

## LANDMARK BESPOKE

### Hotel Privileges Terms and Conditions

1. The hotel privileges can only be enjoyed by eligible BESPOKE customers based on their current tier status. For the avoidance of doubt, the hotel privileges can only be enjoyed by the eligible primary account holder.
2. Eligible BESPOKE customers are required to present the following information showing their tier status to the participating hotels, namely The Landmark Mandarin Oriental, Hong Kong, Mandarin Oriental, Macau, Mandarin Oriental Wangfujing, Beijing, and Mandarin Oriental, Hong Kong (each a “Hotel” and collectively, the “Hotels” ), in order to enjoy the entitled hotel privileges:
  - a. for One Central Macau BESPOKE customers, the WeChat interface and QR Code on the One Central Macau WeChat Official Service Account;
  - b. for LANDMARK BESPOKE customers, the app interface and QR Code on the LANDMARK mobile app; and
  - c. for WF CENTRAL Beijing BESPOKE customers, the WeChat interface and QR Code on the WF CENTRAL Beijing WeChat Official Service Account.
1. Eligible BESPOKE customers must also provide documents of identification if so requested by the Hotels. The documents will only be used for identification and/or verification purpose.
2. One Central Macau and the Hotels reserve the right at any time to request BESPOKE customers to provide documents or evidence for identification and/or verification purpose.
3. One Central Macau and the Hotels reserve the right to withhold the hotel privileges if in doubt of the BESPOKE customer’s identity.
4. One Central Macau and the Hotels reserve the right to amend these terms and conditions or withdraw or discontinue the hotel privileges, in whole or in part, at any time without prior notice to any BESPOKE customers.
5. All hotel privileges are non-transferable, non-refundable and non-redeemable for cash, credit or other benefits or offers.
6. One Central Macau and the Hotels have the sole right to interpret and apply these terms and conditions. All questions or disputes shall be resolved by One Central Macau and the Hotels in their absolute discretion. In the event of any dispute, the decision of One Central Macau and the Hotels shall be final. The decision of One Central Macau and the Hotels on all matters relating to, or in connection with, this offer shall be final and binding.
7. All privileges and services in relation to the Hotels will be subject to the terms and conditions prescribed by the respective Hotels. One Central Macau shall not be responsible for any matters in relation to the related privileges or services.
8. This offer is also subject to the terms and conditions of LANDMARK BESPOKE Programme, One Central Macau BESPOKE Programme and WF CENTRAL Rewards applicable to the BESPOKE customers.
9. In case of discrepancies between the English and Chinese versions of these terms and conditions, the English version shall prevail.

#### **The Landmark Mandarin Oriental, Hong Kong:**

##### Room Privileges

1. Rooms are subject to availability at the time of booking.
2. Room rates are subject to 10% service charge.
3. Reservation must be made directly to the Hotel.
4. The hotel privileges are not applicable for group bookings and cannot be used in conjunction with any other offers and benefits.
5. Eligible BESPOKE customers can book up to 2 additional rooms for staying over the same period, and such BESPOKE customer must accompany the party as a guest for which reservations are made.
6. Hotel credit is not redeemable for PDT, Bastien Gonzalez treatments or retail purchases at The Oriental Spa and designated restaurants in the Hotel.
7. Room upgrade, early check-in and late check-out are subject to availability. Room upgrade is not applicable for booking L450 Deluxe Room, L600 Executive Room and all suite types.
8. Amendment or cancellation must be made by 2pm, 2 days prior to arrival to avoid room charge for one night. For certain periods, the amendment or cancellation must be made by 2pm, 7 days prior to arrival to avoid cancellation charge for the full period of stay. The above cancellation charge will also apply to any no show reservation and no further remedy shall be made. For full details, please check with the Hotel at the time of reservation.
9. A credit card is required at the time of reservation for guaranteeing the booking.

### Reward Points

1. Transactions of HK\$100 or above at participating F&B and Spa outlets at The Landmark Mandarin Oriental, Hong Kong are eligible for earning BESPOKE Reward Points, one for every HKD spent while enjoying world-class F&B and Spa offerings. Receipts from The Oriental Spa are only eligible for registration from 16 July 2019 onwards.

- Amber
- MO Bar
- Please Don't Tell Bar
- SOMM
- Sushi Shikon
- The Oriental Spa

### **Mandarin Oriental, Macau:**

#### Room Privileges

1. Rooms are subject to availability at the time of booking.
2. For any booking during the 2019 Peak Dates (as set out below), eligible BESPOKE customers will not be entitled to any hotel privileges.

