

WELCOME TO BERJAYA TIMES SQUARE HOTEL, KUALA LUMPUR

We are extremely pleased that you have chosen to visit our hotel and trust you are enjoying your stay with us. Thank you for allowing us the privilege of serving you. Your comfort is our priority, so please take advantage of this Guest Directory, your easy reference guide to our hotel facilities and services.

Take time to explore the highlights of Kuala Lumpur which are right on the doorstep. As our hotel is conveniently situated in the heart of the Golden Triangle, you'll find a plethora of shopping and entertainment options within easy walking distance. Please contact our Concierge if you require directions or local information.

If you notice any areas you think we can improve, please do not hesitate to let us know. We do appreciate hearing from you as your comments are vital for us to continue improving our operations, as well as our product and service offerings. So, kindly take a moment of your time to complete our Guest Satisfaction Survey Form.

If we can be of any assistance throughout your stay with us, please feel free to contact any of our Duty Managers.

We wish you an enjoyable stay and bring home many fond memories of your Berjaya Times Square Hotel, Kuala Lumpur experience.

THE MANAGEMENT BERJAYA TIMES SQUARE HOTEL, KUALA LUMPUR

BERJAYA TIMES SQUARE HOTEL, KUALA LUMPUR

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ABOUT KUALA LUMPUR

The capital of Malaysia, Kuala Lumpur (KL) is located an hour away from Kuala Lumpur International Airport (KLIA) on the central west coast of the peninsula. Some of this city's top attractions include the renowned Petronas Twin Towers, Petaling Street (Chinatown), KL Tower, Central Market, Little India, National Museum, KL Lake Gardens among others.

The architecture of Kuala Lumpur is a blend of old colonial influences, Asian traditions, Malay Islamic inspirations, modern, and post-modern architecture mix. Most of the styling has been modified to use local resources and acclimatised to the local climate, which is hot and humid all year round. For a look at the city's past, take in the 1910 Moorish-inspired Old Railway Station, the riverside Jamek Mosque and the Sultan Abdul Samad building with its 131-foot clock tower. Malay, Chinese and Indian influences ensure colourful dining experiences from local fare to international cuisine in this culturally diverse city.

Kuala Lumpur's central business district today has shifted around the KL city center where many new high-rise buildings with modern and post-modern architecture fill the skyline. The city remains as the economic and business centre of the country despite the relocation of federal government administration to Putrajaya. Kuala Lumpur and its surrounding urban areas form the most industrialised and economically, is the fastest growing region in Malaysia.

Kuala Lumpur is a hub for cultural activities and events in Malaysia. Other than the National Museum, KL has a Cultural Craft Complex which displays a variety of textile, ceramic, metal craft and weaved products. The premier performing arts venue is the Petronas Philharmonic Hall, featuring the resident orchestra, the Malaysian Philharmonic Orchestra (MPO), presents regular concerts and traditional cultural performances. The Kuala Lumpur Performing Arts Centre (KLPAc) in Sentul West is one of the most established centres for the performing arts, notably theatre, music and film screening in the country. The National Art Gallery of Malaysia is located next to the National Theatre (Istana Budaya) and National Library. The Petronas Art Gallery is also another centre for fine arts, situated in Kuala Lumpur City Centre (KLCC).

A well-known shopping haven for both tourists and locals, Kuala Lumpur is the retail and fashion hub for Malaysia with its high quality shopping, affordable prices and sales. Also abundant are flea markets offering a multitude of goods from antiques, household, handicrafts, ornaments, textiles, fresh food to electrical gadgets.

Public transport in Kuala Lumpur and the rest of the Klang Valley covers a variety of modes such as bus, rail and taxi. Rail transport encompasses light rail (Putra LRT), rapid transit (STAR), monorail (KL Monorail), mass rapid transit (MRT) and commuter rail (KTM). The main rapid transit hub is KL Sentral which facilitates as an interchange station for the rail systems. KL Sentral is also a hub for intercity railway operated by Keretapi Tanah Melayu (KTM). It provides rail services to as far as Singapore in the south and Hat Yai, Thailand in the north.

