Pizza Hut x Genshin Impact Fan Event Frequently Asked Questions

1. Where and When is Pizza Hut x Genshin Impact Fan Event held in Malaysia?

Pizza Hut x Genshin Impact Fan Event will be held at the three outlets below on the respective dates. It is a one-day event from 10am to 5pm divided into several sessions.

Outlet	Address
Pizza Hut Sunway Pyramid, Selangor (8 July)	Unit Nos. LL2.40 Lower Level 2, Sunway Pyramid Shopping Mall, Bandar Sunway, 47500 Petaling Jaya, Selangor
Pizza Hut Queensbay Mall, Penang (15 July)	Lot LG 86, Queensbay Mall, 100, Persiaran Bayan Indah, 11900 Bayan Lepas, Pulau Pinang
Pizza Hut Mid Valley Southkey, Johor (22 July)	LG-010 & 11, Mid Valley Southkey, Jalan Bakar Batu, Southkey, 81100 Johor Bahru, Johor

2. What are the sessions available?

There are a total of five sessions for each event date, as shown below. Each session has a limited number of seats available.

Session	Time Slot
Session 1	10.00am – 11.00am
Session 2	11.30am – 12.30pm
Session 3	1.00pm – 2.00pm
Session 4	2.30pm – 3.30pm
Session 5	4.00pm – 5.00pm

3. How long can I dine at the restaurant during the scheduled session?

Each slot will last for 60 minutes, including time for dining and carrying out the activities that are prepared. If you are late, the corresponding time will not be extended, please be sure to arrive on time.

4. When can I purchase a ticket for the event?

Entry tickets are limited and can only be purchased during the period as follows, while stocks last:

Sunway Pyramid, Selangor (8 July)	30 June (10am GMT+8) – 7 July (12pm GMT+8)
Queensbay Mall, Penang (15 July)	30 June (10am GMT+8) – 14 July (12pm GMT+8)
Mid Valley Southkey, Johor (22 July)	30 June (10am GMT+8) – 22 July (12pm GMT+8)

5. How do I purchase an entry ticket to the event?

Purchases can be made via Pizza Hut WhatsApp number at 016-7552525 by typing the keyword **Genshin** or by clicking on this **https://whatsapp.pizzahut.com.my:3000/app/link/eRoFEnS0e** directly. Kindly prepare a credit or debit card for checkout.

6. How much is the entry ticket, and what are the entitlements?

The entry ticket is **RM60** for ONE pax.

Each ticket includes:

- 1x MyBox Melts Genshin Impact Premium Combo worth RM47.90*
- 1x Sparkling Berry Fizz (event-exclusive drink)
- 1x Collaboration Postcard (door gift)
- Participation in activities to win prizes
- Meet & Greet with Cosplayers (selected sessions)

*MyBox Melts Combo is limited to Chicken Mania, Crispy Fries & Sparkling Berry Fizz. Veggie Lover Pizza will be served if customers select vegetarian options.
*Participants will get either Ningguang, Yelan OR Xiangling Set at random.

7. What is Sparkling Berry Fizz?

Sparkling Berry Fizz is an inspired drink that we wish to enhance travelers' experience during the event.

8. Is there any difference between the premium merchandise set for the event compared to the non-event premium combo?

No, the merchandise set is the same which are 1 Sticker Pack + 1 Photocard + 1 Notebook. However, event attendees will stand a chance to get the Yelan & Xiangling set, which is only released at a later date.

9. What payment methods are available?

Payments can be made using an e-wallet, debit card, or credit card.

10. Can I get a refund or change the time slot after purchasing the entry ticket?

All purchases are non-refundable and non-transferable.

11. Can I enter the restaurant without a reservation?

To ensure the session runs smoothly, unfortunately, we do not allow walk-ins.

12. Is there any age requirement to purchase the entry ticket?

No; however, attendees under 18 years old should get consent from their parents or guardians.

13. Are there any limitations on the number of entry ticket purchases?

The maximum number of entry tickets that can be purchased is limited to FOUR per person only.

14. Can I order the given menu for Takeaway or Delivery?

Unfortunately, the menu will only be available for dine-in during the event. However, you may request to get your food packed for takeaway if you prefer to use your time at the event for other activities, such as carrying out missions or taking photos.

15. Can I choose/pick a different combo meal besides the one offered?

Combo meals are pre-set, non-exchangeable, and non-transferable.
Attendees will be served 1x MyBox Melts (Chicken Mania + Crispy Fries + Sparkling Berry Fizz) during the event. For vegetarians, we will be serving MyBox Pizza (Veggie Lover + Crispy Fries Fries + Sparkling Berry Fizz).

16. Can I order additional food during the event?

Due to the high quantity of food required to prepare for the event, attendees can order additional food from a limited menu, which is only available for Takeaway after the event.

17. Is there anything I need to bring to the event?

Just bring your WhatsApp purchase confirmation messages and you are good to go!

18. What time does registration start?

Registration starts 20 minutes before each session, please make sure you arrive early to fully enjoy the event!

19. Can I enter the restaurant in cosplay?

Yes, you are more than welcome to do so! Please take lots of pictures and tag us on social media.

20. What should I do if I have other questions?

You may reach out to us via Facebook & Instagram:
https://www.facebook.com/pizzahutmalaysia/
https://www.instagram.com/pizzahutmalaysia/