

Hotel Policies

In order to comply with the law of Macau Government, each overnight staying guest must be registered, and must present upon check in a valid and government-issued identification card or passport, along with a valid arrival slip for immigration control purposes, along with a valid stay visa or evidence of being legally allowed to stay in Macau throughout the entire stay in the Hotel. A copy of these documents shall be submitted to the relevant government authorities.

Check-In & Check-Out Time

Official check-in time is at 3 pm and check-out time is at 11 am unless otherwise stated. Early arrival and late check-out are subject to availability and at additional charges. We shall be happy to extend stays by making arrangements to stay an additional night(s).

No Parties Policy

In order to provide a safe, quiet, and pleasant staying experience for all our guests, no parties of any kind are allowed in any guestroom at any time, and non-registered guests are not allowed inside guest rooms. The hotel offers a great selection of venues where (private) parties can be organized with menus available to fit most budgets.

Capacity in Room

Maximum capacity for all rooms with one king bed (size 200cm W x 200cm L) is up to 3 adults or 2 adults with 2 children sharing existing bedding.

Maximum capacity for all rooms with two double beds (size 135cm W x 200cm L each) is up to 4 persons sharing existing bedding.

If the occupancy limit is exceeded, guests who are not registered shall be asked to leave. The hotel has restaurants and other public spaces available for entertaining hotel guests.

Extra Bed Arrangement

At Grand Coloane Resort, guests aged 12 and below are considered as children. An extra bed or a baby cot can be arranged on a complimentary basis for one child; subject to availability. Extra bed for the third adult (13 years old and above) is HKD 345 per night.

Breakfast Policy

For bookings with breakfast inclusive rate, children aged 0 to 5 inclusive enjoy complimentary breakfast if accompanied by at least one paying dining adult. Maximum of 2 children per room. Children aged 6 to 12 years old can enjoy 50% discount on the actual breakfast selling price. Adult price applies for 13 years old and above.