.
 - Possess valid travel documents which should have at least 6 months validity date from the date of travel.
 - Possess a valid travel visa for the destination with a confirmed flight ticket.
 - Arrive at the Taipa Temporary Ferry Terminal at least 60 minutes prior to the scheduled sailing time to register and check in the baggage.
 - Arrive at Hong Kong International Airport SkyPier for check-in 120 minutes before the flight's scheduled departure time.
 - Other terms and conditions apply.

Rewards Dollars

- Use of Rewards Dollar is subject to the following terms and conditions:
 - The Rewards Dollars cannot be redeemed for cash either in full or in part.
 - The Rewards Dollars must be redeemed on/or before the expiry date.
 - The Rewards Dollars may be redeemed at participating outlets which include but not limit to ZAIa™, The Venetian® Macao Box Office, MALO CLINIC Spa, all participating retailers, restaurants and bars.
 - The Rewards Dollars may be used for purchasing ZAIa™ tickets at the ZAIa™ Theater Box Office in person only. Not valid for advance online or telephone bookings.
 - The Rewards Dollars cannot be redeemed as payment for hotel accommodation.
 - Lost Rewards Dollars voucher(s) is/are not reclaimable or refundable, no matter with or without proof of purchase.
 - Unused or expired Rewards Dollars vouchers are neither returnable nor refundable.
 - The Venetian® Macao-Resort-Hotel reserves the right to change or modify this Rewards Dollars voucher programme or the associated Terms & Conditions at any time without prior notice.

MALO Clinic Spa

Location	Contact Number	Operating Hours
Malo Clinic Spa	(+853) 8862 2688	10:00am – 08:00am
E-mail		
macau@maloclinics.com		

- It is recommended to book treatment 24 hours in advance and service is subject to availability.

- Contact Malo Clinic Spa to arrange the time slot of treatment and Spa & Massage related enquires.
- Must be 18 years or above to enjoy the Spa & Massage facilities.
- This offer cannot be used in conjunction with any other promotions/discount offers/gift vouchers/cash coupons.
- Cancellation and amendments less than 4-hour or no show will be considered as redeemed and will not be refunded.
- The Spa & Massage service is non-transferrable.
- Operations policies of spa & massage facilities apply.
- Spa and Massage service are limited to “Malo Signature Massage” or “Reflexology Foot Massage” only.

ZAiA™

- B-reserve tickets can be upgraded to A-Reserve by payment modes of Rewards Dollars, cash or credit card at HKD/MOP200 per ticket.
- ZAiA™ tickets upgrade service is available at ZAiA™ Theater Box Office in person only. Not valid for advance online or telephone bookings and subject to availability.
- Weekly recurrent dark date(s) and block out dates apply for ZAiA™ performances.
- Cirque du Soleil® seat allocation:
 - Seat allocation in ZAiA™ Theater will be based on the best available B-reserve seat location.
 - Seating is allocated on a first-come, first-serve basis and subject to availability and change.
 - Additional tickets can be purchase at the box office and subject to availability.
 - "CotaiTicketing™ Conditions of Sale" and "ZAiA™ Theater Conditions of Entry" apply to all tickets.
 - Children admission to ZAiA™ Theater is restricted to 2 years old and above.
 - From time to time, due to unforeseen circumstances, performances may have to be cancelled or postponed. In these instances, every effort will be made to accommodate you on an alternative date or time of your choice.

ZAiA™ - package bonus offer

- This offer is good for hotel guests only.
- Prior to check out, please present your hotel room bill, key card with key folder to collect your discounted tickets at ZAiA™ Theater Box Office. The ticket charge must be posted to room account. Tickets must be redeemed on or before the departure date of confirmed hotel package.
- Please collect your tickets (60) minutes prior to show time.
- Block out dates apply for ZAiA™ performances and show schedule may change without notice. Please contact ZAiA™ Theater Box Office for latest schedule.
- Seat allocation in ZAiA™ Theater will be based on the best available seat location within the reserved area of this exclusive offer for hotel guests.
- Seating is allocated on a first-come, first-serve basis and is subjected to availability and change.
- A maximum of ticket(s) issued is/are limited to the number of adults and children purchased under the hotel package.

- Due to unforeseen circumstances, performances may have to be cancelled or postponed. In these instances, every effort will be made to accommodate you on an alternative date or time of your choice. Otherwise tickets at face value can be refunded at the Front Office.