Kuala Lumpur is served by three airports – the main airport, Kuala Lumpur International Airport (KLIA) which is also the aviation hub of Malaysia, is located about 50 kilometres south of the city. KLIA connects the city with direct flights to destinations in six continents around the world and can be reached using the KLIA Express high-speed train service from KL Sentral which takes 28 minutes. The new airport KLIA2 terminal allows seamless connectivity for both local and international low-cost plus full-service carriers. The other airport is Sultan Abdul Aziz Shah Airport, also known as Subang Skypark Terminal which is only used for chartered flights by airlines such as Firefly, Batik Air and Berjaya Air.

ABOUT MALAYSIA

Multi-ethnic

Malaysia is a truly multi-ethnic and multi-cultural society where the three main Malaysian races of Malay, Chinese and Indian mix collectively.

Language

English is widely spoken although the official language is Bahasa Malaysia.

Currency

The unit of currency is Malaysian Ringgit (RM). Major credit cards are widely accepted.

Weather

Malaysia's climate is tropical, with year-round sunshine.

Nature at its best

The natural surroundings are beautiful and diverse, with plenty of unspoilt countryside and rainforest, pristine beaches, tropical islands, cool hill stations and mountain retreats. Malaysia is also a very popular location for sailing and watersports, and is home to some of the best diving locations in the world.

Shopping

The main cities in Malaysia are a shopper's paradise. It has rare treasures of the country, branded designer goods from fashion centres of the world and intricate local handicrafts. The things that are uniquely Malaysia are handicrafts of local origin. They range from intricate silver, brass and pewter items to pottery and rattan. The bold designs and dazzling colors of Malaysian batik set it apart from others within the region.

Cuisine

Malaysian cuisine is world-renowned for its tantalizing variety and excellence. Malay, Chinese and Indian food is available everywhere, and food from all over the world can be found in restaurants and hotels in the urban centres.

Attire & Behaviour

Although there is no strict dress code in Malaysia and people generally dress quite informally, it is advisable to avoid being too scantily clad in public. Jeans or shorts and t-shirts are generally acceptable for public wear. Public display of affection are frowned upon and on the East Coast of Peninsular Malaysia, men and women keep a safe distance from each other in public.

RESTAURANTS & BARS



RESTAURANTS & BARS

Lotus at BERJAYA

Cosy vegetarian restaurant serving fresh, Asian-inspired dishes for healthy and meat-free dining.

6.30am – 10.30pm (Daily)

Broadway Lounge

Lounge serving cocktail drinks

11am - 12am (Daily)

Club Lounge

Located on the 14th floor, the spacious Club Lounge offers an exclusive environment for all Club Floor guests.

6.30am - 9.30pm

Samplings On The Fourteenth Restaurant

Enjoy exquisite fine dining cuisines and relish every bite with fullment as you admire the breathtaking views of the magnificent city of Kuala Lumpur.

