

TELEPHONE DIRECTORY

EVERYTHING YOU NEED TO MAKE YOUR HOLIDAY EXPERIENCE ENJOYABLE AND PLEASURABLE IS JUST A PHONE CALL AWAY. PLEASE FEEL FREE TO CALL US SHOULD YOU NEED ANY ASSISTANCE.

	TOUCH	
OPERATOR	0	
GUEST SERVICES.	1	
HOSPITALITY DESK / ACTIVITIES	2	
SPA VILLAGE CAMERON HIGHLANDS	5	
RESTAURANTS AND IN-ROOM DINING.	4	
HOUSEKEEPING	6	
ROOM TO ROOM CALLS (ROOM 1 TO 9)	8800	FOLLOWED BY ROOM NUMBER
ROOM TO ROOM CALLS (ROOM 10 TO 57)	880	FOLLOWED BY ROOM NUMBER
CALLS WITHIN MALAYSIA	9	FOLLOWED BY AREA CODE AND NUMBER
	03	KUALA LUMPUR
	04	PENANG, KEDAH, PERLIS
	05	PERAK
	06	NEGERI SEMBILAN, MELAKA
	07	JOHOR
	09	KELANTAN, TERENGGANU, PAHANG
	088	SABAH
	082	SARAWAK
CALLS TO SINGAPORE.....	9	FOLLOWED BY 02 AND NUMBER
LOCAL DIRECTORY ASSISTANCE	9	FOLLOWED BY 103
OPERATOR-ASSISTED INTERNATIONAL CALLS....	9	FOLLOWED BY 108
EMERGENCY.....	0	

RESERVATIONS : TRAVELCENTRE@YTLHOTELS.COM
 OUR WEBSITE : WWW.CAMERONHIGHLANDSRESORT.COM
 OUR EMAIL : CHR_FRONTOFFICE@YTLHOTELS.COM.MY

INTERNATIONAL DIRECT DIAL LISTING

FOR INTERNATIONAL LISTINGS AND COUNTRY CODES, PLEASE REFER BELOW.

COUNTRY	CODE	COUNTRY	CODE
ALGERIA	213	ITALY	39
ANTIGUA	1268	JAMAICA	1876
ARGENTINA	54	JAPAN	81
AUSTRALIA	61	JORDAN	962
AUSTRIA	43	KENYA	254
BAHAMAS	1242	KUWAIT	965
BAHRAIN	973	LAOS	856
BANGLADESH	880	LATVIA	371
BELGIUM	32	LEBANON	961
BOLIVIA	591	LIBYA	218
BOSNIA & HERZEGOVINA	387	LITHUANIA	370
BOTSWANA	267	LUXEMBOURG	352
BRAZIL	55	MACAO	853
BRUNEI	673	MALAWI	265
BULGARIA	359	MALAYSIA	60
CAMBODIA	855	MALDIVES	960
CANADA	1	MALTA	356
CHILE	56	MAURITIUS	230
CHINA	86	MEXICO	52
COLOMBIA	57	MONACO	377
COSTA RICA	506	MOROCCO	212
CROATIA	385	MYANMAR	95
CUBA	53	NEPAL	977
CYPRUS	357	NETHERLANDS	31
CZECH REPUBLIC	420	NEW ZEALAND	64
DENMARK	45	NICARAGUA	505
ECUADOR	593	NIGERIA	234
EGYPT	20	NORWAY	47
EL SALVADOR	503	OMAN	968
ETHIOPIA	251	PAKISTAN	92
FIJI ISLANDS	679	PALESTINE	970
FINLAND	358	PANAMA	507
FRANCE	33	PAPUA NEW GUINEA	675
GERMANY	49	PARAGUAY	595
GHANA	233	PERU	51
GIBRALTAR	350	PHILIPPINES	63
GREECE	30	POLAND	48
GUADELOUPE	590	PORTUGAL	351
GUAM	1671	QATAR	974
GUATEMALA	502	ROMANIA	40
HAITI	509	RUSSIAN FEDERATION	7
HAWAII	1808	SAUDI ARABIA	966
HONDURAS	504	SENEGAL	221
HONG KONG	852	SEYCHELLES	248
HUNGARY	36	SINGAPORE	65
ICELAND	354	SLOVAK REPUBLIC	421
INDIA	91	SOUTH AFRICA	27
INDONESIA	62	SOUTH KOREA	82
IRAN	98	SPAIN	34
IRAQ	964	SRI LANKA	94
IRELAND	353	SWEDEN	46
ISRAEL	972	SWITZERLAND	41

