

## Room Reservation Terms & Conditions

***\*Effective 01st March 2022, a Sustainability Fee of RM3 / 3GP per room per day will be imposed for hotels located in Pahang (Crockfords, Genting Grand, Resort Hotel, Genting SkyWorlds Hotel, First World Hotel, and Resorts World Awana) in accordance with the Hotel (Pahang) Regulation 2021. This charge will be collected upon check-in.***

***\*Effective 01st January 2026, a Sustainability Fee of RM7 / 7GP per room per day will be imposed for Highlands Hotel located in Selangor in accordance with the Selangor Local Authority Hotel By-Laws (Amendment) 2025. 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 [reservation.info@rwgenting.com](mailto:reservation.info@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 guest 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 utilized.
- 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) Original 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
  - Sharer's required to produce 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 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, guest may log in to <https://www.rwgenting.com/en/einvoice.html>.

## HOTEL-SPECIFIC REQUIREMENTS

Surcharge applies for the following service:

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

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

**For below listed hotels' enquiries, please email or call to:**

Crockfords : [crockfords@rwgenting.com](mailto:crockfords@rwgenting.com) / Hotline : +(60)3-61052262

Genting Grand Hotel : [GGFOM@rwgenting.com](mailto:GGFOM@rwgenting.com) / Hotline : +(60)3-61052917

Highlands Hotel : [hfhomanager@rwgenting.com](mailto:hfhomanager@rwgenting.com) / Hotline : +(60)3-61052917

Resorts World Awana : [awanafo@rwgenting.com](mailto:awanafo@rwgenting.com) / Hotline : +(60)3-64369000

### Security Watch Helplines:

For immediate assistance, please contact:

(603) 6105 9999