

Nam Ho DMC Pte. Ltd.

180B Bencoolen Street
#04-04, The Bencoolen
Singapore 189648
Email: ground.malaysia@namhodmc.com

**SERVICE VOUCHER**

Please honor the following services in favour of our valued guest/s

PRASANTA CHATTOPADHYAY * 1 Adult(s)

Agent: Shipra Travels Private Limited

Reference No: 103372/IPK/INSHIP

Invoice No: NHM13596

Arrival Detail: 22 Sep 2024, By Air, AK 30

Arrival Time: 0610hrs

Departure Detail: 24 Sep 2024, By Air, AK 31

Departure Time: 2210hrs

Hotel: [Arenaa Star Hotel](#)

Hotel Confirmation No: T24071819

Address: No.49-51, Jalan Hang Lekiu, 50050

Check In: 21/09/24 / 1400hrs

Check Out: 24/09/24 / 1200hrs

Room(s): 01 Superior * B'fast Incl

Tour(s):

Genting Full Day Tour Enroute Batu Caves + Two Ways Cable Car (INFO - Skyworld Outdoor Theme Park closed on Tuesday)

Half Day City Tour

Transfer(s):

(1) Arrival / (1) Departure Transfers (Private basis)

Tour Transfers (Seat in Coach basis) - Genting Full Day Tour Enroute Batu Caves + Two Ways Cable Car, Half Day City Tour

ATTRACTION TICKETS CHECKLIST

| | Adt Tix | Chd Tix |
|---|---------|---------|
| Half Day City Tour {22 Sep 2024} | 1 | |
| Genting Full Day Tour Enroute Batu Caves + Two Ways Cable Car {23 Sep 2024} | 1 | |

-- Attractions marked with * * are QR Codes that has to be scanned during Admission --

Signature: _____

***** Request you to check the tickets at the presence of the driver before signing this form. Any claim made of missing ticket after acceptance of the kit we will not accept any responsibility to it.**

Terms & Conditions:

Download eTravel Partners Mobile App to view your requested services and other optional services

To Login:-

User ID: NHM

Password: 103372IPK

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Important Information - -

A Tourism Tax of RM 10.00 per room per night will be levied for all foreign tourists staying at hotel across Malaysia, as per the Malaysia Tourism Tax Act 2017. The tourism tax amount is not included in room rate and it will be collected from guests direct at check-in.

-LANGKAWI-With reference to Trade By-Laws under the Local Government of (Langkawi), hotel guests are committed to Tourism Fees of RM 3.00- RM 5.00 nett PRPN for stays as determined & imposed by the Municipal Council of Langkawi, which is not included in the reservation and will be collected by the hotel upon check-in.

-PENANG - The Municipal Council of Penang Island will be imposing a RM 2.00 nett - 3.00 Nett per room per night fee payable directly to the hotel upon check- in

-PAHANG - Pahang state will be imposing a state tax RM 3.00 Nett per room per night fee payable directly to the hotel upon check- in

There are no longer any COVID-19 measures for travellers arriving in Malaysia regardless of vaccination status or traveller profile.

Guest need to fill in and submit Malaysia Arrival Card within 72hrs of arrival in Malaysia

(Reference link : <https://imigresen-online.imi.gov.my/mdac/main?registerMain>)

For redemption of complimentary cable car tickets at Genting Highlands , physical confirmation voucher is required. All guests are requested to carry print out of the confirmation voucher at the time of cable car ticket redemption. (Valid for guest staying in Resort World Genting Hotel)

Hotline Numbers :

Duty Manager Handphone : +60 11-2344 7622 (ONLY FOR PASSENGERS ON GROUND)

FOR TRAVEL PARTNERS -

- 1) Please contact India office staff
- 2) Travel agents are not allowed/recommended to call emergency number of Singapore.

Meeting points at Airport

KLIA - International Arrival Arrival Hall Paging Area (Nearby Cimb Money Exchange)

KLIA - Domestic Arrival Arrival Hall Door 3

KLIA 2 - International Arrival Arrival Hall Paging Area

KLIA 2 - Domestic Arrival Arrival Hall Paging Area

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Subang Airport (SZB) Arrival Hall Gate 2

LGK Int. Airport Landmark @Smith Outlet

PEN Int. Airport Arrival Hall direct to out-door

If Group is having Guide Services:

KLIA 1 – Pick up point from Arrival Hall at the signage area only, Once Meet up with Guide. Guide will assist the group to Coach Waiting area.

KLIA 2 – Pick up point from Arrival Hall at the signage area only, Once Meet up with Guide. Guide will assist the group to Coach Waiting area.

Subang Airport – Pick up point from Arrival Hall at the signage area only, Once Meet up with Guide. Guide will assist the group to Coach Waiting area.

