



## PANGKOR LAUT RESORT

ONE ISLAND . ONE RESORT

### BOOKING TERMS & CONDITIONS

Please read the following booking conditions carefully as the person making the booking is deemed to have read, understood and accepted these conditions on behalf of all persons in the booking.

#### 1. TAXES

Room prices are inclusive of prevailing service charge and taxes.

Should there be any changes in the taxes, the hotel reserve the right to amend the rates accordingly.

#### 2. TOURISM TAX

Room rates are subjected to government tourism tax ("Tourism Tax") of MYR10 per room per night. The Tourism Tax will be charged at the hotel and payment to be made upon check-out. Malaysian citizens (MyKad) and permanent residents (MyPR card holders) are exempted. It is mandatory to produce MyKad and/or MyPR and/or other relevant documents upon check-in for registration for identification of nationality and citizenship purposes.

#### 3. SPEEDBOAT SCHEDULE

Please note the timings below:

Marina Island to Pangkor Laut Resort: 12:00, 13:00, 14:00, 15:00, 16:00

Pangkor Laut Resort to Marina Island: 10:30, 11:30, 12:30, 13:30, 14:30

Please check-in to our resort's office at Marina Island Pangkor at least 20 minutes prior to the scheduled speedboat departure times.

The speedboat charges per way is MYR80.00+ per adult and MYR40.00+ per child.

Alternately, a chartered private speedboat can be pre-arranged at MYR500+ between 07:00 hours to 21:00 hours or MYR700+ between 21:00 hours to 07:00 hours.

Office address:

Pangkor Laut Resort Office

Marina Island Pangkor, Jalan Jeti Kompleks KM1, Teluk Muruh 32200 Lumut, Perak, Malaysia

GPS: N 4°12'24, E 100°36'7"

Contact us at:

605-683 5495 (Marina Island) | 605-699 1100 (Pangkor Laut Resort)

#### 4. ACCOMMODATION

Each Garden, Hill and Beach Villa has a maximum occupancy of two (2) adults and two (2) children (aged 11 years and under). Baby Policy - 2 infants (aged 1 year and under) may stay for free and will count towards maximum villa occupancy. A cot can be provided by the resort, upon request and subject to availability.

A child (2 years - 11 years) surcharge of MYR150++ per villa per night applies, inclusive of breakfast, for up to 2 children. Maximum one daybed per villa, with a second child sharing bed with parents. Return speedboat transfers for each child have to be purchases separately.

Each Sea Villa can only accommodate two (2) persons above 12 years old while each Spa Villa can accommodate two (2) persons above 16 years old.



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### 5. DINING

Children below 16 years of age are not permitted in Fisherman's Cove. Proper dress code is required at Fisherman's Cove; Smart casual: No shorts, sandals or collarless shirts.

#### IMPORTANT NOTE:

Gala Dinners during the festive season on 24, 25 and 31 December are exempted from meal inclusions package i.e Resident Package and standard meal plans. Standard dinner meal inclusions or meal plans on these dates will be served at Uncle Lim's Kitchen. Gala Dinners are non-compulsory and will be subjected to a top-up charge per meal of MYR300++ per adult or MYR175++ per child aged below 12 years.

### 6. ACTIVITIES

All activities, spa treatment and dining experiences are subject to availability and weather conditions. Jungle Walk with our Resident Naturalist is subject to availability. Guests are advised to wear suitable, covered walking shoes and bring along mosquito repellent for this activity

### 7. PAYMENT INFORMATION

All rates are quoted in Malaysian Ringgit (MYR). All reservations require full payment upon confirmation of Booking, and this payment is non-refundable. Payment can be made by Credit Card or Telegraphic Transfer. Accepted forms of payment are Visa, MasterCard, and JCB. Credit cards will be charged in Malaysia Ringgit (MYR) using the daily BBR (Bankers Buyers Rate).

### 8. CANCELLATIONS AND CHARGES

Full pre-payment is required at the time of booking and this payment is non-refundable. In the event that length of stay is reduced, early departure fees may apply.

You can make up to seven (7) changes to the date of your booking provided that the change is made no less than seven (7) days before arrival and for stays no later than one (1) year from the original date of arrival. Complimentary date changes are subjected to resort availability and must be made within the same criteria, e.g. weekday to weekday and not within festive periods and public holidays. Any further changes will be subjected to an additional top up.

### 9. NO-SHOWS

There will be no refund for no-shows, missed or unused package components including air flights, accommodation nights, transfers, tours, activities and meals.

### 10. PERSONAL DATA/INFORMATION

Any personal data and/or information gathered by YTL Hotels in the booking and/or registration process will be recorded and only be used in accordance with Privacy Policy for the YTL Group which is available online at <http://www.ytl.com/privacypolicy.asp>. A copy of the said Privacy Policy is also available at YTL Hotels\' respective hotel and/or resorts\' reception upon your request. However, by using our booking services herein, you agree that we may collect and process data and/or information provided by you for the purposes set out in the Privacy Policy for the YTL Group and should you not agree with the provisions therein and/or wish to revoke your consent to the usage, you may contact the relevant officer stated in the Privacy Policy. Unless you have otherwise notified the same in writing, YTL Hotels will presume that you have read and consented to YTL Hotels\' processing of your personal data as set out in the Privacy Policy.



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### 11. TRAVEL DOCUMENTS

It is the responsibility of the individual travellers to ensure that proper documentation is obtained in advance of the trip. Passengers must be in possession of a valid passport, which must be valid for more than 6 months AFTER their return date of travel. Each traveller should check with the appropriate embassy of each country they would be visiting to verify the required documents. Any missed tours, flights, services and additional charges incurred as the result of improper documentation is the sole responsibility of each traveller and the above stated cancellation penalties and amendment service charges apply.

### 12. BAGGAGE

Baggage allowances are as per airlines terms & conditions. The company assumes no responsibility for any loss or damage to baggage or belongings whilst they are in the custody of the airlines, other transportation companies, accommodation suppliers or the passenger.

### 13. RESPONSIBILITY

The company reserves the right to cancel or withdraw any itinerary or booking made for a customer. The company also reserves the right to decline acceptance or retain any customer if it appears that such person(s) is likely to endanger the health or safety, or impair the comfort and enjoyment of others at the Resort.

The company does not accept responsibility for the actions of third-party suppliers of services. Any hotel, transportation and/or service arrangements made directly by the customer are at their own risk. Any missed services or accommodations provided by YTL Hotels as a result of third parties' actions are not refundable under any circumstances. The customer accepts full responsibility for losses and expenses due to delay, sickness, weather, strikes, war, quarantine or acts of God of which are not preventable by reasonable diligence.