



Nomination for 2023 IAG Academy IR Awards

Award : **Best Gaming Floor**
Nominated company : **Galaxy Entertainment Group**
Nominated property : **Galaxy Macau™**

Galaxy Macau, the World-class Luxury Integrated Resort

Galaxy Macau™ is the world-class luxury integrated resort destination in Macau with an Asian heart. Opening on May 15, 2011, Phase 1 of Galaxy Macau includes three world-class Asian hotels: the ultra-exclusive Banyan Tree Macau, the award-winning Galaxy Hotel™ and Japan's legendary Hotel Okura Macau. Galaxy Macau quickly gained a reputation for being a diverse and luxurious playground where a "World Class, Asian Heart" service philosophy comes to life.

On May 27, 2015, Galaxy Macau and Broadway Macau™ doubled the original size to over 1.1 million square meters in its Phase 2 development with the addition of three new hotels: JW Marriott Macau, the largest hotel of its brand in Asia, The Ritz-Carlton, Macau, the brand's first all-suite hotel in the world; and Broadway Hotel, an exquisitely designed boutique hotel.

Galaxy Macau's 75,000-square-meter Grand Resort Deck features the world's longest Skytop Adventure Rapids at 575 meters, the largest Skytop Wave Pool and a 150-meter white sand beach. The resort offers 120 dining options, ranging from Michelin-starred dining to authentic delicacies featuring 18 Chinese provincial cuisines and 13 international cuisines. Galaxy Macau also contains Galaxy Promenade, a 100,000-square-meter luxury lifestyle shopping destination featuring more than 200 world-renowned brands.

In April 2023, Galaxy Macau unveiled a new chapter with the openings of the Galaxy International Convention Center (GICC) with a total MIC space of 40,000 sqm and a 16,000-seat Galaxy Arena. Recently on 16 August 2023, the integrated resort also welcomed the legendary Raffles brand with the soft opening of an exclusive, all-suite luxury tower – Raffles at Galaxy Macau featuring approximately 450 suites. Soon on 15 September 2023, Galaxy Macau will welcome the 700-room and suite Andaz Macau. By then, Galaxy Macau will boast a portfolio of 8 world-class hotels offering around 5,000 rooms, suites and villas, a comprehensive collection for discerning guests.

Gaming Floor Layout

The integrated resort destination features five-star gaming areas and can accommodate for up to 1,500 gaming machines and over 750 gaming tables. The Pavilions offer luxurious gaming space that features premium mass tables and slots which provide guests with memorable game day experience in a private setting and more exclusive amenities.

Mass Gaming

The Mass Gaming Floor has been designed to allow guests easy access to identify their preferred table limits through larger denomination signage. Prominent signage presents our wide range of game varieties offered Baccarat, Blackjack, Sic Bo, Fortune 3 Card Poker, Caribbean Stud, Roulette, Craps. A large selection of the latest electronic Gaming Machines and Live Baccarat terminals are also available.



To create a comfortable and welcoming environment for our guests, the Mass Gaming Floor is well-maintained with high ceiling, comfortable lighting and regular checks on air temperatures, air quality and lux levels.



High ceiling and comfortable lighting



Denomination signage

Upholding our “World Class, Asian Heart” service philosophy, GEG also creates memorable experiences for guests by emphasizing on attentiveness and striving to exceed our guests’ expectations. Our frontline team members are reminded to create a warm and inviting environment that makes guests feel comfortable and valued by cheering and interacting with them while the game is in play.



Frontline team members create warmth by interacting with players

Besides, large digital screens with horizontal and vertical banners are also displayed across the gaming floor to enable guests to see our latest promotions, offerings and important announcements.



Large digital screens enabling guests to see latest promotions, offerings and important announcements

To provide guests with easy access to snacks and beverages, bar counters are located across the Mass Gaming Floor. An extended selection of more than 30 different beverage and snack options are made available for guests' choosing.



Over 30 selections of beverage and snacks are offered for guests on the Mass Gaming Floor

Meanwhile, we also provide guests with direct access to around-the-clock F&B outlets serving international cuisines on the Mass Gaming Floor. To create a non-smoking environment and protect the health and safety of non-smoking guests and team members, we also have more than 10 designated smoking lounges for guests on the Mass Gaming Floor, each with high ventilation control and deep cleaning conducted regularly.

Multiple cages are also available on the Mass Gaming Floor with dedicated Diamond and Black card priority counter. Macau's only Cash Buy-In Counter is also available to speed up cash buy-in process for our guests.



Macau's only Cash Buy-In Counter speeds up cash buy-in process

Inside the Mass Gaming Floor, we also established a GEG Privilege Club (GPC) that offers a premium selection of merchandise for members' redemption. The range and selection of merchandise are presented visually on the free standing and wall displays throughout the casino floor. Players can redeem their privilege dollars for a variety of attractive gifts and merchandise at the GPC redemption desk or self-service kiosks.



GEG Privilege Club



GPC merchandise wall display

Premium Mass

The Premium areas offer a first-class level of personalized services, privileges and luxurious amenities in a private setting. Consisting of the Pavilion Central and Pavilion North, LED ceiling is installed to create various themes and effects. Meanwhile, a Chinese tea lounge and Open kitchen is available to offer premium Chinese tea selection and international cuisines to cater for the different tastes of our Premium players.



Premium Mass lounge

New Horizon Casino at Raffles at Galaxy Macau Appeals to Grade-A Players

Aligned with our vision to become “Globally recognized as Asia’s leading gaming and entertainment corporation”, GEG continues to raise the bar by creating the industry’s most luxurious and most welcoming environment for our players. With our recent launch of the Raffles at Galaxy Macau and the Horizon Casino, GEG is bringing a new level of service and opulence in Macau.



Horizon Casino at Raffles at Galaxy Macau

Looking forward into the future, GEG continue to make ongoing progressive enhancements to our resorts to ensure that they remain competitive and appealing to our guests, with a particular focus of best offerings and innovative floor planning.

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