

For room reservations, please call +65 6688 8897 (8am - 10pm).

For general enquiries, please call +65 6688 8868 (24 hours).

## **TERMS & CONDITIONS – ‘STANDARD CHARTERED BANK EXCLUSIVES’ HOTEL OFFER**

**By proceeding with the reservation you accept and agree with Marina Bay Sands Pte Ltd (the Hotel) that the reservation (details of which are set out above), if accepted by us, shall be on the terms and conditions as follows:**

### **Stay Period**

- Stay-by date: 4 October 2018 to 30 September 2020

### **Rates and Deposit**

- Reservation is cancellable and amendable 2 days prior to arrival. For no shows, cancellation or amendment made less than two (2) days prior to the reservation date(s), a penalty fee of one night's room charge (inclusive of any applicable prevailing government taxes) will be charged to the credit card provided at the time of reservation.
- Payment has to be made with a valid Standard Chartered or Standard Chartered branded or co-branded credit cards only. Guest is to present and make advance payment of room charges via valid Standard Chartered or Standard Chartered branded or co-branded credit card upon check in. Should guest is unable to present Standard Chartered credit card, rate will revert to Flexible Rate (BAR) of the day.
- The rates quoted are based on your period of stay. Rates are subject to change as a result of changes in your arrival and/or departure dates.
- Any extension of stay will be on guest's own account on either the Flexible Rate or any other Packages offered by Marina Bay Sands.
- Rates quoted are in Singapore Dollars.
- Rate is for 1 or 2 adults only.
- Rates do not include any applicable prevailing government taxes at time of occupancy. The Rates are subject to 10% Service Charge and prevailing Goods and Services Tax.
- The maximum number of guests per room is either 2 adults + 2 children (12 years old and below), or 3 adults. Additional guests to be charged at a fee of S\$100++ per night for Deluxe and Premier rooms; S\$220++ per night for Club, Grand Club, Orchid and Sands Suites. For your convenience, all suites are equipped with an extra rollaway or pull-out sofa bed when an additional adult is occupying the room. However, children, twelve (12) years and under, stay free when sharing a room with an adult as an additional guest.
- Room upgrade and additional adult charge will be on guest's own account.
- Club benefits are not included for children between 6-12 years old and are chargeable upon consumption at the Club55 Lounge.
- A cash deposit of SGD 200 for each night of stay or a valid credit card is required upon check-in for incidentals in addition to full payment of room and tax.

- In the event guest complete a booking based on a rate that has been incorrectly posted, the Hotel reserves the right to correct the rate or cancel the reservation at its discretion, and will contact you directly in order to do so.
- Marina Bay Sands may change these terms or terminate this program without notice. In the event of any dispute, the decision of Marina Bay Sands Pte Ltd is final and binding.
- Rate is not available over the following blackout dates:
  - 28 December 2018 – 4 January 2019
  - 8 – 10 August 2019
  - 16 – 22 September 2019
  - 28 December 2019 – 4 January 2020
  - 8 – 10 August 2020
  - 15 – 20 September 2020

#### **Eligible Age for Check-in**

- You must be at least 18 years of age to check-in and register for a room.

#### **Check-in and Check-out Timings**

- Check-in time is from 3:00pm onwards and check-out time is by 11:00am.
- A valid government issued identification or passport is required at check-in.

#### **Early Arrival and Late Departure**

- Should you arrive at the hotel prior to the normal check-in time, please approach the Hotel's Guest Services Desk for assistance in storing your luggage until check-in is available. If arriving early, you are also advised to consider making a reservation for the evening prior to your arrival.
- Late check-outs are available on request subject to room availability and occupancy level.
- Please check with the Hotel's Front Desk at least 24 hours prior to your departure on availability of late check-out. A half-day room charge may be incurred for late check-out between 12pm to 6pm and a full day room charge may be incurred for late check-out after 6pm.

#### **Credit Card Information**

- A valid credit card is required to secure your reservation.
- Upon reservation, credit card will be charged for the amount indicated on the booking confirmation page and email.
- Exchange rates are applicable at time of reservation, but are subject to currency fluctuations and billing will be at the prevailing exchange rate upon completion of your stay.