COUNTRY	CODE	COUNTRY	CODE
SYRIA	963	UNITED ARAB EMIRATES	971
TAIWAN	886	UNITED KINGDOM	44
TANZANIA	255	URUGUAY	598
THAILAND	66	USA	1
TRINIDAD & TOBAGO	1868	UZBEKISTAN	998
TUNISIA	216	VENEZUELA	58
TURKEY	90	VIETNAM	84
UGANDA	256	YEMEN ARAB REPUBLIC	967
UKRAINE	380	ZAMBIA	260

AIRLINE RESERVATION & CONFIRMATION

ASSISTANCE WILL BE PROVIDED TO GUESTS WHO WISH TO RECONFIRM OR BOOK THEIR FLIGHTS, GUESTS MAY ALSO CHECK FOR DEPARTURE TIMES OR MAKE FURTHER TRAVEL ARRANGEMENTS AT THE FRONT DESK.

THE FOLLOWING IS A LIST OF TELEPHONE NUMBERS FOR MAJOR AIRLINE OFFICES IN KUALA LUMPUR.

AIRLINES (INTERNATIONAL)

AIRLINE	TELEPHONE No.
AEROFLOT	03 2141 6000
AIRASIA X	600 85 8888
AIR CANADA	03 2715 2053
AIR FRANCE	03 7712 4555
AIR INDIA	03 2072 6066
AIR MAURITIUS	03 2142 9161
AIR NEW ZEALAND	03 2715 5020
AIR NIUGINI	03 2148 4313
ALITALIA	03 2148 0644
ALL NIPPON AIRWAYS	03 2032 1331
AMERICAN AIRLINES	03 6207 4140
ASIANA AIRLINES	088 268 677
BIMAN AIRLINES	03 2164 6270
BRITISH AIRWAYS	03 7712 4747
CATHAY PACIFIC AIRWAYS	03 2035 2777
CHINA AIRLINES	03 2142 7344
DELTA AIRLINES	03 2282 4648
EGYPT AIR	03 2145 6867
EMIRATES AIRLINES	03 6207 4999
EVA AIR	03 2162 2981
GARUDA INDONESIA	03 2162 2811
GULF AIR	03 2141 2676
IRAN AIR	03 2161 1351
JAPAN AIRLINES	1800 81 3366
KLM ROYAL DUTCH AIRLINES	03 7712 4555
KOREAN AIR	03 2030 0200

AIRLINES (INTERNATIONAL)

AIRLINE	TELEPHONE No.
LION AIR	03 8776 6081
LUFTHANSA	03 2052 3428
MALAYSIA AIRLINES	03 7843 3000
MERPATI AIR	03 2141 1411
NORTHWEST AIRLINES	03 2161 5901
PAKISTAN INTERNATIONAL AIRLINES	03 2142 5444
PHILIPPINE AIRLINES	03 2141 0767
QANTAS AIRWAYS	03 2053 5033
ROYAL BRUNEI AIRLINES	088 242 193
ROYAL JORDANIAN AIRLINES	03 2148 7500
SAUDI ARABIAN AIRLINES	03 2166 7778
SINGAPORE AIRLINES	03 2692 3122
SOUTH AFRICAN AIRWAYS	03 2141 7456
SWISS AIR	03 2052 3433
THAI AIRWAYS INTERNATIONAL	03 2034 6999
UNITED AIRLINES	03 2161 1433
US AIRWAYS	03 2715 1122
UZBEKISTAN AIRWAYS	03 2162 0930
VIETNAM AIRLINES	03 2031 1555

AIRLINES (DOMESTIC)

BERJAYA AIR	03 7845 8382
FIREFLY	03 7845 4543
ISLAND AIR	03 7846 5006
MALAYSIA AIRLINES	03 7843 3000



ENTERTAINMENT CHANNELS

ALL OUR ROOMS COME COMPLETE WITH FLAT-SCREEN TELEVISIONS THAT
BOAST SATELLITE CHANNELS SHOWCASING A WIDE VARIETY OF INTERESTS
FROM INTERNATIONAL NEWS TO CARTOONS, COMEDY, SPORTS,
LIFESTYLE AND DRAMA.

