

Validity Extension and Refund of Vouchers Issued by Mandarin Oriental, Taipei

Q: I purchased room vouchers during the 2019 Taipei International Travel Fair. What will happen next?

A: The validity of the room vouchers you purchased during the 2019 Taipei International Travel Fair expired on 30 September 2021. Alternatively, you may use the voucher as cash credit during your stay or apply for a refund. The payment method of your refund will be the same as the payment method used during your purchase. To proceed with a voucher refund, kindly email your name, contact phone number, and voucher serial number to motpe-reservations@mohg.com, and we will gladly assist you. Kindly be informed that it will take 7 to 10 working days to process your refund. Thank you for your patience.

Q: I purchased Café Un Deux Trois dining vouchers during the 2019 Taipei International Travel Fair. What will happen next?

A: The validity of Café Un Deux Trois dining vouchers you purchased during the 2019 Taipei International Travel Fair will be extended to 30 December 2022 (Blackout dates are 4 August, 6 to 8 August, and 24 to 25 December 2022). Please feel free to redeem your vouchers prior to the extended expiration date or use them as cash equivalents of printed value when you dine at other restaurants including Bencotto, Ya Ge, M.O. Bar, The Jade Lounge, and The Mandarin Cake Shop at Mandarin Oriental, Taipei. Or, you may proceed to apply for a refund.

Q: I would like to refund the 2019 ITF Café Un Deux Trois dining vouchers. How should I proceed?

A: If you purchased your voucher online, you may click the button at the bottom of the confirmation email that you received and follow the procedures accordingly, the payment method of your refund will be the same as the payment method used during your purchase. If you hold printed vouchers, kindly email your name, contact phone number and voucher serial number (labelled as MOLXXXXXXXXXXXXXXXXX /MOLBXXXXXXXXXXXXXXXXX) to motpe-dining@mohg.com, we will gladly assist you with the refund and GUI handling procedures. Kindly be informed that it will take approximately 7 to 10 working days to process your refund. We thank you in advance for your patience.

Q: I purchased Café Un Deux Toris and The Jade Lounge's dining vouchers through other online channels, how shall I apply for refund?

A: For the refund of dining vouchers purchased through any other online channels, please contact the respective online channel where you purchased for more details.