GRAND LISBOA PALACE
上葡京

Terms and Conditions

1. By registering to the workshop, the participant (or the parent/ guardian of participant under 18 years of age) hereby confirms that she/he agrees to all the terms and conditions listed below.

2. For the participants' age requirements of each workshop, please refer to the official website of "GLP Arte".

3. The following discounts are available when workshops are registered and paid at "GLP Arte":
   3.1 Discount for SJM Supreme card:
   Emerald card: 5% discount
   Gold card: 10% discount
   Platinum card: 15% discount
   Diamond card or above: 20% discount
   3.2 Hotel guests — 20% discount: Hotel guests can enjoy 20% discount by presenting their room key upon payment.
   3.3 Single spending of MOP300 or above at GLP — 20% discount: A same-day receipt of MOP300 or above from retail shops or restaurants of Grand Lisboa Palace must be presented upon payment.
   3.4 Only one of the above discounts can be applied.

4. Participants must pay the fee within 48 hours after making a reservation by telephone or after receiving the payment link, otherwise the reservation will be automatically canceled. Workshop spaces are limited, reservation is only confirmed upon full payment on a first-come, first-served basis. There is no refund or exchange once the participant's purchase has been made.

5. Participants must present the original ticket or confirmation letter at the workshop entrance. Ticket will not be replaced or accepted if lost, damaged or stolen.

6. Participants need to register 5 minutes before the workshop at the activity venue, admission will be stopped 15 minutes after the workshop starts.

7. If the workshop is cancelled by SJM RESORTS, S.A. ("SJM"), (including: "National Day Mini Peony Potted Plant Workshop", "National Day Block Printing Workshop", "Neon Sign Workshop", "Golf Punch Needle Workshop", "Pom-Pom Charm Workshop" and "Halloween Sorcerer Hat Workshop"), SJM will either issue a full refund within 60 days or exchange the ticket for another ticket of the same value.
   7.1 Refunds will be returned through the original form of payment used.
   7.2 There is no refund or exchange if the workshop cancellation occurs after 15 minutes upon the commencement of the relevant session.

8. Workshop will provide required material and tools to all participants. All workshop materials are non-edible.

9. Participants are solely responsible for their own belongings, SJM will not assume liability for any damage to or loss of property.

10. Participants appearing intoxicated, using foul/abusive language, or displaying overt rowdiness must immediately leave the premises without refund or compensation.

11. Photography must be conducted without disruption to other participants and the workshop. Audio and video recording must be consented by SJM in advance.

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12. The participant shall indemnify and hold SJM harmless against all actions, claims, and demands by any person who suffers or sustains any injury, loss, damage, to property or person, or death arising from or as a result of the participant's gross negligence or willful misconduct.

13. By registering to the workshop, you authorize SJM to process, including to collect, use and store your personal data collected in connection with the workshop for the purposes of the workshop and for direct marketing; and accept the privacy policy available at https://www.grandlisboapalace.com/en/privacy-policy .

14. By registering to the workshop, you consent and authorize SJM to photograph, film, videotape, record, or otherwise reproduce your image and/or voice for any purpose without any payment or consideration.

15. SJM will not be liable for any postponement or cancellation due to any force majeure such as power failure, fire, explosion, flood, typhoon Signal No. 8 and above, storm or similar disasters, strikes, industrial disputes, abnormally inclement weather, war, insurrection, riot, civil disturbance, acts or threats of terrorism, act of God, communicable disease outbreaks, industrial action, acts or regulations of national or local governments, governmental order or decrees, or any other cause beyond its reasonable control.

16. Any items deemed to be dangerous or inappropriate by SJM are prohibited. Prohibited items must be removed from the activity or discarded. Unlawful items and the person in possession of those items will be handed over to the police.

17. SJM reserves the right to revise, cancel or modify this activity at its sole discretion.

18. Any updated information will be announced on the official website and social media platforms of the SJM without prior notice. Participants are reminded to pay close attention.

19. SJM reserves the right to amend the Terms and Conditions without prior notice.

20. In case of any dispute, the decision of SJM shall be final.

21. These Terms and Conditions are governed by and construed in accordance with the laws of Macau SAR. In the event of any discrepancy between the Chinese and English versions of Terms and Conditions, the Chinese version shall prevail.

Updated as of 31 Jul 2026