

Reagan Hotel CUSTOMER SERVICE POLICY

- 1. Breakfast Policy** All guests are entitled to a complimentary breakfast "Makan Sarapan" from 7:00 AM to 10:30 AM daily at the "Selera Cafe". This includes a buffet of local and international dishes.
- 2. Check-in/Check-out** Standard check-in time is 3:00 PM. Check-out is at 12:00 PM. Early check-in is subject to availability and a fee of RM 50.
- 3. Refund Policy** Full refunds are provided for cancellations made at least 48 hours before the booking date. No refunds are provided for "No Shows".
- 4. Pets** We have a strict "No Pets" policy inside the hotel rooms to ensure the comfort of all guests.