

Sands Rewards Meetings Terms and Conditions

1. Marina Bay Sands Pte Ltd's ("Marina Bay Sands") Sands Rewards Meetings Programme (the "Programme") is governed by the Terms and Conditions set out herein ("Terms and Conditions").
2. The submission of an application for membership to the Programme is deemed to be an acceptance of these Terms and Conditions. Membership and Members' entitlement to membership benefits and privileges of the Programme, including but not limited to the redemption of any benefits and privileges, is governed by these Terms and Conditions.

Application For Membership

3. Organisations which have booked meetings, selected meetings/groups of paid guest rooms or selected catering/banquet events held at Marina Bay Sands (the "Eligible Event") are eligible to join the Sands Rewards Meetings Programme.
4. Upon grant of the membership, the eligible Organisation may appoint up to 2 of its employees as its authorised representatives to act on its behalf in relation to matters relating to its membership (the "Administrator(s)"), which includes serving as administrators of the account(s) under the Sands Rewards Meetings Programme (the "Account(s)"). Each eligible Organisation shall be assigned one account per Administrator.
5. The Organisation in appointing the Administrator(s), authorises the Administrator(s) to deal with the Destination Dollars and the associated privileges and benefits and shall be bound by the actions of the Administrators as if they were carried out by the Organisation itself.
6. The Administrator(s) must not be: (i) employed by Marina Bay Sands; and/or (ii) below 18 years of age at the time of application.
7. Valid government-issued photo identification document (e.g. Singapore NRIC or passport) must be presented at the time of collection of membership card. For verification purposes, the Administrator(s) must produce such photo identification(s) or other identification documents that Marina Bay Sands may, in its absolute discretion, require.
8. Approval of application for membership and grant of the said membership shall be at the sole and absolute discretion of Marina Bay Sands.
9. Upon approval of an application by Marina Bay Sands, the Administrator(s) will each be issued with a membership number and a membership card with the Administrator's photo (hereinafter, the "Photo Membership Card"). Administrator(s) must be photographed by Marina Bay Sands for identity verification purposes and processing of the Photo Membership Card. Membership is only valid upon issuance of a Photo Membership Card. Marina Bay Sands may at its sole discretion withhold benefits and privileges from Administrator(s) who have not been issued with a Photo Membership Card. Photo Membership Cards are non-transferable and may only be used by the Administrator(s) to whom such cards were issued.
10. The Organisation is responsible for notifying Marina Bay Sands in writing immediately should there be any change of appointed Administrator(s) of the Account. In the event of the absence of such notification, any dispute, discrepancy or ambiguity arising thereof will be resolved based on the sole and exclusive discretion of Marina Bay Sands. Any account balance or status of the previous Administrator will be carried forward to the newly appointed Administrator as requested in the written notification, subject to approval from Marina Bay Sands. If written notification on any changes relating to the Administrator(s) is not provided to Marina Bay Sands forthwith, the Organisation's entire Account balance and status may be forfeited.

