



CAMERON HIGHLANDS RESORT

TRAILS, TALES AND TRADITIONS

BOOKING TERMS & CONDITIONS

Please read the following booking conditions carefully as the person making the booking is deemed to have read, understood and accepted these conditions on behalf of all persons in the booking.

1. TAXES

Room prices are inclusive of prevailing service charge and taxes.

Should there be any changes in the taxes, the hotel reserve the right to amend the rates accordingly.

2. TOURISM TAX

Room rates are subjected to government tourism tax ("Tourism Tax") of MYR10 per room per night. The Tourism Tax will be charged at the hotel and payment to be made upon check-out. Malaysian citizens (MyKad) and permanent residents (MyPR card holders) are exempted. It is mandatory to produce MyKad and/or MyPR and/or other relevant documents upon check-in for registration for identification of nationality and citizenship purposes.

3. SUSTAINABILITY CHARGE

Rates are subject to a local sustainability charge of MYR3 per room per night imposed by the Pahang State Government. The sustainability charge will be charged at the hotel and payment.

4. ACCOMMODATION

Maximum occupancy per room is two (2) adults and one (1) child below 11 years. Children accompanying adults will be on existing bedding. Child surcharge of MYR150++ per room per night applies, inclusive of breakfast. A baby cot for infant below 1 year can be provided by the resort, upon request and subject to availability.

5. DINING

Proper dress code is required at The Dining Room. Smart casual: No shorts, sandals or collarless shirts.

6. ACTIVITIES

All activities, spa treatment and dining experiences are subject to availability and weather conditions. Guided walk with our Resident Naturalist is subject to availability. Guests are advised to wear suitable, covered walking shoes and bring along mosquito repellent for this activity.

7. PAYMENT INFORMATION

All rates are quoted in Malaysian Ringgit (MYR). All reservations require full payment upon confirmation of Booking, and this payment is non-refundable. Payment can be made by Credit Card or Telegraphic Transfer. Accepted forms of payment are Visa, MasterCard, and JCB. Credit cards will be charged in Malaysia Ringgit (MYR) using the daily BBR (Bankers Buyers Rate).

8. CANCELLATIONS AND CHARGES

Full pre-payment is required at the time of booking and this payment is non-refundable. In the event that length of stay is reduced, early departure fees may apply.

You can make up to seven (7) changes to the date of your booking provided that the change is made no less than seven (7) days before arrival and for stays no later than one (1) year from the original date of arrival. Complimentary date changes are subjected to resort availability and must be made within the same criteria, e.g. weekday to weekday and not within festive periods and public holidays. Any further changes will be subjected to an additional top up.



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9. NO-SHOWS

There will be no refund for no-shows, missed or unused package components including air flights, accommodation nights, transfers, tours, activities and meals.

10. PERSONAL DATA/INFORMATION

Any personal data and/or information gathered by YTL Hotels in the booking and/or registration process will be recorded and only be used in accordance with Privacy Policy for the YTL Group which is available online at <http://www.ytl.com/privacypolicy.asp>. A copy of the said Privacy Policy is also available at YTL Hotels\' respective hotel and/or resorts\' reception upon your request. However, by using our booking services herein, you agree that we may collect and process data and/or information provided by you for the purposes set out in the Privacy Policy for the YTL Group and should you not agree with the provisions therein and/or wish to revoke your consent to the usage, you may contact the relevant officer stated in the Privacy Policy. Unless you have otherwise notified the same in writing, YTL Hotels will presume that you have read and consented to YTL Hotels\' processing of your personal data as set out in the Privacy Policy.

11. TRAVEL DOCUMENTS

It is the responsibility of the individual travellers to ensure that proper documentation is obtained in advance of the trip. Passengers must be in possession of a valid passport, which must be valid for more than 6 months AFTER their return date of travel. Each traveller should check with the appropriate embassy of each country they would be visiting to verify the required documents. Any missed tours, flights, services and additional charges incurred as the result of improper documentation is the sole responsibility of each traveller and the above stated cancellation penalties and amendment service charges apply.

12. BAGGAGE

Baggage allowances are as per airlines terms & conditions. The company assumes no responsibility for any loss or damage to baggage or belongings whilst they are in the custody of the airlines, other transportation companies, accommodation suppliers or the passenger.

13. RESPONSIBILITY

The company reserves the right to cancel or withdraw any itinerary or booking made for a customer. The company also reserves the right to decline acceptance or retain any customer if it appears that such person(s) is likely to endanger the health or safety, or impair the comfort and enjoyment of others at the Resort.

The company does not accept responsibility for the actions of third-party suppliers of services. Any hotel, transportation and/or service arrangements made directly by the customer are at their own risk. Any missed services or accommodations provided by YTL Hotels as a result of third parties' actions are not refundable under any circumstances. The customer accepts full responsibility for losses and expenses due to delay, sickness, weather, strikes, war, quarantine or acts of God of which are not preventable by reasonable diligence.