



Grand Lisboa Palace Joyous Shopping Rewards – Promotions Terms & Conditions

- 1. Terms and Conditions:** These terms and conditions (“T&C”) govern the "Joyous Shopping Rewards" Campaign ("Campaign").
- 2. Organizer:** This Campaign is organized by Grand Lisboa Palace (“GLP”).
- 3. Term:** The Campaign is held from 10:00 A.M. on 1st November 2022 until 21:59 P.M. on 13th December 2022 ("Term").
- 4. Eligible Shoppers:** Shoppers must be at least 18 years of age to participate in the Campaign.
- 5. Campaign:**
 - 1) During the Term, eligible shopper is entitled to redeem the following rewards by spending an aggregate amount listed in the below table at the selected retail shops of The Bazar, Grand Lisboa Palace Resorts Macau on the same day. *Only a maximum of two receipts (one receipt per shop) will be accepted for each reward redemption.

Spending Amount* (MOP)	Rewards (MOP) #			
	Dining Voucher	Shopping Voucher	GLP Gift Shop Voucher	Grand Lisboa Palace Macau Deluxe Room Voucher
\$3,000 - \$7,999	\$100 Dining / Shopping Voucher			
\$8,000 - \$19,999	\$100	\$100	\$50	
\$20,000 - \$44,999	\$250	\$250	\$100	One night
\$45,000 - \$99,999	\$700	\$600	\$200	One night
\$100,000 or above	\$1,000	\$900	\$300	Two nights

Qualified participants are entitled to redeem “The Bazar Winter Gifts” which includes FARMÁCIA ROYAL MOP50 Coupon, NY8 New Yaohan MOP50 Coupon and a designated complimentary drink at NY8 Palace Gourmet (quantity is limited while stocks last)

- 2) Each shopper is limited to a total of 20 redemptions (regardless of the value) throughout the Term of the Campaign.
- 3) The Rewards are available on a first-come-first-serve basis while they last.
- 4) The Rewards are not redeemable for cash or exchangeable for cash or other items.
- 5) Each official receipt can only be used once for this Campaign and cannot be used in conjunction with other promotional offer.

6. Spending at The Bazar in Grand Lisboa Palace:

For the purpose of clause 5 above:

- 1) The aggregate amounts referred to in clause 5 above shall be spent in one or maximum two selected shops on the same day, and valid receipts shall be issued to the Shoppers by the shops.
- 2) The valid receipt(s) can only be issued by the following designated shops in GLP:
Al Digital, Alexander McQUEEN, Bee Cheng Hiang, Breguet, Breitling, Brunello Cucinelli, Cartier, cdf Macau Grand Lisboa Palace Shop, cdf beauty, Chloé, Choi Heong Yuen Bakery, Chow Sang Sang Group, CHOW TAI FOOK, Dior Beauty, Gentlemen’s Tonic Hair Salon, IWC, KARL LAGERFELD, Koi Kei Bakery, LUKFOOK JEWELLERY, NY8 New Yaohan, Pastelaria Yeng Kee, PIAGET, ROLEX, ROYAL HEALTH, Starbucks, THE GINZA, The Gift Shop, The Spa at Grand Lisboa Palace, The Spa at THE KARL LAGERFELD, TUDOR, TUMI, VACHERON CONSTANTIN, VALENTINO, Vilebrequin, Lady’s Shop, Gentleman’s Shop, ZENITH and Lo Hong Ka.
The designated shops in “Made in Macau”: 853 + Concept Store, Counting Star, DVM 3 ½ Chasing Dragon Jewelry, Innocent Monkey Club Café, MACCREW, Wabi-Sabi Express and Wong Chi Kei.
- 3) The minimum amount of each receipt shall be MOP200.
- 4) Receipts of different dates or not dated on the same day of the reward redemption will not be accepted.





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- 5) Receipts for any purchase of (i) pure gold/pure gold products/pure platinum/ pure platinum products; or (ii) gift cards (including but not limited to coupons or vouchers) are excluded from the Campaign.
- 6) Receipts priced in Hong Kong Dollar (HKD) or Chinese Yuan Renminbi (RMB) will be considered as 1:1 rate with Macau Patacas (MOP) under this Campaign.
- 7) Receipt(s) that are copied, defective, defaced, damaged, tampered or not issued on the same day of the redemption will not be accepted.
- 8) Deposit receipts, credit card sale slips, hand-written or reprinted invoices will not be accepted for redemption purposes.