Destination Dollars

11. The Organisation shall be entitled to accrue Destination Dollars for each Eligible Event, subject to the following:
 - (i) For the Organisation to accrue Destination Dollars due from an Eligible Event, the Organisation must have a valid Administrator prior to the execution of the Contract for the Eligible Event.
 - (ii) Subsequent to joining the Programme, Marina Bay Sands shall award Destination Dollars to the Organisation for each Eligible Event held by the Organisation at Marina Bay Sands. Destination Dollars will be calculated and awarded by the last day of every quarter (January, April, July and October) for all Eligible Events which were held successfully in the previous quarter and for which the Organisation has made payment in full of all charges incurred in relation to the Eligible Event.
 - (iii) The Organisation may choose to have the Destination Dollars earned for an Eligible Event credited to one of its Accounts or both of its Accounts in the proportion specified by the Organisation. Where the Organisation does not notify Marina Bay Sands of its preferred apportionment of Destination Dollars prior to the earning of such rewards, the default Destination Dollars crediting scheme will apply where any Destination Dollars earned by the Organisation for an Eligible Event will be divided and credited equally into each of its Accounts.
 - (iv) There shall be no retroactive claim of Destination Dollars for Eligible Event(s) held at Marina Bay Sands prior to the Organisation joining of the Programme. Destination Dollars will not be retroactively credited for previously booked Eligible Event(s).
12. The Organisation shall be entitled to accrue Destination Dollars on purchases made by the Administrator(s) at eligible outlets located in non-gaming areas within the Marina Bay Sands Integrated Resort. Organisations accrue Destination Dollars based on the total amount of purchases where payment (excluding GST and service charge) is made by cash, NETS, Administrators' own credit card or debit card. Those portions of purchases made via other modes of payments such as redemptions of gift vouchers, Destination Dollars, etc. shall not be eligible for accrual of Destination Dollars.
13. The rates of accrual and redemption of Destination Dollars shall be determined at the sole and absolute discretion of Marina Bay Sands. Restrictions may apply.
14. Accrual of Destination Dollars is only available for selected shows at Sands Theatre and is unavailable at Sands Expo® and Convention Centre. Please refer to MarinaBaySands.com/Sands-Rewards-LifeStyle/Participating-Outlets.html for the full list of eligible outlets.
15. The accrual of Destination Dollars at Sands Rewards Outlets shall be subject to the following:
 - (i) Administrator(s) must present their Photo Membership Cards together with valid government-issued photo identification document prior to undertaking transactions at Sands Rewards Outlets. Destination Dollars will not be retroactively credited after completion of any transaction in the event that the Administrator(s) had failed to present his/her Photo Membership Card prior to conducting the said transaction.
 - (ii) Destination Dollars accrued in respect of a transaction at Sands Rewards Outlets will be credited to the Account within 48 hours of the transaction. In the event of technical issues, the Account(s) balances will be updated when the system is available.
 - (iii) Destination Dollars accrued on a particular date will expire on a first-in, first-out basis after 12 months from the date of accrual if not used or redeemed.
 - (iv) Each Administrator may retain a maximum of \$100,000 Destination Dollars in his/her respective Account at any given point in time. Thereafter, accrual of Destination Dollars will cease and resume only when the Account balance falls below \$100,000 Destination Dollars.
 - (v) Destination Dollars are non-transferable. Destination Dollars accrued using an Administrator's Photo Membership Card by person(s) other than the Administrator named on that Photo Membership Card shall be forfeited.

16. Marina Bay Sands shall not be liable for inaccurate accrual of Destination Dollars as a result of technical malfunction, operator fault, Administrator misconduct or any circumstances beyond the reasonable control of Marina Bay Sands.

Redemption of Destination Dollars

17. The Organisation shall be eligible for benefits and privileges allocated to the Programme. In order to be eligible for the benefits and privileges on behalf of the Organisation, Administrator(s) must present their Photo Membership Cards together with valid government-issued photo identification document. Where required, each Administrator shall also provide his/her Personal Identification Number (PIN).
18. Administrator(s) shall be entitled to redeem on behalf of the Organisation the respective Destination Dollars earned for Eligible Event. Administrator(s) must inform their respective Sales Representative of Marina Bay Sands on such redemption upon booking the next meeting with Marina Bay Sands.
19. Administrator(s) shall be entitled to redeem on behalf of the Organisation the respective Destination Dollars for goods and services at any eligible Sands Rewards Outlets, subject to the following:
 - (i) Administrator(s) must redeem the Destination Dollars in person. Administrator(s) will be required to present their Photo Membership Cards together with valid government-issued photo identification document prior to undertaking the redemption;
 - (ii) Destination Dollars have no cash value, are not exchangeable for cash, and cannot be used for payment of gratuity;
 - (iii) Marina Bay Sands reserves the right, in its sole and absolute discretion, to charge an administration fee (the mode of payment and quantum of which shall be determined by Marina Bay Sands) for redemption of Destination Dollars and/or to amend the quantum of such administration fees at any time with prior notice to be given to Administrator(s).
 - (iv) Redemption of Destination Dollars is final. There will be no refund of Destination Dollars once a transaction is completed.
 - (v) Purchases involving any redemption of Destination Dollars (inclusive of split payments) at Sands Rewards Participating Outlets which also participate in the electronic Tourist Refund Scheme (eTRS) may be eligible for GST refund, subject to fulfillment of certain criteria imposed by the Inland Revenue Authority of Singapore.
20. Destination Dollars shall not be accrued; and Destination Dollars are not allowed for redemption for the following transactions:
 - (i) The payment of gratuities, the purchase of goods that are classified as tobacco products, top-up cards, gift cards, gift certificates and/or shopping vouchers.
 - (ii) The purchase of goods or services using top-up cards, gift cards, gift certificates and/or shopping vouchers.
 - (iii) The purchase of goods or services at Sands Expo® and Convention Centre.
 - (iv) The purchase of pure gold or platinum items.
 - (v) Hotel bookings made via online travel agencies or any other third party, selected hotel discounted rates and/or vouchers.
21. The accrual and redemption of Destination Dollars and eligibility of Membership benefits and privileges shall be at the sole and absolute discretion of Marina Bay Sands. Restrictions may apply.

