



FULL TERMS & CONDITIONS

Love, Upgraded: The Ultimate Valentine's Day Stay Package Terms & Conditions of Inclusion

GUEST EXPERIENCE	
Personalised set-up and décor	<ul style="list-style-type: none">• The hotel will provide a personalised room set-up, which may include flowers, balloons, amenities and bath bombs.• All set-up items are non-refundable, non-exchangeable, and cannot be substituted once confirmed and installed.• Any additional requests beyond the included set-up may be arranged separately and will be chargeable.
Two-way transportation to and from your preferred location, plus unlimited rides during your stay	<ul style="list-style-type: none">• Includes two-way transfers from the guest's residence or preferred location, plus transportation during the stay period, capped at S\$500 in total.• Transportation will be provided using the hotel's courtesy car or limousine services, subject to vehicle availability, operating hours and traffic conditions.• Any charges above S\$500 will be borne by the guest and payable accordingly.
Personalised Bathrobe	<ul style="list-style-type: none">• Personalised bathrobes are prepared exclusively for the guest(s) and are non-refundable, non-exchangeable, and cannot be substituted.• Size requests must be provided in advance and are subject to availability.
90-minute in-suite romantic massage for two featuring Artyzen Singapore's award-winning signature treatment, Gemstone Odyssey	<ul style="list-style-type: none">• Includes one (1) 90-minute in-suite massage experience for two (2) guests featuring Artyzen Singapore's award-winning signature treatment, Gemstone Odyssey.• Treatment is subject to advance reservation and spa/therapist availability.• Guests may be required to complete health declarations prior to treatment.• The treatment must be utilised during the stay and is non-transferable.• Late arrival may result in a shortened treatment duration.
One-hour private wellness class in-suite	<ul style="list-style-type: none">• Includes one (1) 60-minute private wellness session in-suite for two (2) guests.• Experience options include yoga, pilates, and sound bath.• Subject to advance reservation, instructor availability, and suitable space within the suite.• Must be utilised during the stay and is non-transferable. A waiver may be required prior to participation.
A bouquet of 999 Roses	<ul style="list-style-type: none">• The bouquet of 999 roses is subject to supplier availability and seasonal conditions.• If the exact bloom/colour is impacted by supply, the hotel will provide a closest possible alternative of equivalent value (no cash refund or exchange).
FOOD & BEVERAGE	
In-room Breakfast	<ul style="list-style-type: none">• Includes daily breakfast for two (2) during the stay.• Breakfast may be served as in-room breakfast, or guest can opt to dine at Café Quenino, as selected and scheduled in advance.
Two bottles of Dom Pérignon	<ul style="list-style-type: none">• Includes two (2) bottles of Dom Pérignon per booking.• The vintage is selected by the hotel and is subject to availability. No substitutions, refunds, or exchanges apply.



Cocktail Workshop for two	<ul style="list-style-type: none">• Includes one (1) curated cocktail workshop for two (2) guests, hosted by the hotel's bar team.• The workshop format and cocktail selection are curated by the hotel.• The session must be scheduled during the stay and is non-transferable and not redeemable for cash or credit.• A customised shaker will be provided as part of the experience.
Valentine's Day Dinner with Wine Pairing	<ul style="list-style-type: none">• Includes one (1) Valentine's dinner for two (2) guests with wine pairing at MICHELIN-selected Quenino.• Dinner is valid for one night only, on 13 February 2026 or 14 February 2026.• Reservation is required. Dining time will be confirmed upon package confirmation.• Any additional food, beverages, supplements, or upgrades not included in the pairing will be chargeable.
Complimentary Mini Bar	<ul style="list-style-type: none">• A complimentary mini bar is provided throughout the stay, covering a pre-selected range of items determined by the hotel.• Complimentary items are replenished once daily.• Any items outside the complimentary selection will be chargeable at published rates.
EXTERNAL PARTNER EXPERIENCE	
Four-hour sunset yacht experience	<ul style="list-style-type: none">• Includes one (1) four-hour sunset yacht experience arranged through an external partner.• This experience is subject to weather conditions, partner availability, and the partner's terms.• Any changes, cancellations, or rescheduling are governed by the partner's policy. Artyzen Singapore is not liable for circumstances beyond its control.
Four-hour professional couple photoshoot	<ul style="list-style-type: none">• Includes one (1) four-hour professional couple photoshoot. Outfits are to be provided by guests.• Subject to photographer availability, weather conditions, and location approvals. Outdoor segments may be adjusted due to weather.• If the couple opts out of the photoshoot, a Polaroid camera will be provided as a complimentary gift; this is non-exchangeable and non-refundable.
Business class air tickets to Hong Kong/Macau with a two-night stay at Artyzen Grand Lapa Macau's One Bedroom Suite	<ul style="list-style-type: none">• Includes Business Class air travel on Air Macau and a two-night stay at Artyzen Grand Lapa Macau, One Bedroom Suite, for travel within 01 March to 31 May 2026.• Guests must contact reservations.sg@artyzenhotels.com to arrange travel and accommodation.