



Status: **Confirmed**


Booking Number: **10408539AI**

For hotel reservations, please present this booking number along with your NRIC/ passport during check-in.

Transaction Details

Booking Date : 18-Jan-2024 (Thursday) 9:40 AM
Name : FENG WEI LEE
ID No. : 960127-08-5477
Member Card No. : 0182904057
Contact No. : +60165332090
Email : lihong652008@hotmail.com

Booking Details		Amount
Package Name:	2024 Rise and Dine at Resorts World Genting – Deluxe Room (First World Hotel)	
Hotel Name:	First World Hotel	
Room Type:	Deluxe Room (Room with view subject to availability)	
Check In:	03 February 2024	
Check Out:	04 February 2024	
No. of Night:	1	
No. of Room:	1	
Stay Date	Details	
03 February 2024	One night stay - Buffet breakfast at The Food Factory for 2 persons	439.00 MYR
Total		439.00 MYR



UNLOCK YOUR ROOM WITH

DIGITAL KEY

- Secure access
- Easy to use
- Minimise contact

NEW

Check-in with the Resorts World Genting mobile app to get your Digital Key.

Available on the iPhone
App Store

GET IT ON
Google Play

EXPLORE IT ON
AppGallery

10408539AI



2024 Rise and Dine at Resorts World Genting

Deluxe Room

Saturday, 03 February 2024-Sunday, 04 February
2024



Terms & Conditions

Room Reservation Terms & Conditions

***Effective 01st March 2022, a Sustainability Fee of RM3/ 3GP per room/ day will be imposed in accordance with the Hotel (Pahang) Regulation 2021. 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 customercare@rwgenting.com immediately if you do not receive a response from us after 24 hours.
- c) Failure to check-in will be considered as a no-show.
- d) To enjoy exclusive offers, members are encourage to login before any reservations made. STRICTLY NO REFUND should there be any reservations booked without members login.

Transferability

A room reservation that has been confirmed is non-transferable. The hotel have the right to refuse or reject for check-in in the following cases:

- Reservation is check in on behalf of another person. Register guest are bound to produce an original proof of identity (identity card/Passport) at the time of arrival in the Hotel.
- When the register guest violates the stipulations of hotel policy such as supplying,transferring,lease or inviting non registered / 3rd party to stay in the hotel rooms.

The Hotel may, at it's absolute discretion, cancel the reservation and take action against the individuals if found violation and against the above policy.

Check-in (via reception or kiosk)

- a) Guests must present the following documents at the respective hotel's reception counter upon check-in:
 - Original identity card (NRIC) or passport
 - Genting Rewards card (used during reservation)
 - Confirmation email
- 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 12nn (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, may request it at the hotel reception upon check-out.

For First World Hotel only

Surcharge applies for the following services:

	6.00am - 9.00am – RM20
Early Check-in Surcharge	9.00am - 12.00nn – RM10
	12.00nn - 3.00pm – RM5
Check in at the Reception Counter	RM15
(For eligible kiosk guest not using the Express Self Service Check-in Kiosk)	
Luggage delivery / collection services by bell counter personnel	RM20 per luggage
Refundable deposit for each trolley on loan for self-luggage service	RM20 per trolley
Late Check-out charges will be imposed after 11am	Please enquire at reception
Special Request (Connecting room, mountain view, near lift and choice of room by location)	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.
- Request for bedding type and non-smoking floor are free-of-charge.

No-Show

- 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.

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.

Security Watch Helplines

For immediate assistance, please contact:

(603) 6105 9999

(603) 6105 9899