

Questions:		Answer:
1	Is this Offer only available for booking on 11 November 2017?	Correct. You may only book a room AND purchase an Add-on Offer on 11 November 2017.
2	To get this offer, which dates should I book rooms for?	To get the Offer, you may book room for staying from 11 November 2017 to 31 March 2018.(It is subject to availability, please book as soon as possible.)
3	Where can I find my confirmation number after finishing booking?	You can find the booking confirmation number either on the confirmation page after you've booked a room, or in the email that is sent following a booking.
4	Why there is no related information about the HK\$11 offer I have got in the email received after booking?	There is only information about your booking in the email. You can check the Add-on offer you got on official website.
5	Can I change my check-in date for the rooms that I booked in Double11?	No. No cancellations, refunds, date or name change after reservation is made. Cancellation of the booking or reduction in the number of nights is not permitted.
6	Why does my payment fail all the time?	Please check your Allpay or Wechat account and contact to Allpay or Wechat directly to see the details.
7	How many HKD11 offers can I choose to purchase?	Each valid hotel booking may purchase no more than two HKD11 offers. The price is HKD11 for each person. If you purchase 2 HKD11 offers of the same type, you have to be together when the offers are redeemed and the offers must be used at the same time.
8	How many times can I get the HKD11 offer if I stay for 2 nights?	Each hotel booking may enjoy this offer ONCE.
9	Where should I redeem the HKD11 Offer?	To redeem the Offer, you must go to the redemption locations and present the hotel passport, which is given at the time of hotel check-in.
10	How many Macao to Hongkong one-way first class tickets can I buy for each hotel booking?	No more than 2 tickets. You should pay HKD11 for one person, or pay HKD22 for 2 persons.
11	Must I sail from Macao using the discounted ticket?	Yes. The ticket is from Macao to Hongkong. Cotal Water Jet City Routes are as follows: Macau Taipa Ferry Terminal to Hong Kong Macau Ferry Terminal; Macau Taipa Ferry Terminal to Hong Kong China Ferry Terminal
12	When can I redeem the Macao to Hongkong one-way first class ticket?	You can redeem it within 7 days of the arrival date of the confirmed hotel booking.
13	Is there a deadline for the sailing in this Offer?	Yes. For example, if you book a hotel room for stay on 31 March, 2018, you have to sail on or before 7 April, 2018.
14	Is there any date that the Macao to Hongkong ticket Offer is not available?	Yes. Black-out dates are as follows: 23-26 December 2017, 30 December 2017 - 2 January 2018, 16-22 February 2018, 30 March-2 April 2018.
15	Where can I redeem the Macao to Hongkong ticket Offer?	To buy the ticket, you shall print email, which contains the hotel confirmation number, and present the Hotel Passport at the CotalTravel shop (Shop612, The Venetian Macao; or Shop107, The Parisian Macao; or Shop1030, Sands Cotal Central), or Sands Macao Concierge
16	Must I redeem the ticket Offer in person?	Yes. The person purchasing the ferry tickets under this Offer shall be the same guest showing on the Hotel Passport.
17	How can I reserve a buffet restaurant?	You can reserve a restaurant by calling or sending emails. Le Buffet (Tel: 853-81119250 , Email: lebuffet.reservation@sands.com.mo) Grand Orbit (Tel: 853-81138910 , Email: Macau.GrandOrbit.reservation@conradhotels.com) Bambu (Tel: 853-81189990 , Email: bambu.reservation@sands.com.mo) 888 Buffet (Tel: 853-898 8272 , Email: inquiries@sands.com.mo)
18	Which dates are not available to use the Buffet offer?	The Buffet offer is subject to availability, and reservation is highly recommended. Black-out dates are as follows: Le Buffet: 24,25,31 December 2017; 1 January 2018; 14-22 February 2018; 30-31 March 2018; Bambu: Subject to availability, 888 Buffet: 23-25 December 2017; Grand Orbit: Subject to availability.
19	At which restaurants can I redeem the Buffet offer?	You can redeem this offer at any of the following restaurants: Bambu (The Venetian Macao), Grand Orbit (Sands Cotal Central), Le Buffet (The Parisian Macao), 888 Buffet (Sands Macao).
20	How can I win the Gift Bag?	From 01:00 to 24:00, hourly lucky draw will be held to select 50 winners. A total of 1200 gift bags will be available for claiming and redemption.
21	How can I know whether I get the Gift Bag or not?	Gift bag winners will receive email notification. Winner list will be announced in the form of confirmation number on official website.
22	Where can I go to redeem my Gift Bag?	The Gift Bag can be redeemed by showing hotel confirmation number at the hotel concierge when check-in .
23	What is in the MOP200 worth of Limited Gift Bag?	The gift bag includes exclusive key chain, limited edition plug adapter, and exquisite shopping bag.