

REFUND FOR POSTPONED OR CANCELLED EVENTS

IF SHOW/ EVENT IS POSTPONED

Check the official announcement for show/ event postponement on social media, SMS, or e-mail to confirm.

The refund process may vary based on the payment method you made when you purchased your tickets.

a) CASH PAYMENT

If you've paid for your tickets using cash, you may seek a refund via Electronic Funds Transfer or by walk-in to any of our ticketing counters.

- **Electronic Funds Transfer (EFT)**
Submit the following documents via e-mail to customercare@rwgenting.com.
 - EFT Form with complete information
 - Photocopy of purchaser's MyKad or passport
 - Scan copy of tickets and return physical tickets by courier to:
Show Finance
18th Floor, Wisma Genting,
28, Jalan Sultan Ismail,
50450 Kuala Lumpur,
Malaysia
- **Or visit any of our ticketing counters* listed below**

b) CREDIT CARD/ GENTING POINTS

If you've paid for your tickets using credit card/ debit card/ Genting Points, you will receive your refund through the same credit card/ debit card/ Genting Rewards account.

To seek a refund, please indicate your booking number and total number of tickets to us via any of the channels below:

- E-mail customercare@rwgenting.com, or
- Call +603 2718 1118, or
- Visit any of our ticketing counters below*

***Our ticketing counters are located at:**

- **Box Office Counter**
Genting International Showroom, Genting Grand
- **Genting Rewards Membership Counter** (for Genting Rewards members only)
Level 1 & Level 2, SkyCasino

IF SHOW/ EVENT IS CANCELLED

Your refund will be automatically processed after an official announcement about the cancellation of the show/ event is made via social media, SMS, or e-mail. You do not need to contact us to seek a refund.

TERMS & CONDITIONS

- Due to the ongoing Recovery Movement Control Order (RMCO) period, it may take approximately 2 – 3 months to complete the refund process from the moment we receive the completed document(s) from you.
- A refund will be issued to the original purchaser according to the details recorded in our system.
- Tickets purchased from unauthorised channels will not be acknowledged and refunds will not be entertained.
- Customers must seek a refund within the stipulated refund timeline. Late submissions will not be entertained.
- The Management reserves the right to change the terms and conditions at any time without prior notice.