



GRAND LISBOA PALACE

MACAU

澳門上葡京

### **Terms and Conditions**

SJM Resorts, Limited (“SJM”) is the host of the “Sportopia” (“Campaign”) at Grand Lisboa Palace Resort Macau. The Campaign begins from 13 November 2025 onwards.

1. Participants can approach Level 1, Mall Concierge, Grand Lisboa Palace Resort Macau and receive two free game chances to experience “Mini Racing”, “Basketball Shooting Game”, “VR Racing Game”, “Virtual Tennis”, “Sam’s Bouncy Castle”, “Card Station” and “Claw Machine” via one of the following ways:
  - 1.1. Present an SJM Supreme Card; or
  - 1.2. Present a same-day receipt with a minimum spending of MOP100 at the shopping mall or F&B outlets of Grand Lisboa Palace Resort Macau (A maximum of six (6) free game chances may be redeemed per receipt. Receipts issued after 9:00 pm can be used for next day redemption); or
  - 1.3. Present a valid room key of Grand Lisboa Palace Resort Macau, THE KARL LAGERFELD, Palazzo Versace Macau, Grand Lisboa Macau, Hotel Lisboa or JAI ALAI Hotel (as per room night); or
  - 1.4. Present a valid entry ticket or booking confirmation letter for “GLP Arte” for the current month; or
  - 1.5. Following any two of the SJM’s official social media accounts (Facebook, Instagram, WeChat Official Account, RED Book, Weibo or TikTok), publishing a public post checking in at Grand Lisboa Palace Resort Macau (any element of “Sportopia” such as game area/game card), and including the hashtag “#Grandlisboapalace”. Present proof of following and the post to redeem game chances; or
  - 1.6. 1010, csl, NETVIGATOR, HKT Home Phone and Now TV customer must present the logged-in page of 1010, csl or My HKT App to redeem free game chances.
2. To receive the free game chances, participants must present the relevant supporting evidence (which cannot be reused once used for redemption) at the service counter, showing that they have fulfilled the above requirements.
3. Availability and prizes will be limited on first-come first-served basis.
4. The following persons are not eligible to participate in the Campaign during working hours:
  - 4.1. Employees, temporary employees, agents, successors, and assignees (“Employees”) of SJM;
  - 4.2. Employees of retailers at Grand Lisboa Palace.
5. SJM and its authorized third parties may take photographs, make video recordings or audio recordings inside or near the “Sportopia” game zone. By entering the “Sportopia” game zone, you agree to be included in such content and consent to its use in accordance with applicable laws without compensation.
6. 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.
7. Above Terms and Conditions governed the use of all games within the “Sportopia” game zone, including but not limited to the “Sam’s Bouncy Castle”. By participating, the guest hereby agrees to bound by the terms below:
  - 7.1. “Sam’s Bouncy Castle” are available for experience from 23 November 2025 onwards.
  - 7.2. It is compulsory for all participating guests to wear anti-slippery socks within the facility.
  - 7.3. Entry to the Sam’s Bouncy Castle area is managed through timed sessions. Each session is subject to a maximum capacity of twelve (12) participants at any one time. This is a non-discretionary safety measure.
  - 7.4. Availability of entrance to designated time session comes in first come first serve basis.
  - 7.5. One game chance is entitled to a fifteen (15) minute game session. This time includes the entry and exit of the participants.
  - 7.6. The session concludes promptly at the designated end time. All participants must exit immediately at this time to allow for the next session to begin on schedule.
  - 7.7. Late arrivals after designated session start time will not be compensated with extended time.
  - 7.8. For safety reasons, this facility is limited to children age 3 to 12 and are within 80-130 centimeters in height. Participant may be subject to a height check by staff prior to entry. SJM reserve the right to refuse the entry to any individual who exceeds the limits. No exception will be made, and no refunds will be given for refusal of entry due to height and age limit issues.





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8. SJM reserves the right to revise, cancel or modify this event at any time without prior notice. 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.
9. SJM reserves the right to amend the Terms and Conditions without prior notice.
10. In case of any disputes, the decision of SJM shall be final.
11. 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.
12. Safety Precautions and Instructions for each attraction:
  - 12.1. By entering the "Sportopia" game zone at Grand Lisboa Palace Resort Macau, 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" 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.
  - 12.2. Guests under 16 years must be accompanied by an adult (18 years or older) when entering to game zone. Guardians must actively supervise and care for their dependent person throughout their participation in activities and take full responsibility for their actions.
  - 12.3. 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. Guests participate at their own risks and are responsible for their own safety. To the maximum extent permitted by law, SJM shall not be liable for any personal injury or death arising from any accidents or causes.
  - 12.4. If guests feel unwell, he/she should immediately stop and seek assistance from nearby personnel.
  - 12.5. 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.
  - 12.6. Guests are solely responsible for their own belongings. SJM shall not assume liability for any damage to or loss of property.
  - 12.7. 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.
  - 12.8. 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.
  - 12.9. 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.
  - 12.10. 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 negligence or misconduct.

Updated on 15 December, 2025