TV CHANNEL	No
YTL INFOSCREEN	1
TV1	2
TV2	3
TV3	4
NTV 7	5
FOX MOVIES	6
FOX LIFE	7
FOX SPORTS 1	8
FOX SPORTS 2	9
DISNEY CHANNEL	10
NATIONAL GEOGRAPHIC	11
NHK WORLD	12
BBC WORLD	13
RADIO	14

DINING

DINING AT CAMERON HIGHLANDS RESORT SEES TRADITIONAL ENGLISH CUISINE MEETING THE MANY TASTES OF ASIA IN A MOUTH WATERING SYMPHONY OF FLAVOURS AND EXPERIENCES. DINNER RESERVATIONS ARE RECOMMENDED, AS SEATING IS LIMITED AT RESTAURANTS. PLEASE TOUCH [O](#) FOR ADVANCED RESERVATIONS.

THE DINING ROOM | BREAKFAST & DINNER

SAVOUR A CASCADE-STYLE BREAKFAST FEATURING FRESHLY BAKED PASTRIES, FRUIT, YOGHURT, CEREALS, EGGS, PANCAKES AND EVEN TRADITIONAL NOODLE DISHES IN OUR SUNFILLED DINING ROOM OVERLOOKING LUSH MOUNTAINTOPS AND THE GOLF COURSE. COME EVENING, CANDLELIGHT SOFTENS THE AMBIENCE WHILE OUR CHEFS SERVE UP COLONIAL CLASSICS, WESTERN AND LOCAL SPECIALITIES FOLLOWED BY SINFUL DESSERTS FOR DINNER. PROPER DRESS CODE IS REQUIRED FOR DINNER WITH SHIRT, FULL-LENGTH TROUSERS AND CLOSED SHOES FOR GENTLEMEN AND SMART CASUAL WEAR FOR LADIES. BREAKFAST IS SERVED DAILY FROM 7.00AM TO 10.30AM, AND DINNER IS SERVED DAILY EXCEPT ON WEDNESDAY, FROM 7.00PM TO 11.00PM.

JIM THOMPSON TEA ROOM | LUNCH & TEA

NAMED AFTER THE FAMOUS AMERICAN WHO HELPED REVITALISE THE THAI SILK INDUSTRY, THE ELEGANT DÉCOR EMBODIES OLD-WORLD CHARM AND GENTILITY OF THE COLONIAL PLANTATION LIFESTYLE FROM A BYGONE ERA. THE À LA CARTE LUNCH MENU OFFERS A VARIETY OF STARTERS, CLASSIC DISHES AND TEMPTING DESSERTS. INDULGE IN THE AGE-OLD RITUAL OF ENGLISH AFTERNOON TEA WITH OVEN-FRESH PASTRIES, DELICATE SANDWICHES, HOMEMADE SCONES, CLOTTED CREAM, STRAWBERRY JAM AND PLUMP STRAWBERRIES COMPLEMENTED BY FINE TEAS FROM CAMERON HIGHLANDS. LUNCH IS SERVED FROM 12.00PM TO 3.00PM AND ENGLISH AFTERNOON TEA FROM 3.00PM TO 6.00PM.

GONBEI | DINNER

COOKING AROUND A HEATED HOTPOT AT OUR SEMI-ALFRESCO RESTAURANT IS A GREAT ASIAN FAVOURITE AS IT PROVIDES A WARMING MEAL DURING RAINY DAYS AND COOL WEATHER. PERSONALISE YOUR HOTPOT BROTH COMPLEMENTED BY THE FRESHEST LOCAL PRODUCE FEATURING FARM VEGETABLES, SUCCULENT SEAFOOD, PRIME MEATS AND NOODLES TO DIP INTO THE SIMMERING FRAGRANT BROTH OF CHOICE. DINNER IS SERVED DAILY EXCEPT ON MONDAY, FROM 7.00PM TO 10.00PM.

HIGHLANDS BAR | DRINKS & SNACKS

PLAY A GAME OF SNOOKER WHILE ENJOYING THE EXTENSIVE SELECTION OF WHISKIES, COCKTAILS AND OTHER BEVERAGES AT THE HIGHLANDS BAR. THE COMFORTABLE SETTING MAKES IT THE PERFECT VENUE FOR A DRINK AND SNACK IN THE DAY, OR COCKTAILS AND AFTER-DINNER DRINKS IN THE EVENINGS BEFORE A MERRILY CRACKLING FIRE WHILE THE RESIDENT PIANIST SERENADES. OPEN FROM 12.00PM TO 11.00PM DAILY.