General

22. The Organisation shall be responsible for updating Marina Bay Sands immediately of any change in personal details. The Organisation shall consent to the use of the personal details provided to Marina Bay Sands for such purposes as Marina Bay Sands deems reasonably necessary to the administration and management of memberships and the Programmes.
23. Administrator(s) shall be responsible for the safekeeping of their Photo Membership Cards and non-disclosure of their Personal Identification Number (PIN) to any other person(s).
24. Marina Bay Sands will replace lost or stolen Photo Membership Cards up to a maximum of 2 times without charge. Subject to these Terms and Conditions, an administrative fee of \$10 will be levied for the issue of the third replacement card onwards. The Photo Membership Card is the property of Marina Bay Sands and must be returned unconditionally and immediately upon demand.
 - (i) If the Photo Membership Card is lost or stolen, Administrator(s) must report this loss immediately to temporarily deactivate the account in person or by phone to Sales Representative (6688 3000). A replacement card will be issued to the Administrator(s) upon presentation of valid government-issued photo identification document. Marina Bay Sands is not responsible and will not be held liable for any transactions made while the card is lost or stolen. The decision of Marina Bay Sands management is absolute and final in the event of any dispute.
 - (ii) Enquiries concerning an Organisation account must be undertaken by the Administrator(s) personally.
25. Marina Bay Sands reserves the right, in its sole and absolute discretion, to terminate a membership (with all Destination Dollars forfeited) without prior notice, including where an Administrator:
 - (i) Replaces his/her Photo Membership Card more than 6 times within a consecutive period of 6 months;
 - (ii) Is subject to an Exclusion Order issued by the National Council on Problem Gambling of Singapore or is excluded by Marina Bay Sands from any part of the Marina Bay Sands premises;
 - (iii) Accrues or redeems or otherwise uses the membership benefits and privileges in a manner as Marina Bay Sands in its sole and absolute discretion determines to be improper;
 - (iv) Breaches any of these Terms and Conditions.
26. Marina Bay Sands reserves the right, in its sole and absolute discretion, to amend, delete, modify or vary any of the provisions of these Terms and Conditions and/or the features, benefits and privileges of the Programmes without prior notice.
27. Marina Bay Sands reserves the right, in its sole and absolute discretion, to (i) make adjustments to any benefits provided to an Administrator and/or the Organisation, including but not limited to Destination Dollars balances; (ii) pursue recovery of any benefits provided to an Administrator and/or Organisation where an Administrator and/or Organisation accrues or redeems or otherwise uses the membership benefits and privileges in a manner as Marina Bay Sands, in its sole and absolute discretion, determines to be improper and/or an abuse of or in contravention of these Terms and Conditions.
28. Marina Bay Sands shall not be liable for, and Organisation shall indemnify and hold Marina Bay Sands harmless against any and all claims, loss and damage, cost and expense in respect of, arising from and/or in relation to:
 - (i) Organisation's and/or Administrator(s) failure to update personal information; and/or
 - (ii) Organisation's and/or Administrator(s) loss of Photo Membership Card and/or PIN; and/or
 - (iii) The administration and management of the Programmes and memberships by Marina Bay Sands including the inaccurate accrual and/or issuance of Destination Dollars and the redemption of membership benefits and privileges.
 - (iv) Misuse/unauthorised use by the Administrator(s) of the Destination Dollars or the benefits and privileges.
29. In the event of dispute, the decision(s) of Marina Bay Sands shall be final and conclusive.
30. The provisions of these Terms and Conditions shall be governed by the Law of the Republic of Singapore.