

FREQUENTLY ASKED QUESTIONS – FAQ

1. Who is eligible for this Road Charge FOC Privilege?
The privilege is exclusively for valid Genting Rewards Platinum members only.
2. How many vehicles can I register in the License Plate Recognition (LPR) Registration system?
Each member is entitled to register one (1) vehicle number only.
3. How do I register my vehicle?
You may register your vehicle number via the Resorts World Genting official website or App.
4. Can I enjoy the privilege immediately after registering?
Please allow up to 24 hours for your vehicle registration or any updates to be reflected in the system. As our system records refresh once a day, the waiver isn't active right away. To ensure a smooth journey, we strongly recommend registering at least one day before your planned visit.
5. What happens if I drive a different car that is not registered?
The LPR system will only recognize your registered vehicle. If you arrive in a non-registered vehicle, standard toll charges will apply at the gantry.
6. How does the system recognize my vehicle?
The system uses License Plate Recognition (LPR) to detect your registered vehicle plate number when you pass through designated lanes. If your vehicle is registered and active, the road charge will be waived automatically. No physical card or manual verification is required.
7. What should I do if the gantry does not recognize my plate?
Please ensure your plate is clean and clearly visible. If the system fails to detect your plate for any reason, the full road charge must be paid. In accordance with our policy, no refunds or appeals will be entertained for such instances.
8. Can I change my registered vehicle?
Yes, you may change your registered vehicle. However, changes are subject to a minimum interval of 90 days, with a maximum of two changes within a 365-day period.
9. What if I made a mistake or need to change my car plate after hitting the Change Limit?
If you've made a mistake or reached your Change Limit, don't worry – just head over to any Genting Rewards Guest Services Counter for help. Please bring along your valid Driving License and the vehicle's Road Tax (Physical copy or Digital via the MyJPJ app) so we can verify the details.
10. Can I share this privilege with others?
No. This privilege is tied strictly to the member's account and is non-transferable. Misuse may result in the suspension of membership privileges.
11. Does my membership tier affect my eligibility?
Yes. If your membership has been downgraded below Platinum status, the waiver will no longer be active, even if your plate was previously registered.

12. Why is my “Continue” button disabled?

The “Continue” button will only be enabled after you agree to the Terms and Conditions.