

Terms and Conditions

1. SJM Resorts ("SJM") is the host of "Air Macau Exclusive Offer - For Business Class Passengers" ("Promotion").
2. This Promotion is governed by and subject to the following terms and conditions.
3. The promotion is held from 1 July 2025 until 31 December 2025 ("Promotion Period").
4. During the promotion period, eligible guests can enjoy the below offers by sending valid Air Macau business class electronic ticket itinerary to GLP reservation:

Eligibility	Offer	Limo Service Reservation	Promotion Period
Valid Air Macau business class electronic ticket itinerary with J/C/D/Z/I class (Flight code must be "NX", departing from Japan, Korea, Singapore, Malaysia, Thailand, Indonesia, and Vietnam) with Macao (MFM) as direct flight destination.	<ul style="list-style-type: none"> One-way limousine service, from Macau International Airport (MFM) to GLP Resorts (*Round-trip limousine service, arrive from Macau International Airport (MFM) to GLP Resorts, departure from GLP Resorts to Macau International Airport available for GLP in-house guests) GLP MOP500 dining coupon (requires minimum spending of MOP1,500) 	<p>Guest must send the following information to reservations@grandlisboapalace.com 48 hours prior to arrival:</p> <ul style="list-style-type: none"> Valid Air Macau business class electronic ticket itinerary with J/C/D/Z/I class <p>***For round-trip limousine service, please also provide a valid e-confirmation letter of the hotel stay plus a copy of the electronic ticket itinerary.</p>	1 July 2025 until 31 December 2025

5. Eligible guests must be taking Air Macau direct flight business class, from the following cities: Bangkok, Da Nang, Hanoi, Jakarta, Kuala Lumpur, Osaka, Seoul, Singapore, Tokyo to Macau International Airport.
6. Each of the above offers can only be used once per valid electronic ticket itinerary with J/C/D/Z/I class.
7. All offers are subject to availability on a first-come-first-served basis.
8. Any additional spending must be settled by cash, credit card or E-payment.
9. In case of any discrepancy between the English and Chinese versions, the English version shall prevail.
10. SJM and Air Macau reserve the right to suspend or terminate this offer and amend the terms and conditions with 3-month prior notice. In case of any disputes, the decision of SJM shall be final and conclusive.

Terms and Conditions – Limousine service (non in-house guests)

1. Eligible guests must submit a valid Air Macau business class electronic ticket itinerary via email to the designated mailbox at least 48 hours before arriving in Macau. After receiving a booking request, guests will be sent an email confirmation with information of the pick-up arrangement, such as the estimated arrival time of the vehicle, and pick up at the Macau airport will be arranged according to your flight arrival time.
2. Should there be a need to change or cancel the limousine service, guests are required to contact the relevant department at least two working days prior to the scheduled appointment. Any requests for changes or cancellations not made within this timeframe will result in the service being considered as already utilized, and the same ticket will not be eligible to book this service again.
3. Eligible guests (non-in-house guests) will receive a one-way limousine point-to-point service from Macau International Airport to the GLP Resorts.
4. One-way limousine point-to-point service must be reserved on the same date as the arrival date on the business class electronic ticket itinerary.
5. Limousine is a seven-seater model, accommodating a maximum of six passengers.
6. Late cancellations, late arrivals or no-shows will result in the service being deemed used and cannot be rebooked.
7. Passengers of the limousine service are covered by insurance as required by laws of Macau.
8. For inquiries or assistance regarding the limousine service, please contact the relevant department:
Phone: (853) 8881 8000 | Email: reservations@grandlisboapalace.com

Terms and Conditions – Limousine service (in-house guests)

1. Eligible guests must send a valid Air Macau business class electronic ticket itinerary and a copy of the hotel confirmation under the same name as the electronic ticket itinerary for one of the GLP hotels via email to the designated mailbox at least 48 hours before arriving in Macau. After receiving a booking request, guests will be sent an email confirmation with information of the pick-up arrangement, such as the estimated arrival time of the vehicle, and pick up at the Macau airport will be arranged according to your flight arrival time.
2. Should there be a need to change or cancel the limousine service, guests are required to contact the relevant department at least two working days prior to the scheduled appointment. Any requests for changes or cancellations not made within this timeframe will result in the service being considered as already utilized, and the same ticket will not be eligible to book this service again.
3. Eligible guests (in-house guests) will receive a point-to-point round-trip limousine service from Macau International Airport to the GLP hotel.
4. Eligible guests must stay at any of the three hotels within the Grand Lisboa Palace Resort Macau—Grand Lisboa Palace Macau, Palazzo Versace Macau, and The Karl Lagerfeld — will receive a round-trip limousine transfer service.
5. Round-trip limousine booking is only available during the stay period, and are non-exchangeable, non-refundable, non-cancellable, and cannot be changed or exchanged for other offers.
6. Limousine is a seven-seater model, accommodating a maximum of six passengers.
7. Late cancellations, late arrivals or no-shows will result in the service being deemed used and cannot be rebooked.
8. Passengers of the limousine service are covered by insurance as required by laws of Macau.
9. For inquiries or assistance regarding the limousine service, please contact the relevant department:
Phone: (853) 8881 8000 | Email: reservations@grandlisboapalace.com

Terms and Conditions – GLP MOP500 F&B coupon (Required MOP1,500 Minimum Spend)

1. The F&B coupon can only be used at the designated restaurants at Grand Lisboa Palace Resort Macau: Palace Garden, Zuicho, Don Alfonso 1890, Mesa by Jose Avilez, The Grand Buffet, Chalou, Wulao, Hua Ting, Eight Treasures, GLP Café, Kulu Kulu, Red Bowl, The Book Lounge, La Scala del Palazzo, GLP Lobby Lounge and BAR CARAT.
2. The F&B coupon is eligible for redemption upon spending MOP1,500 (including service charges and government tax) when dining-in at the above restaurants.
3. Blackout dates apply: 1 to 7 October, 20 to 21 December, 24 to 25 December, 31 December, 2025
4. The F&B coupon is for dine-in and à la carte menu only (not applicable for alcoholic beverages, promotion dishes and miscellaneous products and service).
5. The original F&B coupon must be presented upon payment and it cannot be used in conjunction with other offers, gift cards or cash vouchers.
6. Any additional spending must be settled by cash, credit card or E-payment.
7. SJM reserves the right to suspend or terminate this offer and amend the terms and conditions with 3-month prior notice. In case of any disputes, the decision of SJM shall be final and conclusive.

Ad Hoc Scenario – Limousine service (Eligible guests)

1. If eligible in-house guests notice this promotion during the stay or on the check-out date, guests must submit a valid Air Macau business class electronic ticket itinerary via email to reservations@grandlisboapalace.com at least 6 hours advance confirmation of departure limousine.