6.30pm – 10.30pm

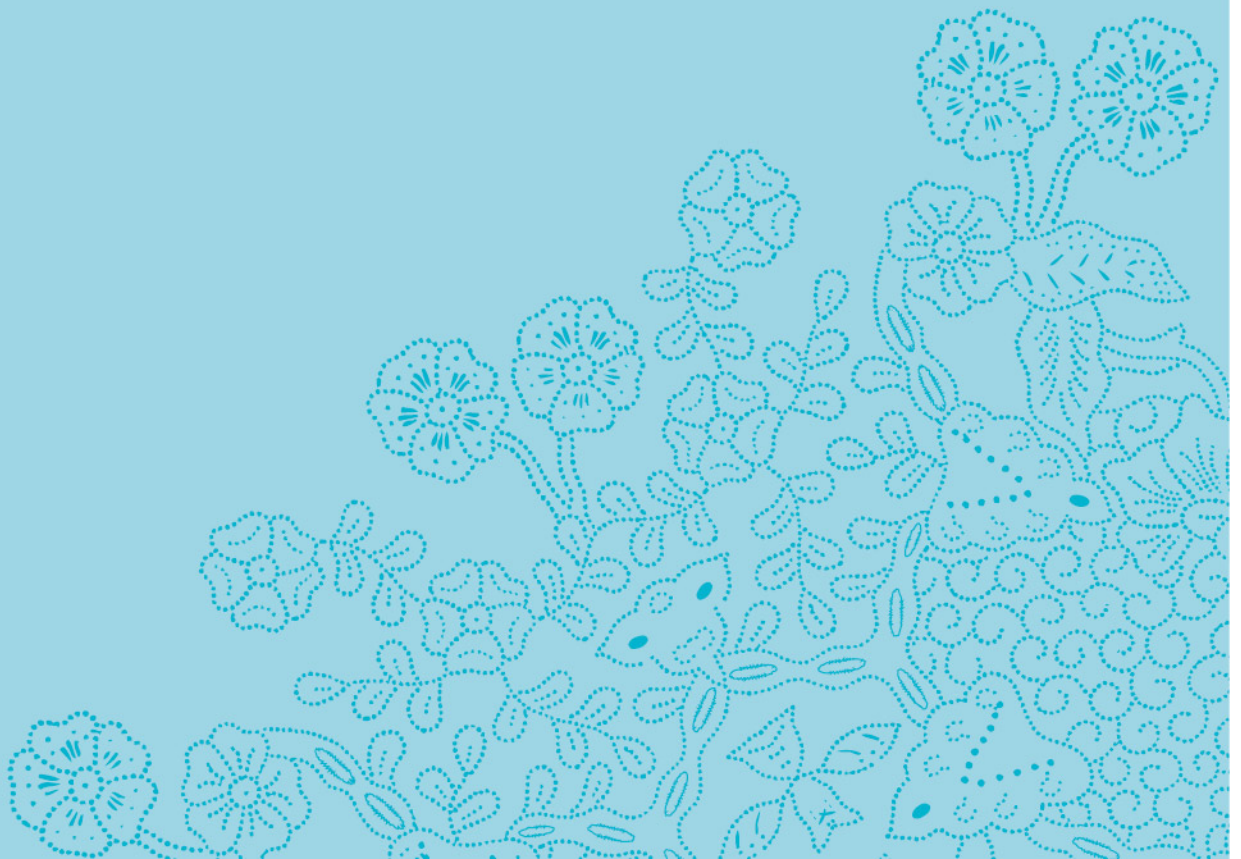
Closed on Sundays & Public Holidays

Poolside Gazebo

Gazebo serving refreshing beverages and snacks.

10.00am – 7.00pm

GUEST SERVICES



GUEST SERVICES - CALL CENTRE PRESS 0

TELEPHONE EXTENSION NUMBERS AT BERJAYA TIMES SQUARE HOTEL, KUALA LUMPUR – MALAYSIA.

	Press
Reception Desk / Front Desk	0
Housekeeping	0
Duty Manager	0
Business Centre	0
Concierge	0
In Room Dining	0
Telephone Operator	0
Room To Room – East Tower (A)	1 <i>(followed by room number)</i>
Room To Room – West Tower (B)	2 <i>(followed by room number)</i>
Local Calls	9 <i>(followed by phone number)</i>
IDD Calls	900 <i>(followed by country code, area code and telephone number)</i>
Voice Mail	8080

Adaptors

Multipurpose power adaptors are available upon request.

Air-Conditioning

Each guest room/suite is equipped with individual air-conditioning, allowing you to regulate your room temperature. Kindly turn off the air-conditioning when leaving the room.

Airline Schedule

Airline information, reservation and confirmation are available at the Concierge Desk in the lobby.

Airport Transfer

Transfers can be arranged for guests. Please contact our Concierge for details.

Baby-sitting

Baby cots and baby cribs are available. One-day advance notice is required to make the necessary arrangements for baby-sitting. Kindly note that the hotel will not be held liable for the services rendered by the baby-sitter.

Baggage Services

For baggage collection or storage, please contact our Concierge.

Banquet/Catering

To make arrangements for special functions, please contact Sales & Events personnel.

Check-in/Check-out

Check-in time is 3.00pm and check-out time is 12.00pm. Kindly inform Reception should you wish to extend your stay. Any extension of stay is subject to room availability.

Cheques

Personal cheques are not accepted as payments in the hotel.

Coffee & Tea Making Facilities

Complimentary coffee and tea making facilities are available in your suite. Replenishment is available upon request (chargeable).

Concierge

Located at the main lobby, the Concierges provides information on airline bookings, airport transfer arrangements, tours, luggage assistance and other general information.

Credit Cards

The hotel honours all major credit cards - American Express, JCB, Visa and MasterCard.

Doctor/Medical Assistance

ADCAS Clinic is located on Level 9, West Wing of Berjaya Times Square Shopping Complex. For assistance, please contact our Operator or call +603 2148 8998.