#### **Cancellation Policy**

- Reservation is cancellable and amendable 2 days prior to arrival.
- Reservations made over 28-31 Dec 2018, 1-4 Jan 2019, 8-10 Aug 2019, 16-22 Sep 2019, 28-31 Dec 2019, 1-4 Jan 2020, 8-10 Aug 2020 and 15-20 Sep 2020 require full pre-payment and are non-cancellable, non-amendable and non-refundable. The entire period of your stay, inclusive of nights before and after the dates listed above, will be charged to your credit card upon reservation.

**Group Reservations**

- For reservations for groups of 10 rooms and above, please email the Hotel at [groups@marinabaysands.com](mailto:groups@marinabaysands.com).

**Sands Rewards LifeStyle Membership**

- Patron must be at least 21 years old to join Sands Rewards LifeStyle Programme
- Patron must be a member and present membership card before check-out to earn Reward Dollars
- Payment must be made by cash/NETS/credit card/debit card to be eligible for earning of Reward Dollars
- Reward Dollars is not applicable as payment for all hotel packages
- Earning of rewards is only available for selected shows at MasterCard Theatres and is unavailable at Sands Expo and Convention Centre.
- Other Terms & Conditions apply

**Child Breakfast Charge**

- All rooms and suite rates do not include child breakfast charge. Child breakfast charge is applicable for any child between 6-12 years old. Breakfast for children 5 years and under is free. Child breakfast is chargeable to guest account at walk-in price upon consumption.

**Further information**

- In proceeding with the reservation, you further agree to allow the Hotel and its agents to collect, use and disclose to any of its related corporations (as defined in the Companies Act (Cap. 50), its agents and its third party service providers (including those outside of Singapore) your personal data for the purpose of sending you Information and materials on any MBS related marketing offers, advertisements, events and promotions and such other related information via email to the email address provided.
- You may unsubscribe to any such email at any time upon receipt of the said email.
- No gatherings and parties of any nature are allowed. The hotel reserves the right to evict any additional occupants in the room.
- No prepared food from sources other than the Hotel's in-room dining services is permitted in the guest rooms.
- This reservation is not transferable. No name change is allowed.

**General Provisions**

- By proceeding with the reservation, you further agree and acknowledge that if the reservation is accepted by the Hotel, your stay subsequently shall be subject to the Hotel's standard terms and conditions of stay.
- The Hotel may, at its absolute discretion, cancel the reservation if the Hotel is of the opinion that the reservation information provided is falsified or incomplete.

- The Hotel shall be entitled to vary, amend and/or otherwise change these terms and conditions at any time without prior notice.
- You shall indemnify and hold the Hotel harmless in respect of any liability, loss, damage, cost and expense of any nature arising out of, and/or in connection with the acceptance of the reservation by the Hotel.
- The Hotel shall not be liable for any losses, damages, costs or expenses incurred by you as a result of any cancellation of the reservation by the Hotel.
- The reservation and the terms and conditions set out hereto shall be governed in accordance with the law of the Republic of Singapore.
- The Contracts (Rights of Third Parties) Act ((Cap. 53B) shall apply.

### **Dining Program Privileges**

- (a) Lunch Specials – 1 Dines free with 3 paying guests. Applicable set lunches and buffet
- Adrift
  - db Bistro & Oyster Bar
  - RISE Restaurant (Buffet only)
  - The Bird Southern Table & Bar
- (b) Afternoon specials – 20% off total bill from 3pm – 6pm
- Adrift
  - db Bistro & Oyster Bar (excluding weekends)
  - Renku Afternoon Tea
  - RISE Restaurant (ala carte only)
  - The Bird Southern Table & Bar
- (c) Dinner Treat – applicable at the following participating restaurants: Adrift / Bread Street Kitchen / Black Tap / Club55 / CUT/ db Bistro & Oyster Bar / LAVO Italian Restaurant & Rooftop Bar / Nostra Cucina / Renku Bar & Lounge / Rise Restaurant / Spago Bar & Lounge / Spago Dining Room / The Bird Southern Table & Bar and The Bar at Waku Ghin
- Complimentary coffee or tea (with main course order), for up to 8 guests per table. Limited to one cardholder per table.
  - Spend \$250 and receive \$25 a return F&B Voucher

