

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, Highlands Hotel – formerly known as 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 RW Hotel – formerly known as 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 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:

GENTING GRAND HOTEL	Download the Resorts World Genting mobile app to check-in online and receive the Digital Key for your room.	NIL
RW HOTEL (Formerly known as 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
HIGHLANDS HOTEL (Formerly known as 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:

- **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 / Hotline : +(60)3-61052262

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

RW Hotel (Formerly known as Highlands Hotel) : rwhfomanager@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

客房预订条规:

从 2022 年 3 月 1 日开始, 我们将根据 2021 年酒店 (彭亨州) 法令, 向入住彭亨州酒店 (康乐福酒店, 云豪酒店, 高原酒店 - 前名为名胜酒店, 云顶天城世界酒店, 第一大酒店, 云顶世界阿娃娜) 的客人征收每房/日 RM3 / 3GP 的永续发展费。此费用将会在登记入住时征收。

从 2026 年 1 月 1 日开始, 我们将根据《2025 年雪兰莪州地方政府酒店附属法令 (修正案)》, 向入住位于雪兰莪州酒店 (RW 酒店 - 前名为高原酒店) 的客人征收每房/日 RM7 / 7GP 的永续发展费。此费用将会在登记入住时征收。

从 2017 年 9 月 1 日开始, 所有国际旅客 (非马来西亚公民) 将会在马来西亚 2017 年旅游法令下被征收每房夜 RM10 的旅游税。有关税额将会在旅客办理入住手续时收取。

确认预订

- a) 所有酒店, 房间价格, 房间类别和其他信息在发布时都是正确的。确认后, 其他条规将可能被合理地援引使用。
- b) 客房预订将会在全额付款及发出确认电邮后正式完成。如果您在 24 小时后仍然没有接获我们的确认, 请马上电邮我们: reservation.info@rwgenting.com
- c) 预订一旦被确认后, 一切更改、取消或延长住宿的要求将不获受理。
- d) 会员必须登录其会员帐号才能预订并享受此独家优惠. 如会员无登录确认任何预订, 已缴款项将不获退还。
- e) 如果在入住登记时姓名或预订资料有任何修改的情况下, 管理层保留不让客人入住的权利。
- f) 如果客房预订无法如期入住(缺席登记), 将一律不获退款, 并被视为已使用。

配套转让

已确认的客房预订是不可被转让。以下情况酒店有权利拒绝客户入住:-

- 预定设为他人办理入住。登记客人必须在抵达酒店时出示身份证明原件 (身份证/护照)
- 当登记客人违反酒店政策的规定, 如提供、转让、出租或邀请未登记/第三者入住酒店客房。

如果发现违规和违反上述政策, 酒店可自行决定取消预订并对个人采取行动。

缺席登记

- a) 如果客房及/或配套的预订被取消或无法享用(缺席登记), 将一律不获退款, 并被视为已使用。
- b) 如果客房预订无法如期入住, 将被视为缺席登记。
- c) 管理层保留在无需预先知会的情况下随时更换、修改、删除或增添此条规, 或撤销此优惠活动的权利。
- d) 一旦客房预订被确认, 您将被视为已同意相关条规, 任何事后的争议将一概不获受理。

登记入住 (前台或自助式登记)

- a) 原预订客人必须亲自到场办理入住手续, 并需在相应酒店出示以下文件以完成登记:-
 - 正本人身份证或护照
 - 云尊卡 (预订时使用的云尊卡)
 - 顾客必须在登记入住时出示信用卡以进行验证
 - 预订确认电邮或网络预订号
 - 酒店共享者须提供有效身份证明以办理登记
- b) 如果有关预订与提供的任何文件资料出现任何差异, 则有关预订将被视为无效并将不获退款。
- c) 正式登记入住时间为下午 3 时。
- d) 正式退房时间为中午 12 时 (第一大酒店除外, 其退房时间为上午 11 时)
- e) 顾客在登记入住时将被征收押金, 可选择以现金或信用卡缴付。
- f) 若需索取发票, 客人可登录至 <https://www.rwgenting.com/en/einvoice.html>

酒店入住须知

以下服务将被征收附加收费:

云豪酒店	请下载云顶世界手机应用程序以办理网上登记手续并获取您的客房的数码房匙。	NIL
RW 酒店 (前名为高原酒店) & 云顶天城世界酒店	下载云顶名胜世界手机应用, 即可在线办理入住并通过自助服务机或前台领取客房数码房匙。酒店大堂设有自助服务机, 方便您自助办理入住和退房手续。	NIL
高原酒店 (前名为名胜酒店), 云顶天城世界酒店 & 第一大酒店	提早入住附加收费: A.) 上午 6 时至 9 时 B.) 上午 9 时至中午 12 时 C.) 中午 12 时至下午 3 时	A.) RM 20 B.) RM 10 C.) RM 5
第一大酒店	在前台办理登记入住 (适用于无法使用快速自助登记机登记的顾客) A.) 行李柜台人员提供的行李运送/领取服务 B.) 行李自助服务每台手推车租赁抵押费 C.) 上午 11 时过后的延迟退房收费 D.) 特别要求 (相连客房/山景客房/靠近电梯/根据位置选择的客房等)	RM 15 A.) 每件行李 RM20 B.) 每台手推车 RM20 C.) 请向前台查询收费数额 D.) 每项要求收费 RM5

备注:

- 酒店预订系统将根据预订的客房类型在快速自助登记机里自动分配客房的发给。
- 关于房型视野、床型、无烟楼层等特殊需求, 需视供应情况而定。

重要备注：

- 所有在特价优惠下的预订，其任何更改或取消的要求将一概不获受理。
- 我们在于酒店客人私人物品的任何损失或损坏上所承担的责任受 1952 年酒店营运法令所约束。
- 我们将持续遵守政府规定的所有标准作业程序（SOP），同时也希望尊贵的宾客们给予配合，遵守规定。

对于下列酒店的查询，请发送电子邮件或致电：

康乐福酒店：crockfords@rwgenting.com / 热线+(60)3-61052262

云豪酒店：GGFOM@rwgenting.com / 热线+(60)3-61052917

RW 酒店（前名为高原酒店）：rwhfomanager@rwgenting.com / 热线+(60)3-61052917

云顶世界阿娃娜：awanafo@rwgenting.com / 热线+(60)3-64369000

保安监察协助热线

欲寻求即时协助，请联络：

(603) 6105 9999