

# 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

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:

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

applicable at participating outlets at the hotels.  
discounts cannot be used in conjunction with other promotions, offers or 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 participating 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). Refer to our meeting/sales team for further details.
- 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.
- Points earning and/or redemption is not applicable for public, corporate and government meetings and events.

### 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 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 your special day with us. 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, book stay, mobile check-in, purchase deals, earn Points & redeem for rewards, and more.

\*Subject to availability.

Proof of valid Insiders Club membership required (show your digital membership card or QR Code through the Insiders Club app or login to your Insiders Club account via its website).

Member benefits and offers are subjected to change and update without prior notice.

Other terms and conditions apply.

Please refer to Insiders Club App for latest benefits and offers.



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### HOTELS & OUTLETS

#### DINING

Grand Margherita Hotel	Orchid Garden Coffee House Meisan Restaurant Rajah Lobby Lounge Tribes Jazz & Reggae Lounge Rajang Terrace
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

#### SPA

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

### 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