

SJM Jam Hsiao “Music Height” Music Show Tickets – Terms and Conditions

SJM Resorts, Limited (“SJM”) is the host of SJM Jam Hsiao “Music Height” Music Show (the Music Show). The Music Show will be held at The Grand Hall, Level 1, Grand Lisboa Palace Macau, on 27th Dec 2025, at 08:00pm. Ticket are not available for public sale.

Tickets – Terms and Conditions

1. Child who is 3 years old or under can be admitted without a ticket (subject to change depending on event) as long as the child without ticket does not occupy a seat.
2. Child who is 12 years old or under must be supervised by an adult at all times.
3. Original ticket must be presented for entry. Reissues for lost tickets cannot be processed under any circumstances. Late arrival may result in non-admittance.
4. Entry will be refused if tickets are damaged, defaced, forged or copied in any way or are not obtained through authorized means.
5. SJM reserves the right to refuse entry to (or remove from) the venue, any person who does not comply with these terms and conditions, or for safety, health, or security reasons. SJM shall not indemnify or be liable to any person in any way for such events.
6. Tickets are non-refundable and non-exchangeable, unless the event is postponed or cancelled by SJM or Promoter.
7. SJM reserves the right to charge a fee for the replacement of tickets and the right not to replace tickets if ticket holder details cannot be verified.
8. Ticket may not, without the prior written consent of SJM or the Promoter, be resold or offered for resale at a premium (including via on-line auction sites) or used for advertising, promotion or other commercial purposes. If a Ticket is sold or used in breach of this condition, the ticket may be cancelled without a refund and the ticket holder may be refused admission.
9. SJM reserves the rights to add, withdraw, rearrange and/or vary programs, venues, seating arrangements and audience capacity.
10. Cameras, audio and video recorders are not permitted inside the venue, unless previously authorized by SJM, Event Partner or Promoter.
11. By entering the venue, you consent and authorize SJM, Event Partner and Promoter to photograph, film, videotape, record, or reproduce your likeness, image and/or voice for any purpose without any payment or consideration.
12. By using this ticket, the ticket bearer agrees to this Terms and Conditions and Privacy Policy.
13. In case of any dispute, SJM shall reserve the final discretion of interpretation.
14. Macau law shall govern the use of this ticket.

Important Notice

1. Bag searches will be conducted prior to entering the event hall. Bags/ boxes/ luggage larger than the dimensions of 30(L) x 20(W) x 50(H) cm are not allowed in the venue. Any items deemed to be dangerous or inappropriate by SJM are prohibited and prohibited items must be removed from the venue or discarded. Unlawful items and the person in possession of those items will be reported to the police.
2. Participants are responsible for their personal belongings and unattended items may be removed. SJM will not be liable for any loss or damage to any personal belongings.
3. No photography equipment, tablets, selfie sticks, recording devices or tripods is allowed. No Livestream is allowed.
4. No metal and glass containers are allowed.

5. No Flower basket is allowed.
6. Explosives, dangerous goods, inflammable materials, hazardous substances are prohibited inside the venue.
7. Possessing and using fireworks, pyro, aerosols or laser device, laser pointers, laser sticks and laser pens are prohibited.
8. Alcoholic beverages, controlled substances or drugs is prohibited inside the venue.
9. No offensive items, weapons, scissors, firearms (real or fake), or items longer than 1 foot is allowed.
10. No banners/ signs/ flags larger than 50cm x 50cm or luminous headgear is allowed.
11. Folding stools, chairs, footrests or ladders is prohibited inside the venue.
12. No baby strollers, recreational devices with wheels, hand carts or transportation tools with wheels is allowed.
13. Participants who throw objects on stage will be immediately ejected from the venue.
14. Smoking is prohibited in the venue, including but not limited to electronic cigarettes, ignited cigarettes, cigars, or pipes.
15. No compressed air horns, mobile amplifiers or speakers is allowed.
16. Participants enter the venue at their own risk, performance may contain strong and strobe lighting and smoke. To the maximum extent permitted by law, SJM will not be responsible for any loss, damage, harm or injury arising from the Music Show.
17. Please inform security if feeling unwell or any assistance is needed.
18. SJM cannot guarantee the participant's view is totally free from any obstruction during an event.

Dining Privilege

1. Participants can enjoy selected offers at designated F&B outlets ("F&B Outlets") by presenting the physical music show ticket ("Offer"). Offer is only valid during the offer period.
2. Designated F&B Outlets and Offer Period :

Designated F&B Outlets	Offer Period	Offer
Red Bowl	5pm on 27 th Dec – 00:30am on 28 th Dec 2025	15% off
Kulu Kulu		
GLP Café	5pm on 27 th Dec – 1am on 28 th Dec 2025	
Eight Treasures		
Vivienne Westwood Café	5pm – 8:30pm on 27 th Dec 2025	
Chalou	5pm – 9pm on 27 th Dec 2025	
Wulao	5pm – 11pm on 27 th Dec 2025	
Mesa Bar	9pm on 27 th Dec – 1am on 28 th Dec 2025	
The Grand Buffet	5:30pm – 10pm on 27 th Dec 2025	
Hua Ting	5pm – 9:30pm on 27 th Dec 2025	

3. Offer is subject to the availability and business hours of the F&B Outlets.
4. Each ticket can be used once only at each F&B Outlet.
5. For Red Bowl, Kulu Kulu, Eight Treasures, Vivienne Westwood Café, Chalou, GLP Café, Wulao, and Hua Ting, the discount is for a la carte menu only; for The Grand Buffet, the discount is for dinner buffet only; for Mesa Bar, the discount is for designated beverage only.
6. Offer cannot be used in conjunction with any other offer, promotion, set menu or discount.
7. Terms and conditions apply. In case of any dispute, SJM shall reserve the final discretion of interpretation.

* SJM and Grand Lisboa Palace shall mean SJM Resorts, Limited, GLP Hospitality Services Limited or other subsidiaries of SJM ("SJM Group").

Updated as of 6th Oct 2025