

RAWA ISLAND RESORT

FAQ

Q. When is the best time to visit Rawa Island Resort?

A. *The best time to visit Rawa Island Resort will be in March until October.*

Q. How to get to Rawa Island Resort?

A. *Rawa Island is accessible by a 30-minute speedboat ride from Mersing, Johor. Please contact us for more details on boat timing. We will revert with speedboat departure schedule upon confirmation of your booking.*

Q. I have made payment before 01 June 2018 and my check-in is after 01 June 2018. What is the GST treatment?

A. *There is no refund to be made in relation to payments/deposits for services made **prior to** 1 June 2018. Please refer to Item 17.3 in the FAQ document issued by Customs dated 25 May 2018 <http://www.customs.gov.my/en/Documents/FAQ%20v3%20EN.pdf>.*

Q. Who is eligible for returning guest discount?

A. *Returning guest discount is eligible for guest who had visited Rawa Island Resort within 12 months from last visit. Please forward to us your latest booking confirmation for verification and provide us with new booking date. We will provide quotation with discounted rates to you. Discount rate will be granted depending on total unit booked from your previous stay.*

Q. If I drive to Mersing, how do I park my car?

A. *Secured car parking facilities are available at our Mersing office at a cost of RM18 per night per car.*

Q. What is the nearest airport to Mersing and how do we get there from the airport?

A. *The nearest airport to Mersing is Senai Airport (JHB); approximately 2.5 Hrs journey or Changi Airport (SIN) in Singapore; approximately 4 Hrs journey. Please advise us preferred check-in / check-out date and also tentative flight details in order to advise you suitable boat departure to / from Rawa Island Resort.*

Q. What is the maximum capacity in each room/unit?

A. *Please refer below details on maximum capacity for each room category*

Room Category & Bedding	Maximum Capacity
<i>Hillside Deluxe / Waterfront (1 Double Bed)</i>	<i>2 Adults</i>
<i>Hillside Deluxe / Beach View / Frangipani (1 Double & 1 Single Bed)</i>	<i>3 Adults & 1 Child</i>
<i>Hillside Deluxe / Beachfront / Frangipani / Waterfront (2 Double Bed)</i>	<i>3 Adults & 1 Child</i>
<i>Hillside Deluxe / Beachfront / Beach View - Double Bedroom [1 Double Bed] [2 Single Bed]</i>	<i>4 Adults & 1 Child</i>
<i>Frangipani – Double Bedroom A [1 Double Bed] [2 Double Bed]</i>	<i>6 Adults & 1 Child</i>
<i>Frangipani – Double Bedroom B [2 Double Bed] x 2</i>	<i>8 Adults & 1 Child</i>
<i>Waterfront – Double Bedroom [1 Double Bed] [1 Double & 1 Single Bed]</i>	<i>5 Adults & 1 Child</i>
<i>Waterfront – Triple Bedroom [1 Double Bed] x 1 [1 Double & 1 Single Bed] x 2</i>	<i>8 Adults & 1 Child</i>

Q. Is there swimming pool at Rawa Island Resort?

A. *There is no swimming pool at Rawa Island Resort.*

Q. What is the water resource for bathroom & shower?

A. *We are using RO (Reverse Osmosis) water for bathroom & shower use*

Q. What are the room amenities that you provide and not provide in your accommodation?

A. *We do provide Hair & Body Shampoo, soap bar and hand soap in the bathroom. Drinking water also provided and will be replenish once every day. We do not provide toothbrush & toothpaste, television, water kettle, fridge and telephone in the room. If you require hairdryer, flask and iron/ironing board please request at the reception counter.*

Q. Do you provide Beach Towels?

A. *We do not provide beach towels. Guests are advised to bring their own.*

Q. What is the water resource for drinks at the restaurant?

A. *We are using freshwater that is brought from mainland.*

Q. Can I bring my own food or drink to Rawa Island Resort?

A. *As there are no cooking facilities available in our rooms, guests are politely reminded not to bring any outside food (except baby food) or drink onto the island. Corkage is chargeable on all alcohol brought to the island.*

The corkage charge as below:

- ~ Beer - MYR 10 ++ per can*
- ~ Soft Drink - MYR 10 ++ per can*
- ~ Wine - MYR 70++ per bottle*
- ~ Liquor - MYR 100++ per bottle*
- ~ Champagne - MYR 90++ per bottle*

** All prices are subject to service charge and applicable taxes.*

Q. What will be served at the restaurant if I have special dietary ie; gluten free or vegetarian?

A. *please advise us in advance (during booking) so that we can key in remarks for special dietary and inform F&B / Kitchen department. Our chef will help to prepare different meal for you if buffet menu ingredients are not suitable according to your dietary restriction.*

Q. Do you arrange baby food?

A. *Please be advised that we do not arrange baby food at Rawa Island Resort. If you require baby food storage, you may request with our restaurant waiters accordingly.*

Q. Do you have Kid's Room and is there babysitter service at the Kids Room?

A. *We do have Kid's Room at Rawa Island Resort. There is no babysitter service at the Kid's Room.*

Q. How long is the boat ride from Mersing to Rawa Island Resort and what are the boat schedule. Do you arrange Night boat departure?

A. *Rawa Island is accessible by a 30-minute speedboat ride from Mersing, Johor. We will revert with your scheduled speedboat departure time upon confirmation of your booking. We do not arrange night departure for guests due to safety reasons.*

Q. Does the Package Rates include sea sport activity?

A. *Package rates do not include sea sport activities.*

Q. Does sea sport activities require island hopping?

A. *All sea sport activities will be in front of the resort / surrounding the island. There will be no island hopping involved.*

Q. Is there live music / karaoke on the island? Can you organize party at night?

A. *There is no live music and karaoke on the island, the restaurant and bars will play music according to each venue list.*

Q. Is it advantageous for us to book early?

A. *Yes it would, as most of the time we are always fully booked. In order not to get disappointed please make your booking as early as possible.*

Q. What are the means for us to guarantee our booking?

A. *To guarantee your booking we would request for your credit card details. For those without credit card details we would instruct you to pay to via PayPal (Visa or Mastercard only) or make a cash deposit to the house's bank account. Please indicate in the Reservation Form that you wish to pay by Cash.*

Q. Which would you prefer us to use to guarantee our reservation, by Credit Card or Cash Deposit?

A. *Depending where you are from, if you are from Overseas we would prefer Credit Card (Visa / Mastercard only) or PayPal (Visa / Mastercard only) due to the trouble of having to go to the nearest banks to make the cash deposit. To make your reservation and confirmation process easier and faster we would prefer Credit Card. Please be advised that no refund in full or in part will be made for un-utilized services included in the package.*

Q. What is your resort's Cancellation Policy and what is the penalty if we defaulted?

A. The Resort does not permit refunds in full or in part for non-utilized services included in the package. Any amendment to bookings must be made 2 weeks prior to the scheduled check-in date. Only one change of booking date (within twelve months of original check-in date and subject to availability) is allowed.

Q. What credit card types are accepted for guarantee/deposit or payment at your resort?

A. Only Visa or Mastercard acceptable for booking and payment at the resort.

Q. Do you have Baby Cot?

A. Yes, we have baby cot and we provide them free of charge. Please advise us upon booking and enquire at the reception upon check-in.

Q. We are aware that your check in time is at 2.00 pm, but we would like to check in at 10.00 am, is this chargeable?

A. Early Check in is usually not chargeable but is always subject to availability of rooms. Please enquire at reception counter on the island as we may be able to accommodate your request free-of-charge if the rooms are available.