

Double Eleven Terms & Conditions



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

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

TERMS & CONDITIONS – ‘DOUBLE ELEVEN’ 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:

Booking Period

- Book-by date: 15 November 2018
- Stay Period: 6 – 31 January 2019 & 31 March – 11 April 2019

Rates and Deposit

- Reservation must be fully prepaid upon booking.
- Reservation is non-cancellable, non-amendable and non-refundable.
- Black-out dates may apply.
- 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.
- 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. A S\$100++ fee will be charged for each additional adult staying in Deluxe or Premier rooms. A fee of S\$220++ will be charged for each additional adult guest in the Club/Grand Club room and selected suites. Children who are 12 or younger sleep for free in the existing bedding of a room shared with a paying adult. Fees apply should a rollaway bed be required. Please contact the hotel for more information.
- 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 S\$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 you 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.

Eligible Age for Check-in

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

Double Eleven Terms & Conditions

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.
- The Hotel accepts Visa, MasterCard, American Express, JCB credit cards, China Union Pay and Diners Club. Debit Cards are not accepted.
- 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

- Reservations made for this offer 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.

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

Double Eleven Terms & Conditions

- Earning of rewards is only available for selected shows at Sands Theatre and is unavailable at Sands Expo and Convention Centre.
- Other Terms & Conditions apply

Breakfast Charge

- Bookings of Deluxe and Premier Rooms do not include breakfast. Bookings of Club Room, Grand Club Room and Suites include breakfast for 2 adults only.
- 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.

WECHAT DOUBLE 11 CAMPAIGN

Campaign Period: 1st Nov 2018 – 15th Nov 2018

General Terms and Conditions

1. Marina Bay Sands Pte Ltd (the “**Organiser**” or “**MBS**”) is the organiser of the ‘Double 11 Campaign’ (“**Campaign**”). The Terms and Conditions contained herein, including information on how to participate in the Campaign, will apply to the Campaign.
2. The Campaign will run from 1st November 2018 18:00 hours Singapore time to 15th November 2018 23:59 hours Singapore time (“**Campaign Period**”).
3. The Campaign is available to all customers from Mainland China, Hong Kong and Taiwan who are aged 21 years old and above (“**Participant**”). The following parties are not eligible to participate in the Campaign: (i) advertising agencies and affiliates of MBS who are directly involved in the promotion of the Campaign; (ii) employees of MBS tenanted retailers managing transactions; and (iii) employees of MBS and their immediate family members (“**Non-eligible Participants**”). It shall be the duty of employees of MBS to inform their immediate family members that they are not eligible to participate in the Campaign. MBS reserves the right to refuse to issue a prize to a winner determined to be a Non-eligible Participant.
4. The Campaign comprises of one (1) interactive game hosted on MBS WeChat Account. By playing any of the games, Participant stands a chance to win a random prize, and one (1) hotel offer which is open to customers from Mainland China, Hong Kong and Taiwan.
5. The WeChat interactive game is a game which requires Participants to spin the wheel and get the random prize. Details of the prizes are set out below:

Item	Quantity	Collection
F&B vouchers	10	At SRL Counter
Shopping Vouchers	10	At SRL Counter
DLC Tickets	20	At SRL Counter
Small Gifts	200	At SRL Counter
Double 11 Hotel Offer	Unlimited	Online Redeem

6. All customers who have booked a Double 11 hotel offer stay (“**Eligible Customers**”) stand a chance to win one nights stay in the Marina Suite of the Marina Bay Sands Hotel with \$1,111.00 SGD. One winner will be drawn from the list of Eligible Customers, and the draw will be conducted by MBS.

