

HOW TO BOOK AN APARTMENT IN IPOH WITH US?

Our booking process consists of these 7 steps...

1

PLEASE COMPLETE OUR SIMPLE ENQUIRY FORM OR CALL US ON +6 (05) 291 1263 / +6 (017) 585 8425

3

ONCE YOU HAVE CHOSEN A PROPERTY WE WILL SEND YOU A BOOKING FORM / LINK

5

AS SOON AS YOUR DEPOSIT / PAYMENT IS RECEIVED, YOU WILL RECEIVE BOOKING CONFIRMATION AND AN INVOICE

7

DEPARTURE TIME, PLEASE INFORM US AT LEAST AN HOUR TIME PRIOR TO CHECK OUT. IF YOU WOULD LIKE TO EXTEND YOUR STAY PLEASE ENSURE YOU GIVE US PLENTY OF NOTICE.

2

ONCE AN ENQUIRY FORM HAS BEEN SUBMITTED WE WILL EMAIL YOU WITH ALL AVAILABLE PROPERTIES AND PRICES

4

COMPLETE ALL YOUR DETAILS, SELECT YOUR METHOD OF PAYMENT AND SUBMIT THE BOOKING FORM TO US TO CONFIRM YOUR BOOKING

6

THE PROPERTY IS NOW BOOKED! THE KEYS WILL BE READY FOR YOU ON ARRIVAL

MAKE AN ENQUIRY FOR AVAILABLE PROPERTIES

Keys cannot be handed out unless payment has been cleared to us in advance and a refundable security deposit of 200 MYR during check-in. If staying for more than 3 days then we can arrange to take 50% payment in advance and payment must be fully settled to us during check-in.

Please note that we will only be able to confirm your booking once we have received payment as requested - an invoice will be sent to you for the reservation as agreed

Additional Charges:

Please note that all prices on our Site or booking page are for your Accommodation room reservation only and are for the requested stay dates and for the number of people indicated, unless indicated otherwise. The Accommodation room reservations rates are displayed per room and per night. Except where indicated otherwise, Tambun Penthouse Apartments will typically display the rate exclusive of tax recovery and service charges (see below for more details) on the Site, and display these additional tax recovery and service charges during the booking path. Without prejudice to what is set out below, you will see the total inclusive price prior to confirming your booking. Display settings may vary, but this will at the latest show on the final booking page (before the confirmation screen/page). Please verify every step of your reservation on the booking form, you can discontinue the booking at any time prior to the final confirmation screen (please see below for post-booking cancellations). What is included in the rate is displayed on the Site (under the Accommodation information section or prior to the final booking confirmation) and, or in the confirmation email/voucher. Breakfast is typically not included unless explicitly stated otherwise. Our Accommodation may also refuse to accept additional persons if not duly informed in advance. Please note that you may be charged directly by our Accommodation, if the number of guests at check-in is more than the number of persons in the booking.

Booking conditions – Cancellations, No-Shown, Early Departure and Late Check-out – Specific Accommodation Policies – Special Needs:

By making a reservation on our Site or by Email, you accept and agree to our Accommodation relevant booking conditions, including cancellation and no-show policies applicable to that booking, and to any additional (delivery) terms and conditions of our Accommodation that may apply towards your reservation or during your stay, including for services rendered and/or products offered by our Accommodation. The general cancellation and no-show policy of each Accommodation is made available on the Site at the Accommodation information pages or under "Booking Conditions", "Cancellation Policies" or the like, and in the confirmation email and voucher. Please note that you may be charged for your cancellation in accordance with our Accommodation cancellation and no-show policy, in some cases for the entire stay or the first night. We recommend that you read the cancellation and no-show policy of our Accommodation carefully prior to making your reservation. If you fail to check in at our Accommodation on time on the day of your reservation and do not alert the Accommodation, the remaining portion of your reservation may be cancelled and you may not be entitled to a refund, depending on the terms and conditions of the applicable Accommodation.

By sending us your booking form/ confirmation you are agreeing to pay for any damages or cleaning at the property that is required at the end of your stay in order for us to make the property suitable for re-letting. We kindly ask that you leave properties in a similar condition to how you found them when you stayed in and that any damages or breakages or maintenance issues are reported to us as soon as you are aware of them.

Telephone our office on +6 (0)5 291 1263 / +6 (0) 17 585 8425 or email: ella.condoapartment@gmail.com