

THE DARLING, THE STAR SYDNEY TERMS & CONDITIONS

80 Pyrmont Street, Pyrmont NSW 2009

Phone: 1800 800 830

Important information

From 19 August 2024, a Membership Card will be required to play at The Star Sydney casino. Daily cash limits apply, and cashless funding options are available.

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.

Guest's will be required to settle accommodation charges upon arrival at the hotel (unless stated otherwise in the above policy) and any extra's and incidentals to be settled upon departure.

A 0.8% service fee will apply to all credit card transactions, 1.85% to Chinese Union Pay.

Kindly be advised that all Penthouse suites incur a daily bond of \$1000. The bond will be taken in full during check in and reimbursed on departure, deducting any incidentals, damage or additional cleaning fees. We appreciate your understanding and cooperation.

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.

Other information

Please note The Darling pool operates between 8:00am to 8:00pm.

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 available in addition to self-park option. Please refer to the prices below.

	Casual Valet Parking	Hotel Guests Valet Parking	Hotel Guests Self-Parking
Sunday - Thursday	\$85	\$85	\$40
Friday, Saturdays & Public Holidays	\$95	\$95	\$40
Oversized Vehicles	\$135		

Your welfare is important to us and, as part of The Star's Playbreak initiative, if your gaming hits certain time thresholds you will be required to take a break and leave the casino area. These thresholds include: (1) gaming

for more than 12 hours in every 24-hour period; and (2) gaming for more than 48 hours within a 7-day period. Please see our website ([StarCare | The Star Sydney](#)) or download The Star app for full details on Playbreak, the length of break you will be required to take, and Safer Gambling at The Star.

Children must not be left unattended in any area of STAR Sydney, including car parks.

For further information or assistance please visit www.thedarling.com.au or contact our Reservations Services team toll-free on 1800 800 830 (within Australia) or +61 2 9777 9888 (outside Australia).

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

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

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