7. Redemption of Vouchers:

- 1) Redemption location and Operating hours: Level 1, Mall Concierge Counter of The Bazar, Grand Lisboa Palace; Operating hours: 10:00 A.M. to 10:00P.M.
- 2) During the Term, all redemptions shall be made in person and registered at the Concierge Counter at "The Bazar".
- 3) Redemption must be made by eligible shoppers in person. Owners and employees of any retail shops and employees of GLP are NOT allowed to redeem rewards on behalf of any shopper.
- 4) Owners and employees of any retail shops are allowed to participate in this Campaign by following the internal guideline.
- 5) An eligible shopper shall present the following items at the Mall Concierge Counter for registration on the same day of purchase to redeem the rewards:
 - i. A maximum of two receipts issued by selected retail shops (only one receipt per shop is permitted);
 - ii. All purchased items referred to on the relevant receipt(s);
 - iii. Valid original identification document (Identity Cards or passport) of the shopper; and
 - iv. Shopper's contact number
- 6) All merchandise referred to by any receipt(s) used to enter the Redemption shall be non-refundable. All receipt(s) or sale slip(s) used to redeem dining voucher(s), shopping voucher(s) or room voucher(s) shall be stamped as proof of successful redemption.
- 7) Redemption registration with any incomplete or false information may be rejected by GLP acting in its sole and absolute discretion.
- 8) Voucher combinations listed in the table of clause 5 cannot be changed. For example, the voucher combination of MOP200 Shopping Vouchers and MOP400 Dining Vouchers cannot be changed to MOP300 Shopping Vouchers and MOP300 Dining Vouchers.

8. Usage of Grand Lisboa Palace Dining Voucher ("Dining Voucher"):

- 1) The Dining Voucher(s) are valid until 19th December 2022 and must be used/redeemed on or before the expiry date stated on the Dining Vouchers. Unused or expired Dining Vouchers are neither returnable nor refundable.
- 2) The Dining voucher(s) are applicable for used at the selected GLP restaurants stated on the terms & conditions at the back of the Dining Voucher.
- 3) The Dining voucher(s) cannot be used in conjunction with other offer or discount. No split bill is allowed.
- 4) The Dining voucher(s) is for dine-in and à la carte menu only (not applicable for alcoholic beverages).
- 5) The Dining Voucher(s) may not be resold or transferred to a third party. In case any Dining Voucher is found to have been resold or transferred, both the seller/transferor and buyer/transferee will be disqualified from participating in all future promotions organized by GLP.
- 6) Any Dining Voucher(s) that have been mutilated, altered, copied, hand printed, forged, water damaged or suspected of being tampered with, will be considered NULL and VOID, and will not be accepted by GLP.
- 7) All Dining Voucher(s) are subject to the terms and conditions set forth therein.





9. Usage of Grand Lisboa Palace Shopping Voucher (“Shopping Voucher”):

- 1) The Shopping Voucher(s) are valid until 19th December 2022. The Shopping Voucher(s) must be used/redeemed on or before the expiry date stated on the Shopping Voucher(s). Unused or expired Shopping Voucher(s) are neither returnable nor refundable.
- 2) The Shopping Voucher(s) can only be used in the following designated shops in GLP:
AI Digital, Alexander McQUEEN, Bee Cheng Hiang, Breguet, Breitling, Brunello Cucinelli, Cartier, cdf Grand Lisboa Palace Shop (except Rémy Martin and MaoTai), cdf Beauty, Chloé, Choi Heong Yuen Bakery, Chow Sang Group, Dior Beauty, IWC, KARL LAGERFELD, Koi Kei Bakery, LUKFOOK JEWELLERY, NY8 New Yaohan, Pastelaria Yeng Kee, PIAGET, ROLEX, ROYAL HEALTH, Starbucks, THE GINZA, The Gift Shop, TUDOR, TUMI, VACHERON CONSTANTIN, VALENTINO, Vilebrequin Lady’s Shop, Gentleman’s Shop, ZENITH and Lo Hong Ka.
The designated shops in “Made in Macau”: 853 + Concept Store, Counting Star, DVM 3 ½ Chasing Dragon Jewelry, Innocent Monkey Club Café, MACCREW, Wabi-Sabi Express and Wong Chi Kei.
- 3) The Shopping Voucher(s) may not be resold or transferred to a third party. In case any Shopping Voucher is found to have been resold or transferred, both the seller/transferor and buyer/transferee will be disqualified from participating in all future promotions organized by GLP.
- 4) Any Shopping Voucher(s) that have been mutilated, altered, copied, hand printed, forged, water damaged or suspected of being tampered with, will be considered NULL and VOID, and will not be accepted by GLP.
- 5) All Shopping Voucher(s) are subject to the terms and conditions set forth therein.

