

## Frequently Asked Questions

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### A. Making a reservation

#### 1. How do I make a reservation?

You can :

#### TANG DYNASTY HOTEL, KOTA KINABALU. SABAH. MALAYSIA

- Reserve by telephone : (+6088) 263 989 or 265 566
- Reserve by fax : (+6088) 255 566 or
- Log in to <http://www.hoteltangdynasty.com/> and select your preferred hotel.

#### TANG DYNASTY PARK HOTEL, KOTA KINABALU. SABAH. MALAYSIA

- Reserve by telephone : (+6088) 222 999
- Reserve by fax : (+6088) 212 777
- Log in to <http://www.hoteltangdynasty.com/> and select your preferred hotel.

Our reservations team is highly trained and skilled to provide you the best service concerning your reservation enquiries. Please make sure you have all the following information:

Arrival and departure date  
Room(s) type(s)  
Number of adults and children  
Any specific room preferences you may have  
Your phone number, E-mail address and/or fax number (including country and area code)

2. How far ahead can I book? Can I book say 12 months in advance?

You can book 12 months in advance, but please ensure you remember you have made the reservation. Note that your credit card will be charged when you receive your email confirmation.

3. Can I specify my room preferences (preferred floor)?

Kindly insert your request in the "Special Request Box" in the Reservation Form to insert such requests and submit them to the hotel. We will do our best to accommodate special requests. We cannot guarantee that your requests will be granted as it is subject to the hotel availability upon check-in time.

4. How do I make a reservation for someone else?

To complete a reservation for someone else, simply type in his or her name instead of yours for guest name. Use the billing address for the credit card you are using as the address. Don't forget to use your email address to receive your confirmation information.

5. Is breakfast inclusive in the room rate?

No, breakfast is not inclusive. You can purchase them on line.

6. Can I purchase lunch or dinner on line?

No, you can purchase them at or Food & Beverage outlet.

7. If I woke up late and breakfast time is over, is there any refund for me?

No, there is no refund.

8. What is the Compulsory Deposit for?

It is meant to cover miscellaneous expenses that you may incur during your stay. If you utilized them, the hotel will request for more Compulsory Deposit from you. Refunds (if any) will be made to you upon check out.

9. Can I request for room facing the sea?

We do not have sea facing rooms.

10. Can I request for non-smoking room?

You may place your request but we do not guarantee them as all requests are subjected to availability.

11. Can I request for connecting room?

You may place your request but we do not guarantee them as all requests are subjected to availability. Tang Dynasty Hotel Kota Kinabalu is the only hotel in our group that has connecting rooms.

12. Do you provide safety box in the room?

No, we do not provide safety box in the room. Safety box is available at the Reception on complimentary basis. Lost key will be charged at RM250.00 (Ringgit Malaysia : Two Hundred and Fifty Only).

### 13. Can I request for extra bed?

Subject to availability, extra bed is charged at RM50.00 nett per unit per night.

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## B. Confirming a reservation

### 1. What happens when I make a reservation?

After you submitted your reservation (through our secure reservation form), you will receive an auto-reply email. This is to acknowledge we have received your reservation. Kindly check the reservation details in the auto-reply email as the information you entered will be reflected in the email.

### 2. What sort of acknowledgement will I receive when I book a hotel room?

After your reservation is confirmed by the hotel, please print the Room Reservation Confirmation Receipt. A copy will be sent to your email based on the email address you have supplied. Please present the Room Reservation Confirmation Receipt to the hotel front desk officer upon check-in.

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### C. Changing a reservation

1. Changes of arrival and departure date(s) or other requirements on confirmed bookings are allowed based on:-

i. Must be made seven (7) days prior to actual date arrival and/or departure date and subjected to availability.

ii. All changes made will be subjected to RM50.00 administration fee per room booked.

iii. Any difference on the rates variation will also be charged accordingly.

iv. Changes are to be made on line.

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### D. Canceling a reservation

1. Cancellation of reservation is not allowed.

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### E. Prices and payment

1. Are prices for per person or per room?

All prices are for PER ROOM, unless otherwise stated.

2. Are your prices current?

All our prices are current and up-to-date. However we do offer special promotional rates during certain periods. Please look up the promotional package rate.

3. What currency are the prices quoted in?

All prices are quoted in (RM) Ringgit Malaysia.

4. Can you offer a better price for long term stay exceeding seven (7) nights stay/

The internet price offered is already amongst the lowest, if not the lowest available. However if you are staying 30 nights in total or more (one booking) we might be able to offer you our long term stay discount. Please email us at [tdhhotel@tm.net.my](mailto:tdhhotel@tm.net.my)

5. My credit card number is correct, but it is not accepted. Why?

There are a few possibilities:

- Your card type is not accepted at the hotel.
- The card expiration date precedes the reservation date.
- You have reached your credit limit.
- There is a computer error.

7. What are the check in and check out times?

Official check-in time is after 02.00 p.m. (1400 hours) and STRICTLY subjected to availability on arrival.

Check-out time is at 10.00 am (1000 hours). Late check-out will be subjected to late check-out charges based on:

- i. Check-out before 06.00 p.m. (1800 hours) will be charged fifty percent (50%) from the rates available of the day (Not based on the existing rates you have paid for)
- ii. Check-out after 06.00 p.m. (1800 hours) will be charged based on full one (1) night room charge based on the rates available of the day (Not based on the existing rates you have paid for)

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F. Transportation



## 1. Do you offer hotel pickup?

Generally, we recommend that you take a taxi/cab directly from the airport.

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## G. Site security & Privacy Policy

### 1. Is it safe for me to give my credit card details over the internet?

When you place orders or access your account information, we offer the use of a secure server. The industry standard security measures available through 128 Bits SSL (Secure Socket Layer) and approved by GEOTrust protects the confidentiality and security of online transactions by encrypting all information you input before it is sent to us and the financial institution.

The authentication and encryption ensures that credit card information, as well as personal information, submitted as part of the buying process, cannot be read, altered or intercepted en route.

### 2. What do you do with my personal information?

As part of your reservation we will use the data received only to process your reservation. The information provided will be used internally by the hotel for your booking and also the financial institution which will process your payment.

Be assured when you indicate that you want to make a booking you are automatically taken into a secure booking engine that guarantees a safe and smooth transaction. We are very confident about the Internet security provided by 128 encryption of Secure Sockets Layer protocol (SSL).

The security features built into Netscape Navigator, Internet Explorer, and AOL, protect your Internet communications with: server authentication, privacy using encryption, and data integrity.

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