



Terms & Conditions of ULTIMATE SPA ESCAPE Package:

General T&Cs – Accommodation, breakfast/Lunch and others

- This package is good for 2 adults only.
- Unused package benefits cannot be reimbursed or redeemed for cash either in full or in part.
- Rates are based on single and/or double occupancy.
- 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.
- No tables may be reserved prior to breakfast. This is on a first-come, first-served basis.
- Package must be fully pre-paid upon making reservation. Reservations made under this offer are non-refundable, non-cancelable & non-changeable.
- 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 of stay after initial booking is confirmed will be subject to availability and will be at Hotel's Best Available Rate.
- This offer cannot be used in conjunction with other promotional offers and non-commissionable.
- The Venetian® Macao-Resort-Hotel, Sands Macao Hotel and The Four Seasons Macao Hotel reserve 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, Sands Macao Hotel and The Four Seasons Macao Hotel shall be final.

Spa & Massage

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Outlet	Contact Number	Operating Hours	Treatment
Sands Macao Spa	+853 8983 8890	12:00 to 24:00	Swedish massage / Traditional Chinese Massage
Malo Clinic Spa	+853 8862 2688	10:00 to 08:00	Signature Massage
The Four Seasons Spa	+853 8112 8080	09:00 to 22:00	Four Seasons Signature Massage

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- It is recommended to book treatment 24 hours in advance and service is subject to availability.
- Time slot of treatment and details will be confirmed by the Spa & Massage outlet. Our representative from Spa & Massage outlet will contact you for making appointment.
- 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.
- The voucher has no cash value and is non-refundable.
- Cancellation and amendments less than 8-hour or no show will be considered as redeemed and will not be refunded.
- The complimentary massage voucher(s) must be redeemed on the same date or before the departure date of confirmed hotel package.
- The spa & massage service is non-transferrable.
- Operations policies of spa & massage facilities apply.
- Ladies who reserve Spa and Massage at Sands Macao will be served in suite.
- Spa and Massage service from selected menu only.
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CotaiJet™

- General rules for Cotai Strip™ CotaiJet™ ticket redemption:
 - 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 (2) of adults 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 schedule. 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 ONLY:
 - Complimentary CotaiJet™ ferry ticket(s) redemption is available on your arrival date till departure within the property as below:



Sands Macao Hotel
The Venetian® Macao-Resort-Hotel
The Four Seasons Macao Hotel

Hotel concierge
Hotel concierge or CotaiTravel (Shop 1028)
Hotel concierge

- 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.

CotaiLimo™

- Each CotaiLimo™ can comfortably accommodate a maximum of four persons and two pieces of standard luggage (23 cm x 40 cm x 55 cm).
- CotaiLimo™ transfer can be booked through the concierges of The Venetian® Macao-Resort-Hotel, Sands Macao Hotel and The Four Seasons Macao Hotel
- CotaiLimo™ is applicable for car type – Toyota Camry or Estima only.
- For same-day reservations, a minimum of (4) four hours advanced notice is required for CotaiLimo™ bookings.
- Timeslots of transportation service is subject to availability when reservation is made.