

12 January 2021

Notice

### **Temporary Changes to Offerings at Resorts World Genting (RWG)**

We refer to the announcement made by the government on 11 January 2021 in relation to the implementation of the Movement Control Order (MCO), Conditional MCO and Recovery MCO from 13 to 26 January 2021. With this announcement, we anticipate a decline in the number of visitors to RWG. Hence, we will be operating at a lower capacity and some of our offerings may not be available from 13 January 2021.

Some of our hotels, facilities, attractions and other offerings will be subjected to revised operating hours, limited availability or temporary closure. Kindly visit our website regularly for further information.

Guests who are affected by the above may contact our call centre at 03-27181118 or write to [customercare@rwgenting.com](mailto:customercare@rwgenting.com) to request for a change of date or refund. We appreciate your patience and kind understanding while we attend to your requests.

We apologise for any inconvenience caused.

Thank you.

2021年1月12日

重要通告

### **云顶世界 (RWG) 产品与服务临时变动**

针对政府于2021年1月11日所宣布在2021年1月13日至26日期间实施的行动管制令 (MCO)、有条件行管令 (CMCO) 和复原行管令 (RMCO)，我们预计访客数量将会有所下降；因此，我们将降低营运规模，某些产品与服务也可能会由2021年1月13日起无法使用。

我们的某些酒店、设施、景点和其他服务的营业时间也将随时更改、空房数量有限或暂时关闭。请定期访问我们的网站以获取更多信息。

受上述情况影响的顾客可以致电 03-27181118 与我们的预订中心联系，或电邮至 [customercare@rwgenting.com](mailto:customercare@rwgenting.com) 要求更改日期或退款。在我们致力于处理您的要求期间，我们万分感谢您的耐心配合与谅解。

任何不便之处，敬请见谅。

谢谢。