LGK Airport – Pick up point from Arrival Hall at the signage area only, Once Meet up with Guide. Guide will assist the group to Coach Waiting area.

PNG Airport – Pick up point from Arrival Hall at the signage area only, Once Meet up with Guide. Guide will assist the group to Coach Waiting area.

If Group is NOT having Guide Services:

Shall Group is not having Guide Service, they have to follow FIT Pick Up points & SOP's.

**Shall Group (With Guide) arriving Early morning, tour leader should be informed to wait with the group at the arrival hall only as per the pickup time given in the itinerary.

MEETING POINT FOR COACH ARRIVAL

Arriving By Startmart Coach- Startmart coach ticket counter (Berjaya Times Square)

Arriving By Pan Pac Coach- Ibis Styles Fraser Park

IMPORTANT NOTE :

Customer Travelling from Singapore to Kuala Lumpur by Coach need to call Hotline Number after crossing SUNGEI BESI TOLL PLAZA for timely pick up from Coach drop off point.

For guest staying in Resort World Genting Hotels (Awana / First World / Genting Skyworld / Resort Hotel / Crockfords) will be able to redeem their complimentary cable car tickets on the day of check-in only.

In case where guest will utilize the cable car tickets on any other day than check-in, will have to repurchase the tickets on own.

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DURING VISIT TO GENTING HIGHLANDS, IT IS MANDATORY TO WEAR FACE MASK IN PUBLIC PLACES

EAGLE SQUARE CLOSED FOR RENOVATION UNTIL FURTHER NOTICE

Bedding is subject to availability at the time of check-in. We can only pass remarks to the hotel.

STRICTLY NO AMENDMENTS CAN BE DONE FOR ONGOING FILE, i.e. PASSENGERS ON GROUND

FIXED SIC TIMINGS FOR ARRIVALS/DEPARTURES FROM KLIA (01ST OCT'22 ONWARDS)-

- 1) KLIA ARRIVALS TO KUL/GENTING: 08:00 – 08:30 Hrs / 11:00 – 11:30 Hrs / 13:00 – 13:30 Hrs
- 2) KLIA DEPARTURES FROM KUL CITY : 06:00 - 06:30 Hrs / 09:00 - 09:30 Hrs / 11:00 – 11:30 Hrs
- 3) KLIA DEPARTURES FROM GENTING : 11:00 – 12:00 Hrs

Waiting Time SOP :-

All SIC Pickup's / Tour's & Departure from Hotel's in KUL area there will be no waiting hours

SIC Airport Arrival Pickup – Max Waiting Hour is only 90Mins.

Private Airport Arrival Pickup – Max Waiting Hours is only 90Mins.

Private Departure to Airport / Coach Station / Train Station / Hotel To Hotel – Max Waiting Hours is 15Mins
(Including Genting Highlands- Airport/Kl Hotel)

Private Tour Pickup/ Depart to OR from Sunway Lagoon / Genting Highlands / I-City or any other tour – Max waiting Hours is 15Mins

Private Half Day KL City Tour – Max Waiting Hour will be 2.30 Hours (As no tour can be done in the balance 01 Hour)

Private FD Tour / Disposal Usage – Max Waiting Hours will be 7 Hours

SIC TOUR PICK UP TIME IN LANGKAWI ZONE WISE :-

1.HALF DAY/FULL DAY LANGKAWI TOUR:-

ZONE 1- 0930HRS

ZONE 2-0945HRS

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ZONE 3-1000HRS

2.ISLAND HOPPING TOUR :-

ZONE 1: 0830HRS

ZONE 2: 0845HRS

ZONE 3: 0900HRS

3. SUNSET DINNER CRUISE:-

ZONE 1: 1545HRS

ZONE 2: 1600HRS

ZONE 3: 1615HRS

Check In / Out Time

The Standard Check In time is 1500 Hours.

The standard Check Out time is 1200 noon.

Deposit

Hotel may collect a refundable deposit in a form of cash or credit card from you, upon check - in. This will be a guarantor from you for any usage of additional service in the hotel, example minibar, telephone, restaurants etc. Your deposit will be refunded upon settlement of all personal account if any.

Pick up Transfer

- 1.ALL pickup of transfer/tours from the Hotel, it may take up to 30-40 Minutes depending on traffic
2. No-Show Guests would not be given any refunds nor would their tours be re-scheduled.
3. SIC means Seat-In-Coach Basis. Drivers would communicate with the Guests if there is a change in the assigned pick - up time.
4. Pick - up for all Tours and Transfers are conducted from the Hotel lobby.
5. Drivers would not call in the room or Hotel Cafe to locate any guests.
6. Please do not hesitate to call our staff if you encounter any problems during your tour.

We wish you a very pleasant stay in Malaysia!

***Itinerary may change due to unforeseen circumstances.

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***** End of services *****

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