

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, 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 Official WF CENTRAL Beijing WeChat Mini-programme Account.
 - b. for One Central Macau BESPOKE customers, the WeChat interface and QR Code on the One Central Macau WeChat Official Service Account;
 - c. for LANDMARK BESPOKE customers, the app interface and QR Code on the LANDMARK mobile app;
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 WF CENTRAL BESPOKE programme, LANDMARK BESPOKE Programme and One Central Macau BESPOKE Programme 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:

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

Reservation must be made directly to the Hotel. Reservation contact: +86 10 8509 8865; mowfj-reservations@mohg.com.

3. The hotel privileges are not applicable for group bookings and cannot be used in conjunction with any other offers and benefits.
4. 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.
5. Hotel credit is not redeemable for afternoon tea, retail purchases at the Hotel, transportation and tour program offered by the Hotel.
6. Complimentary room upgrade to next room category (up to Premier Room) is subject to availability upon check-in.
7. Complimentary early check-in at 12 noon time or late check-out till 2pm are subject to availability.
8. 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.

9. A credit card is required at the time of reservation for guaranteeing the booking.

Reward Points

1. Transactions at participating F&B, Spa outlets and Accommodations at Mandarin Oriental Wangfujing, Beijing are eligible for earning BESPOKE Reward Points, one BESPOKE Reward Point for every RMB spent while enjoying world-class Accommodations, F&B and Spa offerings. Receipts from the Accommodations are only eligible for registration from 17 September to 31 December 2020.
 - (a) Accommodations: Hotel room stay, including room rate under BAR or package rate listed on hotel website, dining, spa treatment, laundry and other applicable hotel services during the stay
 - (b) Dining at the restaurants within the hotel
 - (c) SPA, including all spa treatment and membership
 - (d) Not applicable for group booking and event expenses, spa and gift shop retail items, hotel limo and tour arrangements and, floral service.
2. Transactions of special hotel privileges included are not applicable for earning BESPOKE Rewards Points.

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 credits are applicable to Amber, SOMM, MO Bar, PDT, In-room dining and Spa treatments; and are not applicable to The Oriental Spa's BGA and Spa retail.
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, Spa outlets and Accommodations at The Landmark Mandarin Oriental, Hong Kong are eligible for earning BESPOKE Reward Points, one BESPOKE Reward Point for every HKD spent while enjoying world-class Accommodations, F&B and Spa offerings. Receipts from the Accommodations are only eligible for registration from 10 August 2020 onwards.
 - (a) Accommodations: Hotel room stay, including room rate, dining, spa and any other services during the stay;
 - (b) Dining at the following restaurants within the Hotel:
 - Amber
 - SOMM
 - MO Bar
 - Please Don't Tell Bar
 - Sushi Shikon
 - Kappo Rin
 - (c) The Oriental Spa, including all spa treatment and membership, product and other services.

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 credits are applicable to Mandarin Grill + Bar, Café Causette, Clipper Lounge, In-room Dining and Spa treatments; and not applicable on retail products.
7. Room upgrade, early check-in and late check-out are subject to availability.
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, Spa outlets and accommodations on direct bookings at Mandarin Oriental, Hong Kong are eligible for earning BESPOKE Reward Points, one BESPOKE Reward Point for every HKD spent while enjoying world-class Accommodations, F&B and Spa offerings.
 - (a) Accommodations: Hotel room stays on direct bookings at Mandarin Oriental Hong Kong, including room rates, dining, spa and any other services during the stay and designated promotional offer, excluding booking under Online Travel Agents, negotiated rates includes but not limited to corporate rates and group rates;
 - (b) Dining at the following restaurants within the Hotel:

- Mandarin Grill + Bar
- The Krug Room
- Café Causette
- Clipper Lounge
- The Chinnery
- In-room Dining

(c) Purchase at the following shops within the Hotel, including all treatments, product and other services, excluding memberships: The Mandarin Spa, The Mandarin Salon, The Mandarin Barber, The Mandarin Flower Shop.

Mandarin Oriental, Macau:

Room Privileges

1. Rooms are subject to availability at the time of booking.
2. For any booking during the 2020 Peak Dates (as set out below), eligible BESPOKE customers will not be entitled to any hotel privileges.

2020 Peak Dates (both dates inclusive)		
Dates	Day of week	Events or Festivals
1-Jan	Wed	New Year
25 - 28 Feb	Sat – Tue	Chinese New Year
10 – 13 Apr	Fri – Mon	Easter
1-May	Fri	May Labor Week
25-Jun	Thu	Dragon Boat Festival
30 Sep – 7 Oct	Wed – Wed	China National Week
1-Oct	Thur	Mid-Autumn Festival
19 – 22 Nov	Thu – Sun	Grand Prix
22 – 26 Dec	Tue – Sat	Christmas
28 – 31 Dec	Mon – Thu	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 HK\$100 or above at participating F&B, Spa outlets and Accommodations at Mandarin Oriental, Macau, are eligible for earning BESPOKE Reward Points, one BESPOKE Reward Point for every MOP spent while enjoying world-class Accommodations, F&B and Spa offerings. Receipts from the Accommodations and The Mandarin Cake Shop are only eligible for registration from 14 September 2020 onwards.
 - Accommodations: Hotel room stays on direct bookings at Mandarin Oriental, Macau, including room rates, dining, spa and any other services during the stay and designated promotional offer, excluding booking under Online Travel Agents, negotiated rates includes but not limited to corporate rates and group rates;
 - Lobby Lounge
 - Vida Rica Bar
 - Vida Rica Restaurant
 - The Spa
 - The Mandarin Cake Shop