2019 Peak Dates (both dates inclusive)		
Dates	Day of week	Events or Festivals
1 Jan	Tue	New Year
5 - 14 Feb	Tue – Thu	Chinese New Year
19 – 22 Apr	Fri – Mon	Easter
29 Apr – 1 May	Mon – Wed	May Labor Week
7 – 9 Jun	Fri – Sun	Dragon Boat Festival
13 – 15 Sep	Fri – Sun	Mid-Autumn Festival
30 Sep – 7 Oct	Mon – Mon	China National Week
15 – 16 Nov	Fri – Sat	Grand Prix
22 – 26 Dec	Sun – Thu	Christmas
28 – 31 Dec	Sat – Tue	New Year' s Eve

3. All rates are subject to 10% service charge and 5% government tourism tax.
4. Reservation must be made directly to the Hotel.
5. Hotel privileges for room booking are based on a 2-person stay per room; a supplement will be charged for any additional person(s) for the same room.
6. Room upgrade, early check-in and late check-out are subject to availability.
7. The hotel privileges are not applicable for group bookings and cannot be used in conjunction with any other offers and benefits.
8. Amendment or cancellation to any room booking must be made by 6pm the day prior to arrival to avoid cancellation charge for the full period of stay.
9. Any no show reservation for room booking shall be subject to full charge and no further remedy shall be made.
10. A credit card is required at the time of reservation for guaranteeing the booking.

### Reward Points

1. Transactions of MOP100 or above at participating F&B and Spa outlets at Mandarin Oriental, Macau are eligible for earning BESPOKE Reward Points, one for every MOP spent while enjoying world-class F&B and Spa offerings.

- Lobby Lounge
- Vida Rica Bar
- Vida Rica Restaurant
- The Spa

### **Mandarin Oriental Wangfujing, Beijing:**

#### Room Privileges

1. Rooms are subject to availability at the time of booking.
2. Room rates are subject to 16.6% service charge and tax.
3. Reservation must be made directly to the Hotel.
4. The hotel privileges are not applicable for group bookings and cannot be used in conjunction with any other offers and benefits.

5. Hotel privileges for room booking are based on a 2-person stay per room; a supplement will be charged for any additional person for the same room.
6. Hotel credit is not redeemable for afternoon tea, retail purchases at the Hotel, transportation and tour program offered by the Hotel.
7. Complimentary room upgrade to next room category (up to Premier Room) is subject to availability upon check-in.
8. Complimentary early check-in at 12 noon time or late check-out till 2pm are subject to availability.
9. Amendment or cancellation must be made by 6pm, 1 day prior to arrival to avoid room charge for one night. Amendment or cancellation for all Suites must be made by 6pm 3 days prior to arrival to avoid room charge for one night. For certain periods, the amendment or cancellation must be made by 6pm, 7 days prior to arrival to avoid cancellation charge for the full period of stay. The above cancellation charge will also apply to any no show reservation and no further remedy shall be made. For full details, please check with the Hotel at the time of reservation.
10. A credit card is required at the time of reservation for guaranteeing the booking.

**Reward Points**

1. Transactions of RMB100 or above at participating F&B and Spa outlets at Mandarin Oriental Wangfujing, Beijing are eligible for earning BESPOKE Reward Points, one for every RMB spent while enjoying world-class F&B and Spa offerings.
  - Mandarin Grill + Bar
  - Café Zi
  - MO Bar
  - The Library
  - The Spa

**Mandarin Oriental, Hong Kong:**

Room Privileges

1. Rooms are subject to availability at the time of booking.
2. Room rates are subject to 10% service charge.
3. Reservation must be made directly to the Hotel.
4. No charge for bookings cancelled by 4pm the day prior to arrival.
5. Eligible BESPOKE customers can book up to a maximum of two (2) rooms for staying over the same period. Guests must be accompanied by the BESPOKE customer upon check-in.
6. The hotel privileges are not applicable for group bookings and cannot be used in conjunction with any other offers and benefits.
7. Room upgrade, early check-in, late check-out and 50% off for 2nd spa treatment are subject to availability.
8. A credit card is required at the time of reservation for guaranteeing the booking.

Dining Privileges

1. Subject to availability, dining privileges cannot be used in conjunction with any other offers, promotions, discount or coupons. Limited to a maximum of up to 8 guests per booking per table. The following blackout dates apply.
2. Offers are non-transferable and cannot be redeemed for cash, credit, products or services.
3. The offer is valid only until 31 December 2019.
4. Service charge will be applied.
5. The offer is limited for dinner, and dine-in only.
6. Participating restaurants: Pierre, Mandarin Grill + Bar and Café Causette.
7. The offer is not applicable for ticket sales, banquet events, corkage or cake charges.

Spa and Salon Privileges

1. Subject to availability, spa and salon privileges cannot be used in conjunction with any other offers, promotions, discount or coupons. The following blackout dates apply.
2. Offers are non-transferable and cannot be redeemed for cash, credit, products or services.
3. The offer is valid only until 31 December 2019.
4. Participating outlets: The Mandarin Spa and The Mandarin Salon.

2019 Blackout Dates		
Date	Day of week	Events or Festivals
1-Jan	Tue	New Year's Day
5-Feb	Tue	Chinese Lunar New Year's Day
6-Feb	Wed	Second day of Chinese Lunar New Year (Fireworks)
14-Feb	Thur	Valentine's Day

19-Apr	Fri	Good Friday
12-May	Sun	Mother's Day
16-Jun	Sun	Father's Day
1-Jul	Mon	Hong Kong Special Administrative Region Establishment Day
1-Oct	Tue	National Day of the People's Republic of China (Fireworks)
28-Nov	Thur	Thanksgiving
23-Dec	Mon	Pre-Christmas Eve
24-Dec	Tue	Christmas Eve
25-Dec	Wed	Christmas Day
26-Dec	Thur	Boxing Day
31-Dec	Tue	New Year Eve