

## 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](mailto: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**  
18<sup>th</sup> 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](mailto: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 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 Movement Control Order 2.0 (MCO2.0) 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.