



LOVE ALL. SERVE ALL.

Universitas Pelita Harapan Confidential Corporate Rates 2020

The below rates are valid from **05 January 2020 till 30 November 2020**, and may be subject to availability during special event periods.

<u>Room Types</u>	<u>Single/Twin</u>
Hillview Deluxe	RM560.00 nett
Poolview Deluxe	RM630.00 nett
Seaview Deluxe	RM680.00 nett
Lagoon Deluxe	RM780.00 nett
Rock Royalty Seaview Deluxe	RM810.00 nett
Seaview Studio Suite	RM860.00 nett

Notes :-

- ☞ There will be an additional surcharge of RM300.00 nett per room per night from 24 Jan – 1 Feb 2020 and 23 – 31 May 2020.
- ☞ All rates quoted were in Ringgit Malaysia, inclusive of 10% service charge and 6% service tax. The Hotel reserves the right to adjust the corporate rates without any prior notice in the event of any new tax implementation/alteration by the government and/or service charge amendments.
- ☞ Room rates quoted above are subject to a Penang Council Fee of RM3.00 and a Federal Tourism Tax of RM10.00, both based on per occupied room per night for hotel accommodation and these might change without prior notification. These fees will be reflected in the Nett room rates and must be paid by all guests directly at the Hotel upon check-in. A Malaysian national and/or a permanent resident who holds a MyPR card are exempted from the payment of the Federal Tourism Tax.
- ☞ All rates are inclusive of Complimentary Buffet Breakfast for Single or Twin occupancy.
- ☞ All rates are inclusive of Complimentary usage of Internet access in the guestroom or WIFI in the lobby.
- ☞ Third person charge at RM179.80 nett per night inclusive of one rollaway bed and one breakfast.
- ☞ Book the Rock Royalty Seaview Deluxe and/or Seaview Studio Suite and receive complimentary access into the Rock Royalty Lounge for a maximum of 2 persons per room.
- ☞ Third person charge for Rock Royalty Seaview Deluxe and/or Seaview Studio Suite at RM290.00 nett per night inclusive of one rollaway bed, Rock Royalty Lounge access and benefits. Rock Royalty Lounge access only will be at RM230.00 nett.
- ☞ Rates are subject to a quarterly review against productivity and cannot be applied for group bookings of 10 rooms & above.
- ☞ Rates may be increased without prior notice due to changes in, or imposition of government taxes or levies.
- ☞ Corporate rates may not be applicable during certain peak seasons including Saturdays, Malaysia school holidays, eve of Malaysia public holidays or on Malaysia public holidays.
- ☞ Special negotiated corporate rates are not applicable for mileage credits with airlines programmes.
- ☞ This offer is made on the condition that reservations are placed by your organization with Hotel directly. Please quote your company name when making reservations to enjoy these rates.
- ☞ This proposal is subject to the terms and conditions attached herewith.
- ☞ To view our guestrooms please click on <http://www.panomatics.com/nextgen/my/hardrockhotel/>

Terms and Conditions :-

Check-in Time: After 3.00 pm. Check-out Time: 12.00 pm. Guests requiring special consideration for late check-out should make their request when making reservations or upon check-in at the Front Desk at a minimal charge, subject to availability. Rooms may be extended until 6.00 pm at a minimal charge, subject to availability but if request was for after 6.00 pm, rooms will be charged at the full one (1) night's room rate.

Reservation/s will not be held past 4.00 pm on the day of arrival unless the reservation/s is guaranteed. Thereafter, guest rooms will be subject to availability.



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Confidentiality - All information contained in this agreement is Private and Confidential and may not be disclosed to third parties or other companies for whatever reason or purpose.

Guarantee of Room Reservation/s

To facilitate smooth guest registration at check-in, all room reservations must be guaranteed. Please note that reservations without a guarantee will only be held till 4.00 pm on the day of arrival and may be guaranteed by any of the following:-

- ♪ Credit card guarantee: Please provide cardholder's (guest's) name, card number including the 3 digit security number and expiry date.
- ♪ Pre-payment of one (1) night's accommodation charge.
- ♪ Credit application should be submitted to the Hotel at least seven (7) working days prior to arrival, and is subject to the hotel's credit approval. Once approved, all accounts must be settled within 14 days. The Hotel reserves the right to refuse any new bookings on a credit basis until all outstanding accounts are settled.
- ♪ Issuance of 'Letter of Undertaking' on Company's letterhead will be accepted subjected to the Hotel's policies but must be submitted to the Hotel at least seven (7) working days prior to arrival.
- ♪ In cases where payments are to be made by way of Telegraphic Transfer, the bank details are as follows :-

Cheque payable to **PALMCO HOTELS SDN. BHD.**

Account Name : PALMCO HOTELS SDN BHD

Account No : **8004 2736 81**

Bank Name : CIMB Bank Berhad

Bank Street Address : 98-G-29 & 30, Jalan Fettes, Prima Tanjung Business Centre,
11200 Tanjung Tokong, Penang, Malaysia

Bank Swift Code : CIBBMYKL

A copy of the bank transaction must be forwarded for our file reference three (3) working days before arrival.

Cancellation / No-Show Charges

The Hotel reserves the right to charge a one (1) night's room charge equivalent to the corporate rate booked, for cancellation/s made within 72 hours of the arrival date. Should your guest with a confirmed reservation did not arrive on the scheduled date of arrival, one (1) night's room charge will be charged. Space for subsequent nights will be released for resale.

Payment

The guest upon departure will have to settle all charges incurred, unless alternate arrangement has been confirmed with the Hotel's Credit Department. All taxes must be settled in full by the guests directly with our hotel upon check out.