DINING EXPERIENCES

OUR DEDICATED FOOD AND BEVERAGE TEAM HAS CREATED A HOST OF PRIVATE DINING EXPERIENCES TO ENSURE YOUR STAY WITH US WILL BE EVEN MORE MEMORABLE. GOURMET MENU SELECTIONS ARE AVAILABLE FOR EVERY DINING EXPERIENCE OR WE WOULD BE DELIGHTED TO PERSONALISE A MENU TO SUIT YOUR PREFERENCES.

SELECT TO DINE AT A CANDLELIT PRIVATE GAZEBO, BY THE CRACKLING FIREPLACE, AT THE COMFORT OF YOUR ROOM BALCONY OR HAVE A SIGNATURE PICNIC AT THE TEA GARDENS. PLEASE TOUCH [O](#) FOR ADVANCE RESERVATIONS TO AVOID DISAPPOINTMENT.

BARBECUE DINNER

THE EVENING AMBIENCE OF CAMERON HIGHLANDS IS MAGICAL; A LIGHT MIST SETTLES AMONGST THE PINES AS THE STARS COME OUT TO PLAY. WHETHER DINING OUTDOORS OR IN THE PRIVACY OF THE GARDEN GAZEBO, A CHEF WILL PREPARE A FEAST OF LUSCIOUS PRAWNS, FRESH FISH AND JUICY BEEF TENDERLOIN COOKED TO YOUR PREFERENCE.

LIMITED TO ONE COUPLE DAILY

WESTERN FOUR-COURSE DINNER

LET THE REFRESHING HIGHLANDS AIR AND MAGNIFICENT VIEW WHET YOUR APPETITE AS YOU INDULGE IN AN INTIMATE FOUR-COURSE WESTERN SET DINNER. SERVED ALONGSIDE THE HIGHLANDS BEST PRODUCE, SELECT EITHER A JUICY BEEF TENDERLOIN OR FRESH SEAFOOD FOR YOUR MAINS. LIMITED TO ONE COUPLE DAILY

SIGNATURE PICNIC EXPERIENCE

TAKE AN INTIMATE STROLL THROUGH LUSH TEA BUSHES ON A PRIVATE APPRECIATION TOUR ON THE CULTIVATION OF TEA. DISCOVER FIRST HAND THE INTRICATE PROCESS THAT TRANSFORMS TEA LEAVES INTO A DELICATE BREW THAT TANTALISES THE PALATE. THE HIGHLIGHT OF THIS TEA JOURNEY IS A SUMPTUOUS PICNIC SPREAD LAID OUT AL FRESCO IN THE HEART OF THE TEA PLANTATION, ALLOWING GUESTS A PANORAMIC VIEW OF THE LUSH TEA VALLEY.

DEPART FROM RECEPTION AT 9:30AM | DAILY EXCEPT MONDAY | DURATION IS APPROXIMATELY 3 - 4 HOURS | SUBJECT TO WEATHER CONDITIONS | ADVANCED RESERVATION REQUIRED | RM750 NETT PER COUPLE INCLUSIVE OF SOFT DRINKS AND JUICES OR RM850 NETT PER COUPLE INCLUSIVE HOUSE WINE OR RM950 NETT PER COUPLE INCLUSIVE SPARKLING WINE



GENERAL RESORT INFORMATION & SERVICES

EXTENSION

ACTIVITIES & TOURS

THE RESORT OFFERS A MYRIAD OF ACTIVITIES SUCH AS JUNGLE TREKKING, GOLFING, PRIVATE PICNICS, AND VISITS TO TEA PLANTATIONS, STRAWBERRY FARMS AND ORANG ASLI SETTLEMENTS. PLEASE PERUSE YOUR IN-ROOM ACTIVITIES MENU FOR MORE INFORMATION AND CONTACT GUEST SERVICES IF YOU WISH TO MAKE BOOKINGS. *ACTIVITIES AND TOURS ARE CHARGEABLE EXCEPT FOR THE JIM THOMPSON TRAIL.*

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ADDITIONAL AMENITIES

THE HOUSEKEEPING DEPARTMENT HAS ADDITIONAL CRIBS, HANGERS, PILLOWS, BLANKETS, IRONING BOARDS AND IRONS, HYGIENE AND GROOMING KITS OR ANY OTHER HOUSEKEEPING AMENITIES. SHOULD YOU REQUIRE ANY OF THESE ITEMS, PLEASE CONTACT HOUSEKEEPING.

