

## Standard Hotel Terms and Conditions

### Cancellation Policy

To avoid being charged a cancellation fee, your booking must be cancelled by 2:00pm local time on the day prior to your arrival date. Failure to do so will result in a charge to the credit card you have provided in an amount equal to the first night's accommodation. Unless advised above that the booking is prepaid, in which case no cancellation or refund will be possible.

### Group Bookings

Please be advised that a 30-day cancellation policy applies to all reservations made using a group code or part of a group accommodation block. Failure to do so will result in a full accommodation charge to the credit card you have provided.

### Check-in and Check-out

Our rooms are available for check-in from 3:00pm, and our check-out time is before 11:00am. Please be advised that on check-in we require payment for the full room rate.

A 0.8% service fee will apply to all credit card transactions, 1.34% to WeChat & AliPay and 1.85% to Chinese Union Pay. This will also apply to any items charged back to your room account (such as restaurant).

Please note should you wish to pay with cash, we require an additional bond of \$200.00 per night of the stay which will be returned to you upon check-out deducting any incidentals, damage or additional cleaning fees.

Any special requests on your booking will be taken into consideration, however, cannot be guaranteed. If breakfast is included in your package it is available at Harvest Buffet located on Level 1. Breakfast is open from 7am until 10am.

Should you require extra bedding in your room, we do offer rollaway beds for an additional \$80.00 per night. One rollaway bed per room/apartment is permitted. We also provide baby cots free of charge for your stay if required. Please note that extra bedding and baby cots are limited so it is recommended that you contact Guest Services prior to your stay.

Any special requests on your booking will be taken into consideration, however cannot be guaranteed.

### Other information

Due to high demand, we recommend that you book a table now in any of our signature restaurants, please contact the Reservations Team on 1800 700 700 to reserve your Star Dining Experience.

Our Valet Parking Service is unavailable during this time. Please proceed to self-park.

	Casual Valet Parking	Hotel Guests Valet Parking	Hotel Guests Self-Parking
Sunday - Thursday	\$75	\$50	\$40
Friday, Saturday & Public Holidays	\$85	\$60	\$40

Rooms are for accommodation purposes only, and a strict no-party policy applies. All visitors must vacate the room prior to 11:00pm. Any disturbances to other guests will not be tolerated and may result in your stay being terminated without refund.

Please be advised that The Star has committed to becoming 100% Smoke-free in indoor areas by the end of 2022.

The Star Grand and Residences will be smoke-free and enforce a 'No Smoking Policy' in all guest rooms effective from 1st of September 2022. Any breach of policy will incur a penalty fee from \$350 in accordance with room categories. You're understanding and support of our mission are sincerely appreciated

For further information or assistance please visit [www.star.com.au/sydney](http://www.star.com.au/sydney) or contact our Reservations Services team toll-free on 1800 700 700 (within Australia) or +61 2 9777 9000 (outside Australia).

We look forward to welcoming you to The Star Sydney for a truly unique entertainment experience.

**Guests must be aged 18 years or over to enter the casino.**

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