10. Usage of The Gift Shop Voucher (“Gift Shop Voucher”):

- 1) Gift Shop Voucher(s) are valid until 19th December 2022.
- 2) Gift Shop Voucher is only applicable for purchasing retail products at “The Gift Shop”.
- 3) Gift Shop Voucher is issued by and remains the property of Grand Lisboa Palace (“GLP”); it will not be accepted or replaced if lost, damaged or stolen.
- 4) The original Gift Shop Voucher must be presented and cannot be used in conjunction with other offer or discount, gift cards or cash vouchers.
- 5) Gift Shop Voucher is applicable to purchase retail products only.
- 6) Gift Shop Voucher cannot be transferred, resold, exchanged for cash or used to purchase any other products or services. Any unused balance of the voucher cannot be redeemed for cash.
- 7) Any spending must be settled by cash, credit card or E-payment.
- 8) Gift Shop Voucher suspected of being tampered with, obtained fraudulently or unlawfully shall be invalid.

11. Usage of FARMÁCIA ROYAL MOP50 Coupon (“Discount Coupon”):

- 1) Discount Coupon is eligible upon a single net spending of MOP500 and above.
- 2) Discount Coupon is only redeemable at FARMÁCIA ROYAL in Grand Lisboa Palace.
- 3) Discount Coupon cannot be used in conjunction with other promotional privileges.
- 4) Discount Coupon is not exchangeable for cash or refund in any form.
- 5) Stock refund is not allowed for using Discount Coupon.
- 6) Discount Coupon is not replaceable in case of damage and defaced, or any other circumstances.
- 7) Discount Coupon suspected of being tampered with, obtained fraudulently or unlawfully shall be invalid.
- 8) Should there be any dispute, the decision of FARMÁCIA ROYAL shall be final.

12. Usage of NY8 New Yaohan MOP50 Coupon (“Discount Coupon”):

- 1) Discount Coupon(s) are valid until 19th December 2022.
- 2) Discount Coupon is eligible upon a single net spending of MOP500 and above.
- 3) Discount Coupon is not applicable in specific counter or products, please seek assistance for more inquiries.





- 4) Discount Coupon is only redeemable at NY8 New Yaohan store in Grand Lisboa Palace.
- 5) Discount Coupon can only be used once and must be presented before payment. Only one discount coupon can be used per transaction.
- 6) Discount Coupon is valid only with the official company chop endorsed.
- 7) Discount Coupon is not exchangeable for cash or refund in any form.
- 8) Discount Coupon is not replaceable in case of loss, theft, damage and defaced, or any other circumstances.
- 9) Discount Coupon cannot be used in conjunction with other promotional privileges.
- 10) Terms and conditions are subject to change without prior notice. Should there be any dispute, the decision of New Yaohan shall be final.

13. Usage of NY8 New Yaohan Palace Gourmet Complimentary Drink Coupon (“Complimentary Drink Coupon”):

- 1) Complimentary Drink Coupon(s) are valid until 19th December 2022.
- 2) Complimentary Drink Coupon is only redeemable at Palace Gourmet in NY8 New Yaohan.
- 3) Complimentary Drink Coupon is valid only with the official company chop endorsed.
- 4) Complimentary Drink Coupon is not exchangeable for cash or refund in any form.
- 5) Complimentary Drink Coupon is not replaceable in case of loss, theft, damage and defaced, or any other circumstances.
- 6) Terms and conditions are subject to change without prior notice. Should there be any dispute, the decision of NY8 New Yaohan shall be final.

14. Usage of Spa Voucher (“Spa Voucher”):

- 1) The Spa Voucher is only valid to purchase products and services of O Spa GLP.
- 2) This voucher is not valid for online reservations. Advance reservation is required through GLP’s Reservation Hotline +853 8881 9500 at least 24 hours prior to arrival. Blackout dates apply.
- 3) The Spa Voucher(s) are valid until 28th February 2023 and must be used/redeemed on or before the expiry date.
- 4) The original Voucher must be presented for redemption. Only one voucher can be used per person in a single transaction and cannot be used in conjunction with other offers, gift cards or cash vouchers.
- 5) Any additional spending must be settled by cash, credit card or E-payment.
- 6) The use of this voucher is subject to availability of the products, operating hours, reservation policy and availability of the designated Spa. GLP accepts no liability if the voucher is not used before the expiry date.
- 7) The Spa Voucher(s) cannot be transferred, resold or exchanged for cash.
- 8) The Spa Voucher(s) are issued by and remain the property of Grand Lisboa Palace (“GLP”); it will not be accepted or replaced if lost, damaged or stolen.
- 9) Voucher suspected of being tampered with, obtained fraudulently or unlawfully shall be invalid.
- 10) All Spa Voucher(s) are subject to the terms and conditions set forth therein.