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BABY SITTING

SHOULD YOU REQUIRE A BABY SITTER, PLEASE CONTACT GUEST SERVICES. WE REQUIRE 24 HOURS ADVANCE NOTICE TO ARRANGE THIS SERVICE. CHARGES APPLY.

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BELL SERVICE

OUR BELL STAFF WILL BE HAPPY TO ASSIST YOU WITH YOUR LUGGAGE. PLEASE CONTACT GUEST SERVICES FOR ASSISTANCE PRIOR TO DEPARTURE FOR COLLECTION.

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CHECK-OUT

CHECK-OUT TIME IS 11.00AM. SHOULD YOU WISH TO EXTEND YOUR STAY WITH US OR REQUEST A LATER CHECK OUT, PLEASE CONTACT GUEST SERVICES. CHARGES APPLY. PLEASE DEPOSIT YOUR ROOM KEY AT THE FRONT DESK WHEN LEAVING THE RESORT OR UPON CHECK-OUT.

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CLIMATE

TEMPERATURES FLUCTUATE BETWEEN 22 AND 28 DEGREES CELSIUS DURING THE DAY AND BETWEEN 15 AND 25 DEGREES CELSIUS AT NIGHT. LIGHTWEIGHT TO MEDIUM COTTON OR MIXED FIBRE IS SUGGESTED DURING THE DAY AND A JACKET IS RECOMMENDED IN THE EVENINGS.

CONFERENCE FACILITIES

THE COOL HIGHLAND AIR IS PERFECT FOR BRAINSTORMING AND THE HIGHLANDS MAKE AN IDEAL BACKDROP FOR COCKTAIL EVENTS, DINNERS AND THEMED PARTIES. THE CONFERENCE HALL CATERERS FOR SMALL GROUPS TO LARGE GROUPS OF UP TO 250 PERSONS DEPENDING ON THE TYPE OF EVENT. FOR MORE INFORMATION, PLEASE REFER TO THE CONFERENCE FACILITIES SECTION WITHIN THIS DIRECTORY OR CONTACT GUEST SERVICES.

CREDIT CARDS

ALL MAJOR CREDIT CARDS ARE ACCEPTED INCLUDING AMERICAN EXPRESS, VISA, MASTERCARD AND JCB. FOR OTHER CREDIT CARD ENQUIRIES, PLEASE CONTACT GUEST SERVICES.

DOCTOR

SHOULD YOU NEED MEDICAL ASSISTANCE, OUR STAFF WILL ASSIST OR DIRECT YOU TO THE NEAREST CLINIC OR HOSPITAL. PLEASE CONTACT GUEST SERVICES FOR YOUR NEEDS.

DRESS CODE

AS A COURTESY TO ALL OUR GUESTS AND RESPECT FOR MALAYSIAN CULTURE, THE RESORT ADVISES DISCRETION WHEN WALKING IN COMMON AREAS AROUND THE RESORT. CASUAL WEAR IS RECOMMENDED. ALSO, IF YOU ARE TREKKING THROUGH THE JUNGLE OR WALKING OFF THE BEATEN PATH, BE SURE TO WEAR APPROPRIATE FOOTWEAR.

DRINKING WATER

HOUSEKEEPING PROVIDES GUESTS WITH TWO COMPLIMENTARY BOTTLES OF MINERAL WATER DAILY, WHICH CAN BE REPLENISHED UPON REQUEST.

ELECTRICITY

THE LOCAL VOLTAGE IS 220 - 240 VOLTS, 50 CYCLES THROUGHOUT THE RESORT. ADAPTORS AND TRANSFORMERS FOR ELECTRICAL APPLIANCES ARE AVAILABLE. PLEASE CONTACT HOUSEKEEPING FOR DELIVERY.

