

Room Reservation Terms & Conditions

****Effective 01st March 2022, a Sustainability Fee of RM3/ 3GP per room/ day will be imposed in accordance with the Hotel (Pahang) Regulation 2021. This charge will be collected upon check-in.***

****Effective 01st September 2017, all international tourists (non-Malaysians) will be charged a Tourism Tax of RM10 per room per night in accordance with the Tourism Tax Act 2017. This tax will be collected upon check-in.***

Confirmation of Reservation

- a) Please note that the information provided on all our hotels, room rates, categories of rooms and any other information published are correct at the time of publication.
- b) Room reservation is considered final upon issuance of a confirmation email and receipt of full payment. Please email us at customer.care@rwgenting.com immediately if you do not receive a response from us after 24 hours.
- c) Once the reservation is confirmed, any requests for changes, cancellations, or extensions of the stay will not be accepted.
- d) Members are encouraged to log in to their account before making a reservation to enjoy exclusive offers. Refunds will not be given for reservations made without members' login.
- e) No amendment or cancellation shall be entertained for any payment made for room reservation(s).
- f) The Hotel's reserves the right NOT TO ALLOW guest to check in should there be any amendment of names or reservation details upon registration.

Transferability

A room reservation that has been confirmed is NON-TRANSFERABLE.

The hotel has the right to refuse or reject check-in in the following cases:

- Reservation and check-in are on behalf of another person. Registered guests are required to produce an original proof of identity (identity card/Passport) at the time of arrival in the Hotel.
- When the registered guest violates the stipulations of hotel policy such as supplying, transferring, lease or inviting non-registered / 3rd party to stay in the hotel rooms.

At its absolute discretion, the Hotel may cancel the reservation and take action against the individuals if it finds a violation of the above policy.

No-Show Policy

- a) Room reservation is non-refundable if the room and/or package is cancelled or not used (no-show) and will be considered utilised.
- b) Failure to check-in will be considered as a no-show.
- c) The Management reserves the right to alter, amend, delete or add to the stated terms and conditions or withdraw a promotion at any time without prior notice.
- d) By confirming a room reservation, you are deemed to have agreed to the stipulated terms and conditions. Disputes will not be entertained.

Check-in (via reception or kiosk)

- a) The staying guest must be present for check-in and present the following documents at the respective hotel for check-in:

- Original identity card (NRIC) or passport
- Genting Rewards card (used during reservation)
- Credit Card used MUST be presented upon check-in
- Confirmation email or web booking number
- The room guests are required to produce a valid Identification for registration

- b) Should there be any discrepancy with the details provided in any of the documents, the reservation will be considered invalid and a refund will not be given.

- c) The official check-in time is from 3pm onwards.

- d) The official check-out time is 12pm (except for First World Hotel, the check-out time is 11am).

- e) A room deposit, to be made either by cash or credit card, is required upon check-in.

- f) To request an invoice, guests may log in to <https://www.rwgenting.com/en/einvoice.html>.

HOTEL-SPECIFIC REQUIREMENTS

Surcharge applies for the following service:

GENTING GRAND HOTEL	Download the Resorts World Genting mobile app to check-in online and receive the Digital Key for your room.	NIL
HIGHLANDS HOTEL & GENTING SKYWORLDS HOTEL	Download the Resorts World Genting mobile app to check-in online and receive the Digital Key for your room via Kiosk or Counter. Kiosk check-in and check-out available at the hotel lobby.	NIL
RESORT HOTEL, GENTING SKYWORLDS HOTEL, & FIRST WORLD HOTEL	Early Check-in Surcharge: A.) 06:00am - 09:00am B.) 09:00am - 12:00nn C.) 12:00nn - 03:00pm	A.) RM 20 B.) RM 10 C.) RM 5
FIRST WORLD HOTEL	Check-in via the Front Office counter <i>(for eligible guests who did not use the Express Self-Service Check-in Kiosk)</i> A.) Luggage delivery/collection services by bell counter personnel B.) Per luggage Refundable deposit for each trolley on loan for luggage self-service C.) Late check-out charges will be imposed after 11am D.) Special requests (connecting room/ mountain view/ near lift/ choice of room by location)	RM 15 A.) RM20 per luggage B.) RM20 per trolley C.) Please enquire at the reception D.) RM5 per transaction

Note:

- All rooms are automatically assigned at the Express Self-Service Check-in Kiosk by the hotel reservation system according to the room category.
- Any request(s) for room view, bedding type, non-smoking floor and etc, subject to availability.

IMPORTANT NOTE:

- **Amendments or cancellations of payment and reservations made on PACKAGES and SPECIAL RATE promotions will not be entertained.**
- **Our liabilities regarding any loss or damage to the items belonging to a hotel guest are governed by the Innkeepers Act 1952.**
- **We will continue to adhere to the government SOPs throughout the resort fully and we seek our guests' kind cooperation to do the same.**

For the enquiries about the hotels listed below, please email or call:

Crockfords : crockfords@rwgenting.com / Hotline : +(60)3-61052262
Genting Grand Hotel : GGFOM@rwgenting.com / Hotline : +(60)3-61052917
Highlands Hotel : hfhomanager@rwgenting.com / Hotline : +(60)3-61052917
Resorts World Awana : awanafo@rwgenting.com / Hotline : +(60)3-64369000

Security Watch Helplines:

For immediate assistance, please contact:
(603) 6105 9999