

TERMS AND CONDITIONS:

1. This form is applicable for reservation request to Club's Base Resorts and reciprocal hotels under exchange points.
2. All reservation request(s) must be made in writing (via Vacation Reservation Form or Online Reservation Form) to Sara Worldwide Vacations Berhad (SWVB) Member Service Centre no less than fourteen (14) days before the Check-In Date. Verbal requests are not valid and shall not be entertained.
3. Any reservation request(s) received within fourteen (14) days before the check-in date or points expiry date shall be considered as guaranteed reservation whereby cancellation or amendment of guaranteed reservations shall result in forfeiture of points and payments of reservation related fees made.
4. The whole duration of reservation period must be within the validity of Points Entitlement.
5. Any of the requested choices shall be confirmed automatically upon availability of units. However, SWVB does not guarantee that a reservation request shall be automatically confirmed but all reservations are subjected to room availability.
6. Any amount(s) due and payable by the member shall be made by the member prior to the booking request(s). The Management shall have absolute discretion to reject the member's booking request(s) if there is any outstanding amounts remain unpaid by the member.
7. In the event of insufficient current available Points in member's account, Borrowing of Points from future Use Year(s) shall be invoked whereby the Annual Maintenance Fee(s) of the borrowed year(s) shall be payable prior to processing of booking request(s).
8. Reservation Administration Fee shall be chargeable to the members for each confirmed reservation to a reciprocally arranged hotel.
9. Guest Certificate Fee shall be chargeable to member upon assigning guest for each confirmed reservation.
10. With effect from 1 April 2015, all membership related fees shall be subjected to 6% GST.
11. With effect from 1st September 2017, mandatory Malaysia Tourism Tax of RM10.00 nett per room per night is payable by foreign tourists staying at hotel/resort/accommodation premises in Malaysia. Malaysia nationals and permanent residents of Malaysia i.e. holders of MyPR Card are not subject to Tourism Tax.
12. Cancellation request for reservation must be notified in writing to SWVB no later than fourteen (14) days prior to the check-in/usage date or cancellation deadline as stipulated in the Reservation Confirmation Slip whichever date is earlier. In event of timely cancellation, the member's Points, excluding Banked Points and expired Points, that had been used to make the reservation shall be fully restored to the member for use in its original Use Year, with the exception of reservation related fees paid which shall be forfeited. Late cancellation/amendment/no show shall result in forfeiture of Points and reservation related fees paid.
13. Request for cancellation of reservation is only effective upon SWVB's processing and effecting of such requests.
14. Confirmation of reservation is only upon SWVB's issuance of Reservation Confirmation Slip to member.
15. Reservation Confirmation Slip must be presented upon check-in to the resort, failing which the resort has the right to reject the use of the accommodation.
16. Please contact the resort directly for late check-in (check-in after 1800 hours), failing which the resort shall have absolute discretion to release the room without further notice to the member/guest.
17. Check-in person must be person as name appeared on Reservation Confirmation Slip and must be at least 18 years old.
18. Proof of sending is not proof of receipt. Kindly contact the nearest Member Service Centre(s) if you do not receive any response from us within three (3) working days from your date of request.