



Terms and Conditions:

General Terms

Tour reservation must be made through the Hotel* and is subject to availability upon request.

Itinerary of the tour: almond cookies and egg rolls making experience, craft beer workshop, and private transportation during the tour also decent service provided by the professional tour guide. For more information, please contact Grand Lisboa Palace Hotel Concierge +853 8881 9213 / concierge@GrandLisboaPalace.com , THE KARL LAGERFELD Hotel Concierge +853 8881 3200 / conciergeTKL@GrandLisboaPalace.com , Palazzo Versace Macau Hotel Concierge +853 8881 2200 / conciergePVM@GrandLisboaPalace.com

All rates are charged on a per guest basis and shown in MOP, and are subject to a 10% service charge and 5% government tax. This tour is only available for groups of 5 or more guests.

All rates are excluded other personal spending on any shop or restaurant.

Tours are only available during the guest's stay (both check-in and check-out days). Reserved tours are non-transferable, non-refundable and cannot be redeemed for cash. Please read the cancellation policy in these terms and conditions.

Smoking is prohibited during the tour, including but not limited to electronic cigarettes, ignited cigarettes, cigars, or pipes.

Guests must be at least 18 years old to reserve & participate the tour, a parent or legal guardian must accompany guests under the age of 18.

Alcoholic beverages with and alcohol concentration above 1.2% may be available on tours. It is prohibited to sell or supply any alcoholic beverages to individuals under the age of 18.

Items and food or beverages provided by third parties may be available in the tours, and guests are advised to be aware of the attributes and ingredients of the products. The Hotel is not responsible for any damages caused to the guest or others as a result of the use or consumption of utensils, food or drinks provided by third parties.

The Hotel reserves the right to cancel or modify the reservations, or to terminate a guest's participation in the tour, where it appears that a guest has engaged in fraudulent or inappropriate activity or under other circumstances where it appears that the reservations contain falsified or incomplete information, or contain or result from a mistake or error or if it is found that the guest is in breach of these Terms and Conditions. The guest shall be liable for any damage caused to the Hotel or third parties as a result.

This offer cannot be combined with other promotions, gift certificates or vouchers.

The Hotel reserves the right to change or cancel the tour due to inclement weather or other force majeure.

The Hotel shall not be liable for any losses, damages, costs or expenses incurred by guests as a result of any reservation cancellation.

This policy is a non-exhaustive list of reservation policies upheld by the Hotel. We reserve the right to add, alter, or amend any of the above terms, conditions, and rules as and when we deem it necessary.

Guarantee Policy

All reservations must be guaranteed by a full non-refundable advance payment for the total tour cost, including any applicable tax and service charge at the time of reservation via a valid credit card or designated form of e-payment.

Cancellation Policy

The tours offer exclusive and unique experiences specially arranged for guests. An advance payment (inclusive of taxes and service charges) will be levied for any no-show, reservation amendment or cancellation of guaranteed reservations from 6:00 p.m., 7 days prior to the tour date.

* "The Hotel" refers to SJM Resorts, Limited ("SJM"), GLP Hospitality Services Limited and/or other subsidiaries of SJM.