Electricity Supply

All electrical outlets provide 240-volts, AC, 50Hz.

Fire & Safety

Please refer to the Safety & Security tab for more information on fire and safety procedures. In the event of an emergency, kindly call the Operator for immediate assistance. Do not panic.

Foreign Currency Exchange

Transactions and services are available at the Reception Desk located at the main lobby.

Hairdryer

A hairdryer is provided in all guestrooms, located in the dressing table drawer or in the closet.

Hotel Reservations

Room bookings for other properties at Berjaya Hospitality Group can be made through the Guest Services Desk.

Housekeeping

Please contact the Operator for extra pillows, blankets, towels, laundry, make up room and mini bar supplies or any other needs with regards to your room.

Internet/Email Services

WiFi service is available in our guests rooms, Lotus at BERJAYA, Broadway Lounge, Samplings on the Fourteenth Restaurant, Club Lounge, Meeting Room and the hotel lobby.

Kiblat

The arrow indicating the direction of prayer for Muslim guests is located on the ceiling of every room.

Laundry

Laundry lists and bags are provided in each room. For Express Services (same day delivery), please contact the Operator, for collection before 9.00am.

Lost and Found

Please contact the Operator for assistance in tracing item(s) lost within the hotel premises. Likewise, any valuable items found should be presented to the Reception for safekeeping.

Mail and Messages

Guest mails and telephone messages will be delivered immediately upon receipt.

Maintenance

Please contact the Operator for assistance on any maintenance concerns.

Newspapers (Upon Request)

A daily newspaper is delivered to your room.

Pets

No pets are permitted in the hotel premises.

Postage Services

Stamps are available at the Concierge. Please seek assistance from our concierge staff to mail letters or cards.

Privacy

Please hang the 'Do Not Disturb' sign on the doorknob outside your room and advise the Operator to screen or hold calls should you wish for privacy.

Restaurants

Please refer to the Restaurants tab for your dining and entertainment pleasure. For reservations, please contact extension no. 1349.

Room Key

Kindly keep your room key safely. A charge of RM30.00 will be debited into your account in case of key loss. Upon settling your account, kindly return room key to our Reception Desk personnel.

Safety Deposit Box

Safe deposit boxes are available in all rooms. Please secure all your valuables inside this safe box. The hotel is not liable for any items lost in the guest room or safe deposit box.

Security

For security reasons, guests are advised to double lock room doors when in the room. Always check if the door is securely closed before leaving the room. Do not leave valuables or clothing unattended. For safety purposes, unregistered guests are not permitted in rooms.

Surau

The Surau (Male & Female) are located near the Foyer, behind Bronx III function room on Level 14.

Swimming Pool

Located at Level 15, the operating hours of the swimming pool is from 7.00am to 8.00pm.

Non- Smoking

Smoking in the room, penalty RM500

Wake-Up Calls

Please call the Operator for assistance.

Dear Valued Guests,

The room amenities you find in this room are for our guest's convenience and comfort. Any items removed or damaged from the room will be charged upon check-out.

Thank you for staying with us and we hope that you have a pleasant and enjoyable stay at Berjaya Times Square Hotel, Kuala Lumpur.

Non-removable items are chargeable if removed or damaged.

Please dial '0' and contact Front Desk for further assistance.

Item

Kettle		RM 120
Mug		RM 40
Tea Spoon		RM 3
Highball glass		RM 40
Wine glass		RM 56
Rock glass		RM 8
Sachet holder		RM 10
Tray		RM 90
Iron		RM 120
Iron board		RM 180
Hanger bar		RM 90
Hanger clip		RM 90
Hanger satin		RM 90
Bed sheet	(King)	RM 250
Duvet cover	(King)	RM 350
Duvet insert	(King)	RM 450
Bed pad	(King)	RM 180
Bed sheet	(Twin)	RM 200
Duvet cover	(Twin)	RM 250
Duvet insert	(Twin)	RM 350
Bed pad	(Twin)	RM 150
Foam pillow		RM 100
Pillow case		RM 45
Bath towel		RM 80
Hand towel		RM 60
Face towel		RM 40
Bath mat		RM 50
Bath rug		RM 60
Bathrobe		RM 220
Amenities tray		RM 50
Soap dish		RM 80
Tumbler		RM 30
Hair dryer		RM 100
TV remote control		RM 80
Carpet stain	(Starts from)	RM 350
Soiled or urinated bed		RM 300
Damaged or broken bed		RM 600

RECREATION & ENTERTAINMENT

Concierge

Located at the main lobby, the Concierge provides information and bookings on the hotel's recreation facilities (swimming pool, fitness centre, sauna & steam room, squash courts and children's playground).

