

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.
 - (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.

Please click below to understand more about privileges and booking details at **The Landmark Mandarin Oriental and Mandarin Oriental, Hong Kong**

<https://www.landmark.hk/en/bspoke/privileges-and-rewards>

Please click below to understand more about privileges and booking details for **Mandarin Oriental, Macau**

http://www.onecentralmall.com.mo/wordpress/wp-content/uploads/2021/02/BESPOKE_Privileges_MO_EN_updated.pdf