ELECTRONIC SAFE

FOR YOUR CONVENIENCE, EACH ROOM COMES EQUIPPED WITH AN ELECTRONIC SAFE. WHILE EVERY CARE IS TAKEN TO ENSURE YOUR VALUABLES ARE PROTECTED, THE RESORT WILL NOT BE LIABLE FOR THE LOSS OF ANY ITEM LEFT IN YOUR ROOM. IF YOU HAVE ANY DIFFICULTIES WITH YOUR SAFE, PLEASE CONTACT GUEST SERVICES.

EMERGENCY

IF AN EMERGENCY SHOULD ARISE, PLEASE CONTACT THE OPERATOR, AS WE HAVE A 24 HOUR FRONT DESK SERVICE AND A MANAGER ON DUTY.

GOLF

WE WILL BE HAPPY TO ARRANGE A ROUND OF GOLF FOR YOU AT THE CAMERON HIGHLANDS GOLF COURSE. GREEN FEE CHARGES APPLY. PLEASE CONTACT GUEST SERVICES.

GYMNASIUM

OUR FULLY-EQUIPPED, 24 HOUR GYMNASIUM IS SITUATED NEAR THE SPA VILLAGE. A 2 KILOMETRE PEDESTRIAN SIDEWALK LOCATED OPPOSITE THE RESORT RUNS AROUND THE GOLF COURSE AND IS PERFECT FOR YOUR DAILY WORKOUT. FOR FURTHER ENQUIRIES, PLEASE CONTACT THE SPA VILLAGE RECEPTION.

HELICOPTER

SHOULD YOU WISH TO CHARTER A HELICOPTER, PLEASE CONTACT GUEST SERVICES.

HOUSEKEEPING

ROOMS WILL BE SERVICED BY OUR DEDICATED TEAM OF HOUSEKEEPERS BETWEEN 9.00AM AND 5.00PM DAILY. IN THE EVENINGS, OUR ATTENDANT WILL RETURN TO TURN DOWN YOUR BED. IF YOU WOULD LIKE THIS DONE AT A SPECIFIC TIME, PLEASE CONTACT HOUSEKEEPING.

EXTENSION

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EXTENSION

INTERNATIONAL DIRECT DIALLING

INTERNATIONAL TELEPHONE CALLS CAN BE MADE DIRECT FROM YOUR ROOM. DIAL "9" THEN "00" THEN "COUNTRY CODE", THEN "AREA CODE", FOLLOWED BY THE TELEPHONE NUMBER. PLEASE CONTACT THE OPERATOR SHOULD YOU REQUIRE FURTHER ASSISTANCE.

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INTERNET FACILITIES

COMPLIMENTARY INTERNET FACILITIES ARE AVAILABLE ON THE FIRST FLOOR AND WIRELESS ACCESS IS AVAILABLE AT THE READING ROOM FOR YOUR CONVENIENCE. PLEASE CONTACT GUEST SERVICES FOR ASSISTANCE.

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INDOOR GAMES

IF YOU PREFER INDOOR LEISURE ACTIVITIES, GUEST SERVICES HAS A SELECTION OF BOARD GAMES AVAILABLE FOR YOUR ENJOYMENT. A SNOOKER TABLE IS AVAILABLE IN THE HIGHLANDS BAR.

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IN-ROOM REFRESHMENTS

UPON YOUR ARRIVAL, YOU WILL FIND IN YOUR REFRIGERATOR AN ASSORTMENT OF BEVERAGES. EXCEPT FOR MINERAL WATER, THESE WILL BE CHARGED TO YOUR ACCOUNT UPON CONSUMPTION AND WILL BE REPLENISHED DAILY. PLEASE CONTACT HOUSEKEEPING IF YOU NEED ADDITIONAL BEVERAGES AND ICE. PLEASE BE ADVISED THAT ITEMS ORDERED WILL BE BILLED TO YOUR ROOM AND ARE NON-RETURNABLE.

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LAUNDRY

OUR HOUSEKEEPING DEPARTMENT IS HAPPY TO LAUNDRY OR PRESS YOUR CLOTHES FOR A SET FEE. PLEASE CONTACT HOUSEKEEPING, PLACE CLOTHES IN THE LAUNDRY BAG AND FILL THE LAUNDRY LIST PROVIDED. *PLEASE ALLOW A 24-HOUR CLEANING PERIOD.*

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LIMOUSINE & TAXI SERVICE

THE RESORT DOES NOT PROVIDE LIMOUSINE AND TAXI SERVICE. HOWEVER, WE ARE MORE THAN HAPPY TO ASSIST YOU IN ARRANGING YOUR TRANSPORT WITH AN OUTSOURCE LIMOUSINE AND TAXI SERVICE. FOR ENQUIRIES, PLEASE CONTACT GUEST SERVICES.