Fitness Centre

Located at Level 15.
Open daily from 6.00am to 10.00pm.

Vita Spa

Located on Level 15 (West Wing), Vita Spa offers a range of Asian traditional beauty and pampering services. Business hours are from 10.00am to 9.00pm daily. For enquiries or reservations, call +603 2117 8000 ext. 8165 or DL: +603 2113 0088.

Children's Playground

Located at Level 15.
Open daily from 7.00am – 7.00pm.

Sauna & Steam Room *(Temporarily Close)*

Located at Level 15.
Open daily from 7.00am – 10.00pm.

Squash Courts

Located at the East Wing, Level 15.
Open daily from 7.00am – 10.00pm.

Swimming Pool

Located at Level 15.
Open daily from 7.00am – 8.00pm.

TELECOMMUNICATIONS



TELECOMMUNICATIONS

TRUNK DIALLING GUIDE

Area codes for calls within Malaysia (outside from Kuala Lumpur) and Singapore.

Place	Area Code
Butterworth	04
Cameron Highlands	09
Fraser Hill	09
Ipoh	05
Johor Bahru	07
Kemaman	09
Kota Bharu	09
Kota Kinabalu	088
Kuala Lipis	06
Kuala Terengganu	09
Kuantan	09
Kuching	082
Labuan	088
Langkawi	04
Malacca	06
Miri	082
Muar	06
Pangkor	05
Penang	04
Port Dickson	06
Raub	09
Sandakan	088
Seremban	06
Taiping	05
Singapore	02 / 65

International Direct Dialling (IDD)

How to make an IDD call:

1. Press 9 for the dialling tone
2. Enter the International Code: 00
3. Enter the desired Country Code
4. Enter the Area/City Code
5. Enter the local telephone number

For instance, the complete telephone number to dial when making an IDD call to Paris, France is as follow:

Press 9 + International Code 00 + Country Code 33 + Area/City Code 1 + Telephone Number

1. After dialling the series of numbers necessary for your call, please wait for about 10 to 15 seconds while your call is being connected. Do not replace the handset. Wait until you hear the ringing tone.
2. When dialling, do not pause too long between digits. If you hesitate longer than six seconds, you will hear a busy tone. If that happens, replace the handset and wait for the dial tone before resume dialling.
3. Charges are levied from the moment the call is answered. Calls are automatically charged to your account, handed to you upon check-out.

Time Difference

To check the time difference between Malaysia and the city or town you are calling, please refer to attached Time Zone Map.

PLACES OF INTEREST



PLACES OF INTEREST

Batu Caves

A limestone hill riddled with caves in Gombak that sits majestically about 13km from downtown Kuala Lumpur. The main cave is known as the Temple Cave serves as a Hindu Temple and is accessed by a steep flight of 272 steps. One of the most popular Hindu shrines outside India, this landmark serves both as a holy place of worship and tourist attraction.

Bukit Bintang

Also known as Star Hill, Bukit Bintang is a famous shopping and entertainment district in the heart of Kuala Lumpur. The area is home to many landmarks such as shopping centres, cafés, clubs and specialty shops. This area attracts many locals and tourists alike, with its wide shopping selections, street concerts, night entertainment and many more.

Istana Budaya

This signature venue that was founded in 1999, is the official venue for all types of theatre which includes musical, operas, and concerts. A venue that hosts different cultures and performance from all around the world.

Jalan Alor

Located just a stone's throw away from Bukit Bintang and popularly known as an area with a wide offering of gastronomical fare. Visitors can get here by taking the monorail to the Bukit Bintang station, before taking a short walk to reach this area, which is filled with stalls that offer mouthwatering local cuisine especially at night.

KL Tower

KL Tower is one of the world's tallest telecommunications tower located on the Bukit Nanas hill, within the heart of Kuala Lumpur. The top floor observation deck provides great city views.

