

Sands Rewards Meetings – Terms and Conditions

1. Marina Bay Sands Pte Ltd's ("Marina Bay Sands") Sands Rewards Meetings Programme (the "Programme") is governed by the Terms and Conditions set out here ("Terms and Conditions").
2. The submission of an application for membership to the Programme is deemed to be an acceptance of these Terms and Conditions. Membership and entitlement to membership benefits and privileges of the Programme, including but not limited to the redemption of any benefits and privileges, is governed by these Terms and Conditions.

Application For Membership

3. Organisations which have booked meetings, selected meetings/groups of paid guest rooms or selected catering/banquet events ("Organisation") held at Marina Bay Sands ("Eligible Event") are eligible to join the Programme. Applications for membership for an Organisation can take place through Marina Bay Sands' appointed representative.
4. Approval of application for membership and grant of the said membership shall be at the sole and absolute discretion of Marina Bay Sands.
5. Upon grant of the membership, the Organisation may appoint up to 2 of its employees as its authorised representatives ("Administrator(s)") to act on its behalf in relation to matters relating to its membership and administer its account(s) under the Programme ("Account(s)"). Each Organisation may have a maximum of 2 Accounts and shall be assigned one Account per Administrator unless otherwise approved by Marina Bay Sands.
6. In appointing the Administrator(s), the Organisation authorises the Administrator(s) to deal with the Resort Dollars and the associated privileges and benefits, and shall be bound by the actions of the Administrator(s) as if it were carried out by the Organisation itself.
7. The Administrator(s) must not be: (i) employed by Marina Bay Sands nor (ii) below 18 years of age at the time of application.
8. Valid government-issued photo identification document (e.g., Singapore NRIC or passport) or other identification documents as Marina Bay Sands may, in its absolute discretion, require, must be presented at the time of collection of Photo Membership Card as defined in paragraph 9 below.
9. **Membership Cards.** Upon the approval of an application by Marina Bay Sands, an Administrator will be issued with a membership number and a membership card. For this purpose, Administrators accept to be photographed by a representative of Marina Bay Sands for identity verification purposes and processing of the membership card with the Administrator's photo ("Photo Membership Card"). Photo Membership Cards are non-transferable and may only be used by the Administrator(s) to whom such cards are issued. Prior to the issuance of a Photo Membership Card an electronic membership card ("Electronic Card") will be made available for Administrator(s) to download onto their electronic devices.
10. The Organisation is responsible for notifying Marina Bay Sands in writing immediately should there be any change of appointed Administrator(s) of an Account. In the event of the absence of such notification, any dispute, discrepancy or ambiguity arising thereof will be resolved based on the sole and exclusive discretion of Marina Bay Sands. Any Account balance and/or status of the previous Administrator will be carried forward to the newly appointed Administrator as requested in the written notification, subject to approval from Marina Bay Sands. If written notification on any changes relating to the Administrator(s) is not provided to Marina Bay Sands, the Organisation's entire Account balance and status may be forfeited.