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MAILING SERVICES

PLEASE CONTACT GUEST SERVICES IF YOU REQUIRE COURIER SERVICES, OVERNIGHT MAIL OR EXPRESS SERVICES. POSTCARDS AND STAMPS OF DIFFERENT DENOMINATIONS ARE ALSO AVAILABLE FOR PURCHASE AT THE FRONT DESK.

MAINTENANCE

WE CONTINUALLY STRIVE TO ENSURE THAT YOUR STAY WITH US IS AS COMFORTABLE AS POSSIBLE. HOWEVER, IF YOU EXPERIENCE A MAINTENANCE PROBLEM, PLEASE NOTIFY CUSTOMER SERVICE AND THE PROBLEM WILL BE ATTENDED TO IMMEDIATELY.

MESSAGES

PLEASE CALL THE OPERATOR FOR YOUR MESSAGES.

PRIVACY

SHOULD YOU WISH NOT TO BE DISTURBED, PLEASE DISPLAY THE 'DO NOT DISTURB' SIGN THAT IS PROVIDED IN YOUR ROOM OUTSIDE YOUR DOOR. PLEASE NOTE THAT HOUSEKEEPING WILL NOT TIDY YOUR ROOM WHILE THIS SIGN IS DISPLAYED. OUR OPERATOR WILL BE HAPPY TO SCREEN OR PREVENT CALLS TO YOUR ROOM UPON YOUR REQUEST.

READING ROOM

ENJOY THE COMFORT OF THE LEATHER COUCHES AND WARMTH OF A CRACKLING FIRE AT OUR READING ROOM, LOCATED JUST BY THE DINING ROOM. PLEASE FEEL FREE TO RELAX AND ENJOY OUR SELECTION OF MAGAZINES, THE LOCAL NEWSPAPER AND NOVELS OR MAKE USE OF THE COMPLIMENTARY WI-FI ACCESS.

RESTAURANT RESERVATIONS

WHILE NOT COMPULSORY, WE RECOMMEND THAT YOU MAKE YOUR DINING RESERVATIONS WITH GUEST SERVICES.

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EXTENSION

SPA VILLAGE

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THE AWARD-WINNING SPA VILLAGE CAMERON HIGHLANDS OFFERS A UNIQUE HAVEN OF RELAXATION AND REJUVENATION WITH A WIDE RANGE OF TREATMENTS AND HEALING THERAPIES INSPIRED BY THE RESTORATIVE PROPERTIES OF TEA. SPA EXPERIENCES INCLUDE A SERIES OF SPECIAL BODY TREATMENTS BASED ON PRODUCE FROM THE SURROUNDING JUNGLE AND ANCIENT TEA RITUALS. FOR ENQUIRIES, PLEASE CONTACT THE SPA VILLAGE. RESERVATIONS ARE RECOMMENDED.

THE SPA VILLAGE IS OPEN FROM 9.00AM TO 9.00PM.

TIPPING

TIPPING FOR EXCEPTIONAL SERVICE IS AT YOUR OWN DISCRETION.

TRAVELLER'S CHEQUES

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THE RESORT DOES NOT ACCEPT TRAVELLER'S CHEQUES AS A MODE OF PAYMENT. HOWEVER, WE ARE MORE THAN HAPPY TO ASSIST YOU IN CASHING THEM AT THE NEAREST BANK DURING WORKING HOURS. FOR FURTHER INFORMATION, KINDLY CONTACT GUEST SERVICES.

UMBRELLAS

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IN THE EVENT OF INCLEMENT WEATHER, UMBRELLAS ARE AVAILABLE FROM THE FRONT DESK.

WAKE-UP CALL

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SHOULD YOU REQUIRE A WAKE-UP CALL, PLEASE CONTACT THE OPERATOR

CONFERENCE FACILITIES

EIGHT FUNCTION ROOMS ALLOW FLEXIBILITY WHEN ORGANISING CONFERENCES, MEETINGS AND SEMINARS. OUR PROFESSIONAL BANQUETING AND MEETING PLANNERS WORK WITH EVERY ORGANISER TO ENSURE SUCCESSFUL EVENTS. CONTACT GUEST SERVICES AT EXTENSION 1 FOR ENQUIRIES.