### **Return Voucher Terms & Conditions**

- I. Advance reservations will be required except for Black Tap Craft Burgers & Beer and The Bar at Waku Ghin. These two restaurants operate on a first-come, first-served basis. Client must quote 'Standard Chartered return voucher promotion'
- II. Redemption is valid three months from voucher issue date
- III. Multiple redemption of vouchers is not allowed
- IV. Not valid on eve of Public Holidays and Public Holidays
- V. Offer only valid when payment is made with Standard Chartered Credit or Debit Card
- VI. The value of this voucher is non-exchangeable for cash
- VII. Lost or stolen voucher will not be replaced
- VIII. Not valid on special menu days or with other offers and promotions unless otherwise stated
- IX. Valid for dine-in only

- X. Once presented, any unused portion of this voucher shall expire and cannot be retained or refunded in cash
- XI. MBS reserves the right to make changes and modifications to the promotion without prior notice or liability
- XII. In the event of any dispute, the decision of MBS is final and binding

#### **General Terms & Conditions**

- Not valid on eve of Public Holidays and Public Holidays.
- Offer available only when payment is made with valid Standard Chartered Credit or Debit Card.
- MBS is not under any obligation to extend the privileges if settlement is made otherwise.
- Not valid on special menu days or with other offers and promotions unless otherwise stated.
- MBS reserves the right to make changes and modifications to the Client Benefits without prior notice.
- Valid for dine-in with a maximum of 8 guests per table only.

#### **The Shoppes Shopping Voucher Redemption**

Promotional Period: 1 October 2018 – 15 November 2018 & 1 March 2019 – 30 April 2019

#### **General Terms and Conditions**

- Minimum spend of S\$1,500 within 3 same-day receipts to receive S\$50 Shopping Voucher
- Minimum spend of S\$3,000 within 3 same-day receipts to receive S\$150 Shopping Voucher
- The Client's spend must be at the participating outlets listed at <https://www.marinabaysands.com/shopping/store-directory.html>
- To redeem the voucher, the Client must present the valid and original receipt(s), and the original Standard Chartered Bank Debit or Credit card used to make the purchase(s), as well as any identification as reasonably requested, to the Retail Concierge Counter at L1 of The Shoppes (near MICE). Redemptions must be carried out in person by the cardholder.
- The Client may only redeem one voucher a day.
- MBS may at its discretion revise the specific Voucher for each eligible customer.
- In the event a Client returns his/her purchase or any part thereof, the voucher redeemed shall be voided.
- Vouchers are non-transferrable, non-exchangeable, non-cashable and available in limited quantities.
- Vouchers may not be sold or used for any commercial purpose, including but not limited to any use for which the customer would be entitled to collect fees or receive any remuneration.
- Vouchers will not be replaced if damaged or lost.
- Use of the vouchers shall be subject to any terms and conditions printed on the voucher. Vouchers must be used by the stated expiry date. Vouchers not used by the expiry date will be forfeited.
- MBS may refuse to provide the Voucher to any party who does not meet the requirements.

#### **Terms and Conditions for 15% off Sands Skypark Observation Deck entry tickets and 15% off ArtScience Museum entry tickets**

- All tickets must be purchased and used by 30 September 2019 at the Sands SkyPark Observation Deck and ArtScience Museum Box Office.
- All tickets can be used only on the date of issue.
- Only Standard ticket category is available.
- Each cardholder is limited to a maximum of four tickets per transaction and one transaction per day.

- Offer available only when payment is made with valid Standard Chartered Credit or Debit Card. MBS is not under any obligation to extend the privileges if settlement is made otherwise.
- Tickets are subject to availability at the time of purchase.
- Tickets may not be re-sold or re-distributed. MBS reserves the right to refuse entry to any party holding a resold or redistributed ticket.
- No refund or exchange on unused tickets.
- MBS' standard terms and conditions of entry to the Sands SkyPark Observation Deck and ArtScience Museum shall apply to the Clients.