

“Sportopia” The Thrilling Sports Game Zone– Terms & Conditions

SJM Resorts, Limited (“SJM”) is the host of the “Sportopia” The Thrilling Sports Game Zone at Grand Lisboa Palace. For the purposes of this event, “SJM” and “Grand Lisboa Palace” shall mean SJM Resorts, Limited, GLP Hospitality Services Limited or other subsidiaries of SJM (“SJM Group”).

1. By entering the “Sportopia” The Thrilling Sports Game Zone, the guest hereby confirms that he/she agrees to all the terms and conditions listed below, all the rules and regulations, and the safety requirements stipulated at each facility in the “Sportopia” The Thrilling Sports Game Zone. Guests are solely responsible for any accident or any adverse event caused by non-compliance with the relevant terms and conditions, rules and regulations and safety requirements.
2. Guests aged under 16 must be accompanied by adult when entering. Guardians must actively supervise and care for their dependent person throughout their participation in activities and take full responsibility for their actions.
3. TWO (2) dedicated tokens are needed each play. Dedicated tokens can only be obtained in the following ways:
 - a) “Supreme Card Member” can redeem 2 tokens by showing the member card number to our staff.
 - b) Guests can redeem 2 tokens for every MOP100 or more spent in the shopping mall or dining outlets at Grand Lisboa Palace Resort Macau(with single same-day receipt) ;, guests can redeem 4 tokens for every MOP200 or more spent. Up to a maximum of 10 tokens can be redeemed per time(MOP500 or more spent). If guests hold the receipt issued after 7:00 pm, the redemption can be postponed to the next day.
 - c) Grand Lisboa Palace Macau or THE KARL LAGERFELD hotel or Palazzo Versace hotel guests can redeem 2 tokens per room upon presentation of ONE (1) hotel room card.
 - d) “GLP art workshops” guests can redeem 2 tokens with presenting ONE (1) entry ticket or confirmation letter.
 - e) Guests who follow any two of Grand Lisboa Palace Macau’s official social media accounts, including Facebook, Instagram, WeChat or Weibo, can redeem 2 tokens.
4. Guests must present relevant supporting evidence to show the fulfillment of the above requirements, for redeeming a game card with corresponding dedicated tokens value at the service counter in “Sportopia” The Thrilling Sports Game Zone. Guests are required to activate facilities by using game cards, and are required to return game cards to service counter before departure.
5. Dedicated tokens and/or game cards are not exchangeable for cash, transferable and cannot be sold to other parties.
6. For purposes of age verification, guest may be requested to present his/her identification document.
7. For security purposes, guests may be requested to open bags, packages and/or other items in their possession before admission.



8. Any items deemed to be dangerous or inappropriate by SJM are prohibited and prohibited items must be removed from the premises or discarded. Unlawful items under Macau law and the person in possession of those items will be reported to the police.
9. Guests should make sure they are fully aware that the content, nature, requirement of physical exertion, and understand the risks involved in using each facility, which includes any injury or death. It is the sole responsibility of a guest to ensure that he/she is physically fit to use the facilities. All guests are at their own risks and are responsible for their own safety. SJM shall not be liable for any personal injury or death arising from any accidents or causes.
10. Guests with any of the following conditions are not allowed to use the facilities: Pregnant, heart conditions, back or spinal injury, dizziness, blood pressure abnormalities, visual impairment or eye infections, psychiatric disorder, epilepsy, physically challenged/disabled, intoxicated or under the influence of drugs, poor physical or mental condition.
11. If guests feel unwell, he/she should immediately stop and seek assistance from the personnel nearby.
12. Eating and drinking are not permitted inside the "Sportopia" The Thrilling Sports Game Zone, with the exception for guests with special/urgent dietary needs.
13. Guests are solely responsible for their own belongings. SJM shall not assume liability for any damage to or loss of property.
14. SJM reserves the right to evict any guests with behavior affecting the safety of other guests or personnel, or are endangering public health, acting illegally, appearing intoxicated, using foul/abusive language, or displaying overt rowdiness, from the premises immediately without refund or compensation.
15. Photography must be conducted without disruption to other guests. Photography or videotaping of guests without consent is prohibited. Audio and video recording must be consented by SJM in advance. Guests may not use the photo, video and/or audio taken for commercial purposes without written permission of SJM.
16. Improper or malicious use of the facilities and tools is prohibited. Guests shall indemnify SJM for any damages caused to the "Sportopia" facilities and/or tools.
17. The guest shall indemnify and hold harmless SJM from all actions, claims, and demands by any person who suffers or sustains any injury, loss, damage, to property or person, or death arising from or as a result of the guest's gross negligence or willful misconduct.
18. By entering the "Sportopia" The Thrilling Sports Game Zone, the guests authorize SJM to process, including to collect, use and store any personal data collected in connection with the event for the purposes of the event and for direct marketing; and accept the privacy policy available at <https://www.grandlisboapalace.com/en/>.