Resort Dollars

11. The Organisation shall be entitled to accrue "Resort Dollars" (being the rewards currency used in the Programme) for each Eligible Event, subject to the following:
 - (i) For the Organisation to accrue Resort Dollars due from an Eligible Event, the Organisation must have a valid Administrator prior to the execution of the sales contract for the Eligible Event.
 - (ii) Subsequent to joining the Programme, Marina Bay Sands shall award Resort Dollars to the Organisation for each Eligible Event held by the Organisation at Marina Bay Sands. Resort Dollars will be calculated and awarded by the last day of every quarter (January, April, July and October) for all Eligible Events which were held successfully in the previous quarter and for which the Organisation has made payment in full of all charges incurred in relation to the Eligible Event.
 - (iii) The Organisation may choose to have the Resort Dollars earned for an Eligible Event credited to its Accounts in the proportion specified by the Organisation. Where the Organisation does not notify Marina Bay Sands of its preferred apportionment of Resort Dollars prior to the earning of such rewards, the default Resort Dollars crediting scheme will apply where any Resort Dollars earned by the Organisation for an Eligible Event will be divided and credited equally into each of its Accounts.
 - (iv) There shall be no retroactive claim of Resort Dollars for Eligible Event(s) held at Marina Bay Sands prior to the Organisation joining of the Programme. Resort Dollars will not be retroactively credited for previously booked Eligible Event(s).
12. The Organisation shall be entitled to accrue Resort Dollars on purchases made by the Administrator(s) at eligible outlets listed at marinabaysands.com/sands-lifestyle/outlets.html which are located in non-gaming areas within the Marina Bay Sands Integrated Resort ("Sands Participating Outlets") and for selected shows at Sands Theatre.
13. Organisations accrue Resort Dollars based on the total amount of purchases where payment (excluding Goods and Services Tax ("GST") and service charge) is made by cash, NETS, credit card or debit card. Those portions of purchases made via other modes of payments such as redemptions of gift vouchers, Resort Dollars, etc. are not eligible for accrual of Resort Dollars.
14. The rates of accrual and redemption of Resort Dollars shall be determined at the sole and absolute discretion of Marina Bay Sands. Restrictions may apply.
15. The accrual of Resort Dollars at Sands Participating Outlets shall be subject to the following:
 - (i) Administrator(s) must present their Photo Membership Cards or Electronic Card together with valid government-issued photo identification document prior to undertaking transactions or purchase. Resort Dollars will not be retroactively credited after completion of any transaction if the Administrator(s) had failed to present his/ her Photo Membership Card or Electronic Cards prior to conducting the said transaction.
 - (ii) Resort Dollars accrued in respect of a transaction will be credited to the Account within 48 hours. In the event of technical issues, the Account(s) balances will be updated when the system is available.
 - (iii) Resort Dollars accrued on a particular date will expire on a first-in, first-out basis after 12 months from the date of accrual if not used or redeemed.
 - (iv) Each Organisation may accrue and retain a maximum balance of \$100,000 Resort Dollars in each of its Accounts ("Earning Limit") at any given point in time. The Earning Limit may be revised at any time at Marina Bay Sands' sole discretion. Once the Earning Limit has reached, accrual of Resort Dollars will cease and resume only when an Account's balance falls below \$100,000 Resort Dollars.
 - (v) Resort Dollars are non-transferable. Resort Dollars accrued using an Administrator's Photo Membership Card or Electronic Card by person(s) other than the Administrator named on that Photo Membership Card or Electronic Card shall be forfeited.
16. Marina Bay Sands shall not be liable for inaccurate accrual of Resort Dollars as a result of technical malfunction, operator fault, Administrator misconduct or any circumstances beyond the reasonable control of Marina Bay Sands.

Redemption of Resort Dollars

17. The Organisation shall be eligible for benefits and privileges allocated to the Programme. Administrator(s) must present his/her Photo Membership Card or Electronic Card together with valid government-issued photo identification document to be eligible for membership benefits and privileges. Where required, each Administrator shall also provide his/her Personal Identification Number (PIN).
18. Administrator(s) shall be entitled to redeem, on behalf of the Organisation, the Resort Dollars in their Account(s). Administrator(s) must inform their respective Sales representative of Marina Bay Sands of such redemption upon booking the next meeting with Marina Bay Sands.
19. Administrator(s) shall be entitled to redeem on behalf of the Organisation the Resort Dollars for goods and services at any eligible outlets and/or toward the payment for hotel rooms/suites or other external goods and services (including ticket entry to entertainment performances and events) as approved by Marina Bay Sands. The redemption of Resort Dollars outside of the preceding shall be at Marina Bay Sands' sole discretion and subject to such further terms and conditions as Marina Bay Sands may determine. Redemption of Resort Dollars is subject to the following:
 - (i) Administrator(s) must redeem the Resort Dollars in person. Administrator(s) will be required to present their Photo Membership Cards or Electronic Cards together with valid government-issued photo identification document prior to undertaking the redemption.
 - (ii) Resort Dollars have no cash value and are not exchangeable for cash.
 - (iii) Marina Bay Sands reserves the right, in its sole and absolute discretion, to charge an administration fee (the mode of payment and quantum of which shall be determined by Marina Bay Sands) for redemption of Resort Dollars and/ or to amend the quantum of such administration fees at any time.
 - (iv) Redemption of Resort Dollars is final. There will be no refund of Resort Dollars once a transaction is completed.
 - (v) Purchases involving any redemption of Resort Dollars (inclusive of split payments) at Sands Participating Outlets (where such Sands Participating Outlets participate in the electronic Tourist Refund Scheme (eTRS)) may be eligible for GST refund, subject to fulfilment of any terms and conditions imposed by the Inland Revenue Authority of Singapore.
 - (vi) Redemption of Resort Dollars for hotel rooms/suites are limited to a maximum of 3 hotel rooms/suites per night under the same Administrator's Account.
20. Resort Dollars shall not be accrued; and Resort Dollars are not allowed for redemption for the following transactions:
 - (i) The payment of gratuities, the purchase of goods that are classified as tobacco products, top-up cards, gift cards, gift certificates and/or shopping vouchers.
 - (ii) The purchase of goods or services using top-up cards, gift cards, gift certificates and/or shopping vouchers.
 - (iii) The purchase of goods or services at Sands Expo® and Convention Centre.
 - (iv) The purchase of pure gold or platinum items.
 - (v) Hotel bookings made via online travel agencies or any other third party, selected hotel bookings at discounted rates and/or hotel bookings made with vouchers or discount codes.
21. The accrual and redemption of Resort Dollars and eligibility for Membership benefits and privileges shall be at the sole and absolute discretion of Marina Bay Sands. Restrictions may apply.

