

## **WF CENTRAL 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, and 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 WF CENTRAL Beijing BESPOKE customers, the WeChat interface and QR Code on the WF CENTRAL Beijing WeChat Official Service Account.
  - b. for LANDMARK BESPOKE customers, the app interface and QR Code on the LANDMARK mobile app; and
  - c. for One Central Macau BESPOKE customers, the WeChat interface and QR Code on the One Central Macau WeChat Official Service Account;
3. 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.
4. Hongkong Land and the Hotels reserve the right at any time to request BESPOKE customers to provide documents or evidence for identification and/or verification purpose.
5. Hongkong Land and the Hotels reserve the right to withhold the hotel privileges if in doubt of the BESPOKE customer’s identity.
6. Hongkong Land 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.
7. All hotel privileges are non-transferable, non-refundable and non-redeemable for cash, credit or other benefits or offers.
8. Hongkong Land and the Hotels have the sole right to interpret and apply these terms and conditions. All questions or disputes shall be resolved by Hongkong Land and the Hotels in their absolute discretion. In the event of any dispute, the decision of Hongkong Land and the Hotels shall be final. The decision of Hongkong Land and the Hotels on all matters relating to, or in connection with, this offer shall be final and binding.
9. All privileges and services in relation to the Hotels will be subject to the terms and conditions prescribed by the respective Hotels. Hongkong Land shall not be responsible for any matters in relation to the related privileges or services.
10. 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.
11. In case of discrepancies between the English and Chinese versions of these terms and conditions, the English version shall prevail.

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

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, transportation and tour program.
7. Complimentary room upgrade to next room category (up to Premier Room), 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 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.

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

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.

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

#### Room Privileges

1. Rates are subject to 10% service charge.
2. No charge for bookings cancelled by 4pm the day prior to arrival.
3. Members can book up to two (2) additional rooms for staying over the same period. Guests must be accompanied by the member upon check-in.
4. The exclusive benefits are not applicable to group bookings and cannot be combined with any other offers and benefits.
5. Room upgrade, early check-in, late check-out and 50% off 2nd treatment are subject to availability

#### Dining Privileges

1. Subject to availability, the following blackout dates apply, and cannot be used in conjunction with any other special offers or promotions. Limited to a maximum of up to 8 guests per booking per table.
2. This offer cannot be used in conjunction with any other offer, discount or coupons.

3. Offers are non-transferable and cannot be redeemed for cash, credit, or products or services.
4. The offer is valid only until 31 December 2019.
5. Service charge will be applied.
6. The offer for dining is applicable for up to 8 persons, available for food during the dinner period, and dine-in only.
7. BESPOKE members are required to present their BESPOKE program profile card to the waitstaff at the participating MOHKG outlets: Pierre, Mandarin Grill + Bar and Café Causette to redeem the offer.
8. The offer is not applicable for ticket sales, banquet events, corkage or cake charges.

Spa and Salon Privileges

1. Subject to availability, the following blackout dates apply, and cannot be used in conjunction with any other special offers or promotions.
2. This offer cannot be used in conjunction with any other offer, discount or coupons.
3. Offers are non-transferable and cannot be redeemed for cash, credit, or products or services.
4. The Offer is valid only until 31 December 2019.
5. BESPOKE members are required to present their BESPOKE Program profile card to the staff at the participating MOHKG outlets: The Mandarin Spa and The Mandarin Salon to redeem the offer.
6. The Offer is not applicable for ticket sales, banquet events, corkage or cake charges.

<b>2019 Blackout Dates</b>		
<b>Date</b>	<b>Day of week</b>	<b>Events or Festivals</b>
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

**Mandarin Oriental, Macau:**

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.
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.

<b>2019 Peak Dates (both dates inclusive)</b>		
<b>Dates</b>	<b>Day of week</b>	<b>Events or Festivals</b>
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