



IMPORTANT NOTES

1. General & Room Package

- * The above package rates are quoted on **per package** basis.
- * Meals are pre-set meals in a bento box. These pre-set meals go on rotation on daily basis. Request for vegetarian / vegan meals are accepted but please elaborate / state details for vegetarian meals.
- * Switch your meal's main course to any one (1) item from the *à la carte* menu at only **RM20.00nett per meal**. Orders must be made at least 1 day ahead.
- * In-house convenience store delivery available.
- * Only the following immediate family members are allowed to share rooms / connecting rooms :
 - Parent(s) and child(ren)
 - Siblings of the same gender
 - Legally married couples
- * Connecting Standard Rooms can accommodate up to 4 persons (2 persons in each room).
- * Extra beds are not available for all Standard rooms.
- * Accompanying children (below 12 years old) stays for free on sharing basis. Children age 6 to 11 years old are subject to additional RM75.00 nett per person per night for meals only.
- * PCR Test for children is charged at RM190.00nett per test / per person regardless of age.
- * Special requests like bedding types, room view and location are strictly subject to availability upon check-in only.



2. Airport Transfer

- * Complimentary transfer is only for 1-way from the airport to the quarantine centre (hotel), valid only with full quarantine stay at the hotel and cannot be exchangeable.
- * Other applicable surcharges payable directly to the driver :
 - Surcharge of RM50.00 nett for flights arriving (touchdown) between 2200hrs to 0600hrs.
 - Surcharge of RM50.00 nett per hour for waiting time exceeding 3 hours at the airport.
- * Maximum load per vehicle : 4 passengers (not including driver) and 7 pieces of luggage (4 big + 3 small).
- * Additional vehicle will be required for load exceeding the maximum load stated above, chargeable at RM200.00nett per vehicle per way.

3. Number of Quarantine Days

- * **5 Days** (4 Nights) : Completed all doses plus booster dose at point of arrival at the airport;
- * **7 Days** (6 Nights) : Fully-vaccinated (28 days after received 1-dose series vaccine or 14 days after received 2nd dose of 2-dose series) at point of arrival at the airport;
- * **10 Days** (9 Nights) : Not-fully vaccinated at point of arrival at the airport.

Your reservation shall be made according to the flight's original touchdown date. Any last-minute delay within 24 hours from the original touchdown date shall not affect the original booking by date and billing. Your number of mandatory quarantine days shall be according to the date as stated on the slip issued by the Malaysian Ministry of Health (MOH / KKM) upon your arrival at the airport.



4. Pre-Block

Rooms will be booked from the day before for flights with expected arrival at KLIA between 0000hrs (midnight) to the next day 0900hrs / 9:00AM. This is to ensure availability of rooms upon arrival at the hotel. A flat charge of RM150.00 nett per room will be applicable.

This preblock charge will not be waived should the flight's arrival is delayed without at least 24 hours' notice.

5. Booking Procedures

1. Reservations are only to be confirmed according to the availability of rooms at point of booking request.
2. Please complete **all** the details in the table enclosed and return this email to us. <Please provide a mobile number that can be reached at the airport for the driver to contact you / the traveller.>
3. Upon receiving your details and if rooms are available, we shall forward a Proforma Invoice with payment due date to you for your payment processing. You may pay via bank transfer or by credit card (the details will be available in the Proforma Invoice). All quarantine reservations must be fully prepaid before the Confirmation Letter can be issued.
4. All bank transfer will have to be validated (working Mondays to Fridays only, up to 1800hrs local time) before the Confirmation Letter can be issued. As such, please plan your booking and payment to avoid the hassle of last-minute bookings and processing.



Main Guest Name (as per ID / Passport)	
Date of Birth (dd-mm-yyyy)	Date Month Year
NRIC / Passport Number	
Nationality	
Mobile Telephone Number	
Travelling / Arrival Date	
Flight Origin and Number	
Expected Time of Arrival (ETA)	
Number of Days (5,7 or 10)	
Number of Person(s)	Adult (Age 12 and above) : One (1) Child (Age 6 – 11) * <i>subject to meal package</i> : None Child (Age 5 and below) * <i>Free of charge</i> : None
Expected Number of Luggage	
Details of Accompanying Party	
1st Accompanying Name (as per ID / Passport)	
Date of Birth (dd-mm-yyyy)	Date Month Year
NRIC / Passport Number	
2nd Accompanying Name (as per ID / Passport)	
Date of Birth (dd-mm-yyyy)	Date Month Year
NRIC / Passport Number	
3rd Accompanying Name (as per ID / Passport)	
Date of Birth (dd-mm-yyyy)	Date Month Year
NRIC / Passport Number	



Room(s) and Dietary Requirements			
Type of Package (Standard / Premium)			
Type of Room(s) and Number of Unit	Standard Room (Queen / Twin)	<input type="checkbox"/>	
	Deluxe Room (Queen / Twin)	<input type="checkbox"/>	
	Connecting Rooms (by pair)	<input type="checkbox"/>	
Special Request <i>(subject to availability)</i>			
Meals Preference / Dietary Requirements / Food Allergies	<input type="checkbox"/> Regular	<input type="checkbox"/> Vegetarian	<input type="checkbox"/> Diabetic
	<input type="checkbox"/> Others / Allergies (Please state) :		

6. Changes to Reservation

Any change to the confirmed reservation must be made at least 24 hours prior to arrival. In event of last-minute flight changes or delays, the hotel must be notified immediately, no later than the original flight take-off time. Delay in updating the change in reservation may result in penalty charges.

7. Cancellation Policies

All reservations secured with prepayment will be fully refunded if such request is made at least 7 days prior to check-in date. Refund process shall take up to 25 business days from the submission date.

Reservations made within 7 days are deemed as fully non-refundable. In the event of Force Majeure, refunds shall be considered on a case by case basis with supporting documents provided at least 24 hours prior to check-in date.



All cancellation due to approval received for Home Surveillance Order / Home Quarantine will need to be supported with the official notification of approval to support the refund request.

8. Home Surveillance Order (HSO) / Home Quarantine

8.1. Short Notice Cancellation (received within 24 hours prior to flight arrival time / at point of arrival at airport)

Please note that cancellation due to the last-minute approval for Home Quarantine less than 24 hours from the flight arrival time and / or at point of arrival at the airport, there will be cancellation charges based on the package booked :

1. Standard Package : RM 700.00 nett
2. Premium Package : RM 800.00 nett

8.2. Shortened Stay Due to Home Quarantine (HSO received after checked-in into hotel)

Should you receive the approval for Home Quarantine after you have checked-in, the unused amount of prepayment after deducting the following charges will be processed for refund :

1. Number of night stayed.
2. Standard Package : RM 700.00 nett
3. Premium Package : RM 800.00 nett



All refund process shall take up to 25 business days from the submission date.

I hope the above meets your requirements. Please note that we have limited rooms available and reservation are confirmed based on availability upon request.

Do feel free to contact us again should your need further clarification or assistance. We look very much forward to hearing from you again.

Stay strong and stay safe,

The Management,
ibis Kuala Lumpur City Centre