

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.