ROOM	THEATRE	BOARDROOM	CLASSROOM	COCKTAILS	DINNER
NUMBER OF PERSONS					
OAK	30	20	20	35	30
LAUREL	30	20	20	35	30
CAMELIA	5	6	6	10	10
MAGNOLIA	15	10	12	15	20
CINNAMON	15	10	12	15	20
BRINCHANG	50	30	24	50	40
TANAH RATA	50	30	24	50	40
CAMERON BALLROOM	-	-	-	250	120



SAFETY & SECURITY

WE RECOMMEND THAT YOU TAKE A FEW MINUTES TO NOTE THE EXITS AS WELL AS THE EMERGENCY SAFETY AND SECURITY PROCEDURES THAT MAY BE BENEFICIAL IN THE EVENT OF AN EMERGENCY.

PLEASE NOTE THE EXIT PLAN BEHIND YOUR ROOM DOOR AND THE LOCATION OF FIRE EXTINGUISHERS IN AND AROUND YOUR ROOM.

SHOULD YOU REQUIRE SPECIAL ASSISTANCE, PLEASE INFORM THE RESORT PERSONNEL UPON CHECK-IN OR AS SOON AS POSSIBLE.

IN THE EVENT OF A FIRE:

- DO NOT PANIC.
- AS SOON AS POSSIBLE, CONTACT THE OPERATOR AT EXTENSION 0 AND INFORM HIM OR HER OF THE WHEREABOUTS OF THE FIRE AND YOUR LOCATION.
- LEAVE THE BUILDING USING THE NEAREST EXIT STAIRCASE. TAKE YOUR ROOM KEY IF POSSIBLE.
- IF THERE IS SMOKE PRESENT, DO NOT PANIC AND STAY CLOSE TO THE GROUND TO MINIMISE INHALATION OF SMOKE AND POISONOUS GASES.

IF YOU MUST REMAIN IN YOUR ROOM:

- TURN THE FAN OFF.
- IF YOU CAN ACCESS THE SINK, FILL IT WITH WATER (AS A WATER RESERVE).
- USE WET TOWELS AND SHEETS TO SEAL THE DOORS AND AIR VENTS TO PREVENT SMOKE FROM COMING IN AND THE FIRE SPREADING.
- USE THE WASTE BIN TO BAIL WATER FROM THE SINK IF NEEDED.
- IN THE EVENT THAT SMOKE STILL SEEPS IN, MAKE A TENT FROM A WET SHEET TO COVER YOURSELF WITH AND PREVENT SMOKE INHALATION.
- IF THE AIR BECOMES LADEN WITH SMOKE, OPEN A WINDOW OR USE A CHAIR TO BREAK ONE IF YOU ARE UNABLE TO OPEN IT ((IF THE FIRE IS NOT DIRECTLY OUTSIDE OR RISING FROM UNDER YOUR ROOM)).



IF A FIRE STARTS IN YOUR ROOM:

- EVACUATE YOUR ROOM IMMEDIATELY, CLOSING THE DOOR SECURELY BEHIND YOU.
- HEAD TOWARDS A SAFE PLACE.
- CLOSE THE DOOR(S) AGAINST THE FIRE IF YOU ARE UNABLE TO EXIT YOUR ROOM. IF THE FIRE IS SMALL, EXTINGUISH IT AND INFORM THE RESORT OPERATOR OF THE ACTION AT EXTENSION 0.
- IF YOU ARE UNABLE TO EXTINGUISH IT, TRY AND INFORM THE OPERATOR AND STAY CLOSE TO THE GROUND IN A TENT OF WET SHEETS WHILE YOU AWAIT ASSISTANCE.

NOTE: THE SAFETY AND SECURITY INFORMATION AND RECOMMENDATIONS IN THIS COMPENDIUM HAVE BEEN COMPILED FROM RELIABLE SOURCES OFFERING THE BEST CURRENT OPINION ON THE SUBJECT. AS CONDITIONS AND CIRCUMSTANCES CAN GREATLY DIFFER, THERE IS NO GUARANTEE ON THE ABSOLUTE SUFFICIENCY OF THE MEASURES IN THIS COMPENDIUM. REGRETTABLY THE RESORT CANNOT BE RESPONSIBLE FOR ANY VALUABLES LOST.