

Insiders Club

by HEMISPHERE

MEMBER BENEFITS



Earn Points



Member Discounts



Early Access



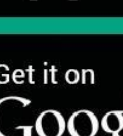
Mobile Check-in



Early Check-in & Late Check-out*



Kids Eat Free



Birthday Treat

Welcome Treats

All In App

Become A Member Today!



Available on the
App Store



Get it on
Google play

**FREE
TO JOIN**

ITS BETTER TO BE A MEMBER

Direct access to exclusive offers and benefits

MEMBER BENEFITS

MEMBER DISCOUNTS

Enjoy exclusive member discounts:

ROOM	From 5% DISCOUNT off hotel best available rate Extra bed 20% DISCOUNT off (Damai Beach Resort) applicable for bookings through Insiders Club
DINING	From 10% DISCOUNT off total bill exclude alcoholic beverages
SPA	From 10% DISCOUNT off selected packages
LAUNDRY	From 25% DISCOUNT on normal and dry cleaning

- Discounts cannot be used in conjunction with other promotions, offers / discounts.
- Discounts and participating outlets are subjected to change and review.

EARN & REDEEM POINTS

STAY.DINE.SPA with us

HOST PRIVATE or SOCIAL EVENTS with us

Earn Points while you spend.

Redeem the Points towards free night, dining and more

EARN: RM1 = 1 Point

(or earn more Points during member promotion)

REDEEM: 1 Point = RM0.01

Points don't expire*

Private and social events like birthday, anniversary, wedding, reunion etc.:

- For hosting of private and social events at our meeting/ banquet venues, please inform our meeting/sales team about your Insiders Club membership upon booking and payment.
- Only qualifying events and eligible spends will be entitled to Points earning (maximum cap may apply at discretion of hotel).
- Points earned from eligible spends for the event will be credited to your Insiders Club account within one (1) month after the event upon full settlement of total bill.
- not applicable for public, corporate and government meetings and events.
- Refer to our meeting/sales team for further details.

EARLY ACCESS

Get offers and promotions before anyone else

MOBILE CHECK-IN

Seamless check-in for stay

applicable for bookings through Insiders Club and direct bookings with hotel

WELCOME TREATS

Elevate your stay with a complimentary welcome mocktail* at our hotel lounge/restaurant (and a special treat in your room) during stay

*for 2 persons per room per stay; applicable for bookings through Insiders Club

EARLY CHECK-IN LATE CHECK-OUT

Stay a little longer. Enjoy complimentary early check-in* and late check-out* if the room is available

*subject to availability; applicable for bookings through Insiders Club

BIRTHDAY TREAT

Celebrate and stay with us during your birthday month.

Enjoy complimentary room upgrade* to the next best category.

Present passport/NRIC upon request during check-in; *subject to availability; applicable for booking through Insiders Club

KIDS EAT FREE

Children below 6 years old (up to 2 children) eat for free when dine in with each paying adult.

ALL IN APP

Access latest offers and deals, book stays, perform mobile check-in, earn Points & redeem for rewards, and more.



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HOTELS & OUTLETS

DINING

Grand Margherita Hotel	Orchid Garden Coffee House Meisan Restaurant Rajah Lobby Lounge Rajang Terrace English Tea House
Riverside Majestic Hotel Puteri Wing	Puteri Lobby Lounge Majestic Restaurant River Palace Cantonese Restaurant
Riverside Majestic Hotel Astana Wing	Sape Restaurant Sky Lounge Suasana on 18 Fine Dining Deli Café
Damai Beach Resort	Café Satang
Damai Lagoon Resort	Horizon All Day Dining

SPA

Damai Beach Resort	Sadau Massage & Spa
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Participating hotels and outlets are subjected to change and update.



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MOBILE CHECK-IN

Streamline Your Stay

Self-check-in via App for your coming stay with the **Insiders Club** App for smooth and seamless check-in experience.

Mobile check-in is available **as early as one (1) day prior to arrival**, for confirmed bookings made through the App or when you book directly with the hotel through its website, by call, email or in person.

FOLLOW THE STEPS BELOW:

- 1 a) BOOKING VIA APP
Select Booking from App
- b) DIRECT BOOKING WITH HOTEL
Import booking to App
- 2 ONE-TIME ID VERIFICATION
(first-time user only)
- 3 PRE-AUTHORISE CHECK-IN DEPOSIT
- 4 CONFIRM RESERVATION DETAILS
- 5 PROCEED PRE-CHECK-IN
- 6 QR CODE ASSIGNED (on arrival day)
(Pre-Check-in Complete)
- 7 WELCOME!
SHOW QR CODE (upon arrival)
Collect room key from reception counter