

Rawa Island Resort –Terms and Conditions

Booking policy:

1. All rates and prices are quoted in Ringgit Malaysia (RM) / (MYR).
2. Rates quoted are NETT per room inclusive of 6% GST and 10% service charge.
3. A surcharge of RM 30.00 (inclusive GST) per adult per stay is applicable on eves and public holidays in Malaysia and Singapore.
4. The full board package includes accommodation and three daily meals (breakfast, lunch and dinner). Rates quoted do NOT include sea sport activities or others services apart from those included in the package.
5. All bookings are subject to availability. Please consult with us to check on room availability with exact total guests to ensure smooth quotation/booking procedure.
6. Please be advised that no rooms are held at the moment of quotation. Room rates & availability subject to change upon written confirmation from our side.
7. Reservations are confirmed only upon full pre-payment of non-refundable deposit.
8. 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.
9. Requests to amend your reservation details or change in the length or dates of your reservation may result in a rate change/additional charges.
10. In the event of a “No show” or “Early check-out”, guest will still be charged for the entire stay.
11. No refund in full or in part will be made for un-utilized services included in the package.
12. Please note that children aged 12 and above are charged with the adult rate.
13. Rates are subject to change without prior notice.
14. For any cancellations, the monies paid are deemed forfeited.
15. Once bookings are made and/or guest(s) have checked in, bookings are deemed non-refundable.
16. We reserve the right to cancel or modify reservations where it appears that agent/customer has engaged in fraudulent or inappropriate activity or under other circumstances where it appears that reservations contain or resulted from a mistake or error.
17. Please note our booking office will never ask you to make payment to any bank account other than an official company account belonging to Rawa Island Resort Sdn Bhd.

Hotel Policy

1. Boat transfers to and from Pulau Rawa must be arranged with the resort. Do not buy tickets from third party tour or boat operators.
2. The boat departure times from Mersing to Pulau Rawa are dependent on tide and weather conditions. Please contact our booking office at least one day in advance prior to scheduled check-in date for confirmation on your scheduled boat timing.
3. Additional cost will be incurred to charter a non-scheduled boat in the event guests miss the boat schedule.
4. The resort reserves the right to reschedule or cancel the boat timings at any time.
5. We shall not be held responsible for any trips arranged by agents, brokers and/or other third party operators.
6. Guests are required to register and check-in at our booking front office in Mersing at least 30 minutes prior to scheduled boat departure time.

7. Guests are not permitted to bring outside food and beverage onto the island and there are no cooking facilities for guests to use. A strict corkage fee applies on all alcohol brought onto the island.
8. Beach towels are NOT provided to guests. Guests are advised to bring their own towels for use at the beach.
9. The following activities are forbidden by law on Pulau Rawa and the resort:
 - a) Fishing;
 - b) Littering;
 - c) Jet-Skiing;
 - d) Any contact with corals;
 - e) Anchoring any vessel to any coral or rock;
 - f) Taking, collecting or removing any aquatic animal or aquatic plant, whether dead or alive;
 - g) Destroying, defacing or removing any object, whether animate or inanimate; and
 - h) Doing any act which results in damage to marine life or the marine park.
10. All chalet rooms are air-conditioned with en-suite bathrooms and hot shower facilities.
11. Extra charges from activities which are not included in the package (such as sea sport activities and beverage consumption) will be billed to the respective guest's account. All incidentals bills must be settled at check-out at our Rawa Island Resort reception counter prior to departure from the island.
12. Check-In Time: after 2.00 pm. Check-Out Time: before 12.00 noon.
13. Early check-in and late check-out options are subject to availability and surcharge.
14. The management reserves the right to expel or refuse the entry of any guest who do not observe the hotel policy.