

Dear Sir/ Madam

**YOUR BOOKING NO IS 127221**

Thank you for choosing Olive Tree Hotel. It is our pleasure to confirm your reservation as follow :

YOUR ACCOMODATION DETAILS			
Guest Name	: NUR ANIS SYUHADA MOHD SHATAR		
Company Name	: Universiti Kebangsaan Malaysia (UKM)		
Check In	: 08/06/2023	No. of Guests	: 3
Check Out	: 09/06/2023	No of Room(s)	: 3
Room Category	: Olive Deluxe		
Daily Room Rate	: MYR 288 Nett per room per night		
Billing Instructions	: Room inclusive 1 breakfast + RM 3 Local Government Fee to company; Miscellaneous on personal account		
Remarks (if any)	: pending payment		
YOUR ACCOMODATION DETAILS			
Guest Name	: PROF. MADYA DR. FARIZA KHALID		
Company Name	: Universiti Kebangsaan Malaysia (UKM)		
Check In	: 08/06/2023	No. of Guests	: 2
Check Out	: 09/06/2023	No of Room(s)	: 2
Room Category	: Executive Deluxe		
Daily Room Rate	: MYR 378 Nett per room per night		
Billing Instructions	: Room inclusive 1 breakfast + RM 3 Local Government Fee to company; Miscellaneous on personal account		
Remarks (if any)	: pending payment		

**Your experience here includes the following complimentary amenities and facilities:**

<ul style="list-style-type: none"> <li>• Daily breakfast at Sukkah Coffee House (for room with breakfast)</li> <li>• High-speed Internet access</li> <li>• Bathroom amenities</li> <li>• Coffee &amp; tea facilities</li> </ul>	<ul style="list-style-type: none"> <li>• Hair dryer, iron &amp; ironing board</li> <li>• In-room safe deposit box</li> <li>• Gym and swimming pool</li> <li>• Business centre</li> <li>• Covered carpark</li> </ul>
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### RESERVATION, GUARANTEE & CANCELLATION POLICY

Rates are subject to 6% Service Tax, \*MYR 3.00 nett Hotel Fee and \*\*MYR 10.00 nett Tourism Tax - Applicable to non-Malaysian.

\* The Penang local government fee of MYR 3 nett per room, per night is not included in your total room cost and will be collected upon check out.

\*\* A Tourism Tax of MYR 10 nett per room, per night applies to foreign passport holders arriving from 1 January 2023 onwards. This is collected by the hotel on behalf of the government upon check out and is not included in total room cost. All Malaysian Nationals and Permanent Residents are exempted.

If payment is to be made by the guest directly to the Hotel, a valid credit card will be required to guarantee the booking. If payment is to be settled by the Company, payment should be made to the Hotel prior to the guest's departure, unless credit facilities have been established with the Hotel Letter of Undertaking/ Purchase Order from the company is required prior to the guest stay.

There will be an auto cancellation to the reservation should there be no guaranteed credit card authorization as stipulated.

Reservations cancelled less than 72 hours prior to arrival date or in case of no-show, a one (1) night's stay (per room) will be charged to your credit card as cancellation fee.

In the event of any request for a guaranteed early check-in, a full day's charge is applicable as the room(s) will be blocked from the day before.

### HOTEL POLICY

In provision of the Control of Tobacco Product Regulations 2004 (Food Act 1983) and the Green Building Index, this hotel is 100% smoke-free. Smoking/vaping, use of e-cigarette and IQOS are prohibited in the hotel except at the designated smoking area located outside the hotel lobby. Durians, mangosteens, and pets are also not allowed. A MYR 1000.00 recovery fee will be charged to the guest if signs of smoking are found in any of these areas.

**Check-in time is from 3 pm onwards. Check-out time is at 12 pm.**

### DISCLOSURE

Olive Tree Hotel reserves the right to cancel or modify a reservation where it appears that a guest has engaged in fraudulent or inappropriate activity or under other circumstances where it appears that the reservation contains or is a result from a mistake or error.

### IMPORTANT INFORMATION

All rooms can accommodate up to a maximum of:

Two (2) adults and one (1) child below 12 years of age (sharing existing beddings with the adults); OR

Three (3) adults (with one (1) extra bed).

Please note that an extra bed will be charged accordingly.

Late check-out is on request basis and subject to availability. Additional charges

### PERSONAL DATA PROTECTION

In submitting the reservation form, you hereby confirm that you have read our Personal Data Protection Notice which can be viewed at [www.olivetreehotel.com.my/privacy-policy](http://www.olivetreehotel.com.my/privacy-policy) and you consent to the processing of any personal data provided to Olive Tree Hotel in accordance with the terms contained in the said notice.



may apply.	
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**CREDIT CARD AUTHORISATION (FOR CORPORATE ACCOUNT)**

Please fill and sign the attached Credit Card Authorisation Form to confirm your reservation.

We hope that the above arrangements are in order. Should there be any modifications to your reservation, kindly contact us to make the necessary changes.

Yours sincerely,

Cindy

**Olive Tree Hotel Reservation**

**If you have any question or amendment, please send an email to :**

**[reservations@olivetreehotel.com.my](mailto:reservations@olivetreehotel.com.my) or contact us at : +6 04 637 7777**

