

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 customers are required to present the tier App/ WeChat interface and QR Code on LANDMARK HONG KONG app, One Central Macau WeChat Official Service Account or WF Central Beijing Official Service Account in order to enjoy the entitled privileges. All customers must also provide documents of identification if so requested by the hotel. The documents will only be used for identification and/or verification purpose.
3. Hongkong Land and the hotel reserves the right at any time to request customers to submit the relevant documents or evidence for identification and/or verification purpose.
4. Hongkong Land and the hotel reserves the right to withhold the hotel privileges if in doubt of the customer's identity.
5. Hongkong Land and the hotel reserve the right to amend these terms and conditions or withdraw or discontinue the offers, in whole or in part, at any time without prior notice.
6. All hotel privileges are non-transferable, non-refundable and non-redeemable for cash, credit or other benefits or offers
7. Hongkong Land and the hotel have the sole right to interpret and apply these terms and conditions. All questions or disputes shall be resolved by Hongkong Land and the hotel in their absolute discretion. In the event of any dispute, the decision of Hongkong Land and the hotel shall be final. The decision of Hongkong Land and the hotel on all matters relating to, or in connection with, this offer shall be final and binding.
8. All privileges and services in relation to Landmark Mandarin Oriental, Hong Kong and Mandarin Oriental, Macau will be subject to the terms and conditions prescribed by Landmark Mandarin Oriental, Hong Kong and Mandarin Oriental, Macau. Hongkong Land, Landmark Mandarin Oriental, Hong Kong and One Central Macau shall not be responsible for any matters in relation to the related privileges or services.
9. This offer is also subject to the terms and conditions of LANDMARK Bespoke Programme, One Central Macau Rewards Programme and WF Central Rewards applicable to the Eligible Customers.

The Landmark Mandarin Oriental, Hong Kong:

10. Rooms are subject to availability at the time of booking.
11. Room rates are subject to 10% service charge.
12. The exclusive benefits are not applicable for group bookings and cannot be combined with any other offers and benefits.
13. Members can book up to two (2) additional rooms for staying over the same period, and Members must accompany the party as a guest for which reservations are made.
14. Hotel credit is not redeemable for PDT, Bastien Gonzalez treatments or retail purchases at The Oriental Spa and designated restaurants in the Hotel.
15. Room upgrade is not applicable for booking L450 Deluxe Room, L600 Executive Room and all suite types.
16. A credit card is required at the time of reservation for guaranteeing the booking.

Mandarin Oriental Macau:

17. Bookings of stays during 2019 Peak dates will only be entitled partial hotel privileges and is subject to the terms and conditions prescribed by Mandarin Oriental, Macau.

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

18. All rates are subject to 10% service charge and 5% government tourism tax.
19. Reservation must be made directly to hotel.

20. Package is based on 2 persons; a supplement will be charged for additional persons.
21. Room upgrade, early check-in and late check-out is subject to availability
22. The offer cannot be used in conjunction with any other offers or privileges and is not valid for group bookings.
23. Amendment or cancellation must be made by 6PM, 1day prior to arrival to avoid full period of stay cancellation charge.
24. Any no show reservation will still be counted for charges and no further remedy will be made.