Kuala Lumpur Convention Centre (KLCC)

Situated within the Petronas Twin Towers and Suria KLCC area, this convention centre houses a gigantic aquarium called the Aquaria KLCC, which houses more than 5,000 varieties of tropical fishes while featuring an underwater tunnel, various exhibits of flora and fauna and multimedia kiosks.

Lake Gardens

A 920,000m² manicured garden located near the Malaysian Parliament building which features a Butterfly Park, Deer Park, Orchid Garden, Hibiscus Garden and Southeast Asia's largest Bird Park.

National Museum

Located outside the Perdana Lake Gardens, this palatial structure built in the style of Minangkabau architecture features different galleries which houses exhibits that focuses on local history, culture and traditions, arts and crafts, economic activities, local flora and fauna, weapons and currency.

National Palace

The official residence of His Majesty, the Yang di-Pertuan Agong, the King of Malaysia. Visitors can witness the changing of the guards daily from the main gate.

Petronas Twin Towers

Known as the tallest twin towers and second and third tallest singular towers in the world, the Petronas Twin Towers stands majestically next to one of the busiest shopping malls in Kuala Lumpur, Suria KLCC. Many international hotels are located in the vicinity of the twin towers.

SAFETY &
SECURITIES



SAFETY & SECURITY

At Berjaya Times Square Hotel, Kuala Lumpur – Malaysia, your safety is our main concern. We advise that you take a moment to review the following important information.

Emergency Numbers

- Hotel Security: Press 0
- Medical Emergencies: Press 0

Security Services

- Safe deposit boxes are available in all rooms.
- Comprehensive fire protection system.
- Trained staff and associates to tackle emergencies.

Check the following points in your room

- The location of the nearest fire alarm call point.
- The location of extinguishers and fire hose reels.
- The location of fire break glass.
- Understand the air-conditioning 'on and off' controls in your room.

If you discover a fire:

- Do not panic.
- Break the nearest fire break glass or sound the nearest fire alarm.
- Call the Operator at extension 0.
- Leave the room using the nearest exit staircase.
Do not use the elevators.
- Take your room key with you.
- If the fire is slight, extinguish it and report to the Call Centre at extension 0.

If you hear the fire alarm ringing:

- Do not panic.
- Leave the room immediately. Do not attempt to pack belongings.
- Take your room key with you.
- Get ready to evacuate, if required.
- Leave the room using the nearest exit staircase.
Do not use the elevators.

If you are trapped in the room:

- Do not panic. You can stay in your room and still survive a fire.
- Turn off the air-conditioning. This will prevent smoke from entering your room.
- Fill the bathtub with water (as water reserve to be used to remoisten wet cloths for any emergency fire fighting).
- Advise your location with the Operator at extension 0.
- Stuff and push wet towels under the door seals and air vents to prevent smoke from seeping in.
- If smoke still enters your room, make a tent over your head with a wet blanket.
- Remove drapes from the windows.
- Do not open or break a window if smoke or flames are rising from a lower floor outside.

Fire Prevention Practice

- Extinguish your cigarette completely if you are a smoker.
- Do not smoke in bed.
- Do not throw cigarette stubs in the waste paper basket.
- Do not hang wet clothes on lamp shades.
- Turn off all electrical appliances upon leaving your room.
- Do not use candles and exercise caution when using matches.

Security

Although the style of lock in your room may vary from hotel to hotel, most room types are fitted with an additional security latch. The latch is activated from inside your room. It is recommended that you use this feature when you are in your room.

Handling of Valuables

The hotel is not responsible for the loss, damage or theft of money, jewellery or any other valuables.

Handling of Checked Articles

Unless a specific date has been indicated, checked articles will be kept for six months, after which they will be disposed as abandoned articles.

Payments

- Payment of bills shall be made at the Front Office cashier in currency or credit cards at the time of departure.
- Modes of payment must be those recognised by the hotel. Personal cheques are not accepted.
- A deposit is required upon arrival at the hotel.
- Foreign currency can be cashed at the Front Office cashier only.
- Money exchange is a one-way procedure offered by the hotel to exchange a recognized currency into Malaysian Ringgit only.

Other Matters

The following are not permitted in the hotel premises:

- Durian and mangosteen.
- Pets or animals.
- Articles which produce disturbing noises.
- Explosives or flammable articles such as gunpowder or gasoline.
- Advertising materials other than those belonging to the hotel.
- Photography for commercial purposes without the consent of the hotel management.