19. By entering the “Sportopia” The Thrilling Sports Game Zone, the guests consent and authorize SJM to photograph, film, videotape, record, or otherwise reproduce his/her image and/or voice for any purpose without any payment or consideration.
20. SJM shall not be liable for any postponement or cancellation due to any force majeure such as 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, acts or regulations of national or local governments, governmental order or decrees, or any other cause beyond its reasonable control.
21. SJM reserves the right to revise, cancel or modify this event at its sole discretion without refund or compensation on the tokens and game cards.
22. Any updated information will be announced on the official website and social media platforms of the SJM without prior notice. Guests are reminded to pay close attention.
23. SJM reserves the right to amend the Terms and Conditions without prior notice.
24. In case of any disputes, the decision of SJM shall be final.
25. These Terms and Conditions are governed by and construed in accordance with the laws of Macau SAR. In the event of any discrepancy between the Chinese and English versions of Terms and Conditions, the Chinese version shall prevail.

Safety Precautions and Instructions for each attraction

“Speed Bike” Safety Precautions and Instructions

- One person per VR Fitness Bike.
- Persons must be 8 years old or above to use this attraction.
- Persons must be 120 cm or above tall to use this attraction.
- Persons must weigh 100 kg or below to use this attraction.
- Please only partake in activities within your ability.
- Persons who are deemed unwell by staff, such as being visibly drunk, will not be permitted to use the attraction.
- Persons with any of the following conditions are not allowed to use this attraction: Pregnant, heart conditions, back or spinal injury, dizziness, blood pressure abnormalities, visual impairment or eye infections, psychiatric disorder, epilepsy, physically challenged/disabled, intoxicated or under the influence of drugs, poor physical or mental condition.
- Please do not wear glasses. Please note that it may cause discomfort when wearing contact lenses during the VR experience.
- Please check your pockets and take them out before experience.
- For safety, please follow the instructions from staff.
- Please adjust the strap of VR Headgear to fit your face.





- Game duration is around 5 to 15 minutes, if you feel dizzy, please close your eyes and raise your hand. Please do not take off the VR headgear without staff assistance.
- If you feel uncomfortable or need assistance, please stop and raise your hand, our staff will assist you.
- Please remain seated after the VR experience and take off the VR Headgear according to staff's instructions.

Clothing requirements:

- Tie back long hair.
- Appropriate clothing must be worn. Dresses or skirts are not suitable.
- Shoes must be worn. Slippers, flip-flops, sandals, heels or open-toed shoes are not recommended.
- Please make sure there are no loose items in the pockets of your clothing.

“Tennis Battle” Safety Precautions and Instructions

- One participant at a time.
- Guests must be 12 years old or above to use this attraction.
- Guests must be 120 cm or above tall to use this attraction.
- Guest with any of the following conditions are not allowed to ride: Pregnant woman, heart conditions, back or spinal injury, blood pressure abnormalities, dizziness, psychiatric disorder, epilepsy, need to be supported by others, intoxicated or under the influence of drugs, physical or mental condition that does not allow them to use the safety device properly.
- Please check your pockets and take them out before experience.
- Please shoot the ball towards the goal. Please do not kick the ball to others maliciously.
- To stop the experience, please raise your hand.
- For safety, please follow the instructions from staff. If you feel uncomfortable please raise your hand.

Clothing requirements:

- Tie back long hair.
- Eyeglasses must be secured.
- Shoes must be worn. No slippers, flip-flops, sandals, heels or open-toed shoes.
- No dangling accessories such as watches or bracelets.
- Appropriate clothing must be worn. No dresses or dresses that are too loose.
- Please check your pockets and take them out before experience.

“Speed Racer” Safety Precautions and Instructions

- One participant at a time.
- Persons must be 8 years old or above to use this attraction.
- Persons must be 120 cm or above tall to use this attraction.
- Persons must weigh 125kg or below to use this attraction.
- Please only partake in activities within your ability.
- Persons who are deemed unwell by staff, such as being visibly drunk, will not be permitted to use the attraction.





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- Persons with any of the following conditions are not allowed to use this attraction: Pregnant, heart conditions, back or spinal injury, dizziness, blood pressure abnormalities, psychiatric disorder, epilepsy, physically challenged/disabled, intoxicated or under the influence of drugs, poor physical or mental condition.
- Please check your pockets and take them out before experience.
- For safety, please follow the instructions from staff.
- If you feel uncomfortable or need assistance, please stop and raise your hand, our staff will assist you.
- Please remain seated after the ride cycle and leave according to staff instruction after the machine stopped.

Clothing requirements:

- Tie back long hair.
- Eyeglasses must be secured.
- Shoes must be worn. Slippers, flip-flops, sandals, heels or open-toed shoes are not recommended
- Appropriate clothing must be worn. Dresses or loose-fitting clothing are not suitable
- Please make sure there are no loose items in the pockets of your clothing.

As of December 1, 2023