General

22. The Organisation shall be responsible for updating Marina Bay Sands immediately of any change in their Administrator's personal details. The Administrator(s) consent to the use of their personal details provided to Marina Bay Sands for such purposes as Marina Bay Sands deems reasonably necessary for the administration and management of memberships and the Programmes.
23. Administrator(s) shall be responsible for the safekeeping of their Photo Membership Cards, Electronic Cards and non-disclosure of their Personal Identification Number (PIN) to any other persons. Administrators shall not allow other persons to utilise their Photo Membership Cards and/or Electronic Cards.
24. Administrators shall not redeem Resort Dollars belonging to other Administrators and/or general members.
25. Marina Bay Sands will replace lost or stolen Photo Membership Cards up to a maximum of 2 times without charge. Subject to these Terms and Conditions, an administrative fee of \$10 will be levied for the issue of the third replacement card onwards. The Photo Membership Card is the property of Marina Bay Sands and must be returned unconditionally and immediately upon demand.
 - (i) If the Photo Membership Card is lost or stolen, Administrator(s) must report this loss immediately (to temporarily deactivate the Account) in person or by phone to the Marina Bay Sands Sales Representative (+65 6688 3000). A replacement card will be issued to the Administrator(s) upon presentation of his/her valid government-issued photo identification document. Marina Bay Sands is not responsible, and will not be held liable, for any transactions made while the card is lost or stolen.
 - (ii) Enquiries concerning an Organisation Account must be undertaken by the Administrator(s) personally.
26. Marina Bay Sands reserves the right, in its sole and absolute discretion, to terminate a membership (with all Resort Dollars forfeited) without prior notice, including where an Administrator:
 - (i) Replaces his/her Photo Membership Card more than 6 times within a consecutive period of 6 months;
 - (ii) Is subject to an Exclusion Order issued by the National Council on Problem Gambling of Singapore or is excluded by Marina Bay Sands from any part of the Marina Bay Sands premises;
 - (iii) Accrues or redeems or otherwise uses the membership benefits and privileges in a manner as Marina Bay Sands in its sole and absolute discretion determines to be improper; or
 - (iv) Breaches any of these Terms and Conditions.
27. Marina Bay Sands reserves the right, in its sole and absolute discretion, to amend, delete or vary any of the provisions of these Terms and Conditions and/or the features, benefits and privileges of the Programmes without prior notice.
28. Marina Bay Sands reserves the right, in its sole and absolute discretion, to (i) make adjustments to any benefits provided to an Administrator and/or the Organisation, including but not limited to Resort Dollar balances; (ii) pursue recovery of any benefits provided to an Administrator and/or Organisation where an Administrator and/or Organisation accrues or redeems or otherwise uses the membership benefits and privileges in a manner as Marina Bay Sands, in its sole and absolute discretion, determines to be improper, an abuse of, or in contravention of these Terms and Conditions.
29. Marina Bay Sands shall not be liable for, and Organisation shall indemnify and hold Marina Bay Sands harmless against any and all claims, loss and damage, cost and expense in respect of, arising from and/or in relation to:
 - (i) Organisation's and/or Administrator(s)' failure to update personal information; and/or
 - (ii) Organisation's and/or Administrator(s)' loss of Photo Membership Card and/or PIN; and/or
 - (iii) The administration and management of the Programmes and memberships by Marina Bay Sands including the inaccurate accrual and/or issuance of Resort Dollars and the redemption of membership benefits and privileges.
 - (iv) Misuse/unauthorised use by the Administrator(s) of the Resort Dollars or the benefits and privileges associated with the Programme.
30. In the event of any dispute, the decision of Marina Bay Sands shall be final and conclusive.
31. These Terms and Conditions shall be governed by Singapore law.
32. The Chinese version of the Terms and Conditions is only provided for reference. In the event of conflict between the Chinese and English version of the Terms and Conditions, the English version shall prevail.