15. Usage of Grand Lisboa Palace Complimentary Room Voucher (“Room Voucher”):

- 1) The Voucher(s) is valid for booking until 26th February 2023; and the last check-in date is valid until 28th February 2023.
- 2) The Voucher(s) must be used/redeemed on or before the expiry date stated on the Vouchers. Unused or expired Vouchers are neither returnable nor refundable. No extension of the expiry date will be allowed.
- 3) The Voucher(s) can only redeem designated room type printed on the Voucher(s). The Voucher(s) cannot be used, redeemed or refunded for any other packages or hotel rates program being offered.
- 4) To redeem stay with the Voucher(s), reservation must be made at least 48 hours in advance through the Reservations Hotline +853 8881 8000 or email at reservation@grandlisboapalace.com by providing the serial number printed on the Voucher(s).





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- 5) Complimentary rooms under this Campaign are limited and are subject to availability upon request. This voucher cannot be used on blackout dates and Macao public holidays as GLP may specify or amend at its sole and absolute discretion.
- 6) The Voucher(s) will be forfeited for any no-show, reservation amendment or cancellation of guaranteed reservations from 6:00 p.m. one day prior to the arrival date.
- 7) The original Voucher(s) must be presented upon check in, a Flexible Rate will be charged to guest's own account and the associated Voucher(s) will be forfeited if failed to do so.
- 8) Each Shopper can redeem a maximum of one (1) room/per night in each stay and a maximum of four (4) consecutive nights.
- 9) The Voucher can be used to redeem hotel accommodation only. Any other services or amenities (minibar, room-service, etc.) shall be charged to and paid by the guest upon check-out.
- 10) The room reservation must be made under the registered name on the Voucher and using the exact same name as identification document (Passport or Government ID card). Room must be redeemed in person at Hotel Front Office and valid Voucher(s) and identification document must be presented upon check-in.
- 11) The room(s) redeemed under this Campaign must solely be used by the Shopper registered on the Voucher and by his/her family members and/or guests who stay together with the Shopper up to the maximum capacity allowed under the hotel's policy and regulations in force. All guests staying in or using the room at any time shall register with the hotel at check-in with a valid identification document (Passport or Government ID card).
- 12) Room(s) redeemed under this Campaign may not be resold or transferred. In the case that a room is deemed as resold, the room will be charged at the Flexible Rate. The Shopper and buyer/transferee will no longer be qualified for all future promotions organized by GLP.
- 13) The Voucher(s) cannot be redeemed for cash value, changed or exchanged for other items nor transferable by any means.
- 14) The Vouchers cannot be used in conjunction with any other promotion, gift certificates, vouchers and/or privileges.
- 15) Any Vouchers that have been mutilated, altered, copied, hand printed, forged, water damaged or suspected of being tampered with, will be considered NULL and VOID, and will not be accepted by GLP.
- 16) All Vouchers are subject to the terms and conditions set forth therein.

16. Miscellaneous:

- 1) GLP refers to SJM Resorts, S.A. ("SJM"), GLP Hospitality Services Limited or other subsidiaries of SJM ("SJM Group").
- 2) Employees of GLP and SJM are eligible to participate in this Campaign.
- 3) If a force majeure event occurs during the validity period of a voucher, GLP may, at its discretion, extend the validity period. For latest updates, please check GLP official website, scan the voucher's QR code, or contact (853) 8881 8888. Force Majeure events include power failure, fire, explosion, flood, typhoon Signal No. 8 and above, storm or similar disasters, strikes, industrial disputes, abnormally inclement weather, war, insurrection, riot, civil disturbance, acts or threats of terrorism, act of God, communicable disease outbreaks, industrial action, order, policies, decrees, acts or regulations of national or local governments, or any other cause beyond reasonable control of GLP.
- 4) The Campaign may be canceled or withdrawn at any time in the sole and absolute discretion of GLP without notice or recourse. Any spending made on the day of the cancellation or withdrawal date of the Campaign or any time thereafter will not be entitled to redeem any rewards. In the event of any dispute relating to anything set out in these terms and conditions, GLP reserves the sole right to make the final and binding decision. GLP also reserves the sole right to amend or change these terms and conditions at any time without notice or recourse.





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- 5) Any person who participates in the Campaign has by such act constituted his/her acceptance and agreement to be bound by these terms and conditions.
- 6) The English version of these terms and conditions shall prevail in the event of any discrepancy between the English and the Chinese versions. The Chinese versions are for reference only.