Double Eleven Terms & Conditions

Item	Quantity	Collection
Marina Suite	1	S\$1,111

- Draw details

S\$1,111 Grand Lucky Draw

Date: 16th Nov

Public Announcement of results of winner of the draw: 16th Nov

7. By participating in the Campaign, Participant grants MBS permission for MBS to publish the Participant's name on MBS' marketing channels and on any of MBS' social media platforms. If a Participant wishes to opt out of participation in the draw, the Participant must contact MBS at the following address to opt out: Christina.Chen@marinabaysands.com
8. Winners will be notified of their prizes after announcement date via WeChat messages, emails and MBS website. Winners have to confirm their acceptance of the winning prizes by responding through email or replying through MBS WeChat Account within one (1) week of notification and MBS reserves the right to select another winner. Prizes are not transferable and will be forfeited if not accepted and redeemed within the stipulated period.
9. Redemption of the prize is further subject to the winner agreeing to other applicable terms and conditions, such terms and conditions will be provided to the winner together with the notification of winning entry.
10. Prizes are not exchangeable for credit, cash or in kind and will not be replaced if lost.
11. The prize may not be sold or used for any commercial purpose, including but not limited to any use for which the participant would be entitled to collect fees or receive any remuneration.
12. MBS reserves the right, at any time and without prior notice, to amend or alter the Terms and Conditions of the Campaign, terminate the Campaign or adjust the draw prize structure, type and distribution and all Participants agree to be bound by such amendments or termination.
13. MBS reserves the right, in its sole and absolute discretion, to disqualify any individual for tampering with the Campaign or acting in violation of any of these Terms and Conditions.
14. MBS reserves the right to disqualify any Participant who does not comply with or meet the Terms and Conditions of the Campaign. MBS is not responsible for the loss of opportunity to participate if for any reason whatsoever, a Participant is unable to comply with the Terms and Conditions of this Campaign.
15. MBS has the right to final interpretation of these Terms and Conditions.
16. MBS is neither responsible nor liable for any delayed, lost, stolen, incomplete, late or misdirected entries and submissions caused by any reason whatsoever. In particular, MBS is not responsible for (a) electronic transmission errors or delays resulting in an inability to participate or other loss, (b) theft or destruction of or unauthorised access to or alterations of entry materials, or for

Double Eleven Terms & Conditions

technical, hardware, software failures of any kind, (c) lost or unavailable connections, or delayed computer transmissions, whether caused by MBS, users, or by any of the equipment or programming associated with or utilised in the Campaign or by any technical or human error which may occur in the processing of submissions which may limit, restrict, or prevent a Participant's ability to take part in the Campaign.

17. By participating in the Campaign, Participant agrees:
 - a. that no claim relating to such losses or injuries (including special, indirect and consequential losses) shall be asserted against MBS, its parent companies, affiliates, directors, officers, employees or agents from any and all losses, damages, rights, claims and actions of any kind resulting from the Campaign and acceptance of any winning prizes, including without limitation, personal injuries, death and property damage.
 - b. to the collection, use and disclosure to third party service providers by MBS, of any personal data provided by a participant to MBS in conjunction with the Campaign, for such purposes as MBS deems reasonably necessary for the administration and management of the Campaign.
18. By participating in the Campaign, Participant consents to receive future marketing offers, promotions and other news from MBS and/or its related companies.
19. By participating in the Campaign, Participant agrees to the privacy policy as stated on www.marinabaysands.com/policy.html.
20. Each Participant agrees to release, discharge, indemnify and hold harmless MBS and its agencies, affiliated companies, authorised partners, sub-contractors and their respective officers, directors, employees, agents from and against any claims, losses, liabilities, expenses, costs and damages arising from and in connection with Participant's participation in this Campaign and the acceptance, use and consumption of the vouchers and/or the prizes. MBS makes no warranties, representations or guarantee either expressed or implied regarding prizes / vouchers, including but not limited to any warranty of merchantability and fitness for a particular purpose. Any dispute about the quality, condition or performance of the products/services is to be resolved directly between the Participant and the relevant merchant. The merchants supplying the products/services are not a participant in or sponsor of the Campaign.
21. In the event of any dispute, the decision of MBS shall be final and binding and no further correspondence will be entertained.