

WELCOME TO BERJAYA TIOMAN RESORT – MALAYSIA

We are extremely pleased that you have chosen to visit our resort 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 resort facilities and services.

Take time to explore the activity highlights of our resort and the island. Please contact our Front Office 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 Tioman Resort experience.

THE MANAGEMENT

ABOUT TIOMAN ISLAND

Tioman Island (locally, Pulau Tioman) is a small island located 32km off the east coast of Peninsular Malaysia in the state of Pahang, and is some 39km long and 12km wide. It has eight main villages, the largest and most popular being Kampung Tekek in the north. Yet the densely forested island is still sparsely inhabited and is surrounded by numerous coral reefs, making it a scuba diving haven.

Its beaches were depicted in the 1958 movie, South Pacific as Bali Hai. In the 1970s, Time magazine selected Tioman Island as one of the world's most beautiful island. The local resident population is 100% bumiputera (Malay people), all of which are Muslim. Apart from its diverse marine life, the inland rainforest area, encompassing approximately 12,383 hectares, is a strictly enforced reserve. There are a total of 45 protected species of mammals and 138 species of birds, including the majestic Frigatebird. The soft-shelled turtle and the Tioman walking catfish are both unique and can be seen on rainforest walks. The island is served by ferries from the Malaysian mainland and plane services from Kuala Lumpur (Skypark Terminal, Subang Airport).

According to legend, Tioman Island is the resting place of a beautiful dragon princess. Whilst flying from China to visit her prince in Singapore, this beautiful maiden stopped to seek solace in the crystal-clear waters of the South China Sea. Enraptured by the charms of the place, she decided to discontinue her journey. By taking the form of an island, she pledged to offer shelter and comfort to passing travellers.

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

Asean All Day Dining

Coffee-house serving daily buffet breakfast, themed buffet dinner and all-day dining menu of authentic Malaysian & International cuisine.
7am – 11pm

Press
1550

Matahari Restaurant

Beachfront restaurant serving Thai & Indian cuisine
3pm – 11pm

1551

Beach Bar

Bar Serving snacks and cocktails with live entertainment
12 noon – 11pm

1543

Cabana

Poolside bar serving snacks and cocktails
12 noon – 8pm

1566

GUEST SERVICES



GUEST SERVICES

TELEPHONE EXTENSION NUMBERS AT BERJAYA TIOMAN RESORT – MALAYSIA

	Press
Operator	0
Reception	2
Room service	3
Guest service	6
Concierge / buggy service	4
Housekeeping & Laundry	5
Activities Desk	7
Room to room dial	8
Spa	1502
Golf Club	1574

Activities Desk

Located at the main lobby, the Activities Desk provides information and bookings on the resort's recreation facilities (e.g. snorkelling, island hopping, cycling, jungle trekking, etc).

Adaptors

Adaptors are available upon request.

Air-Conditioning

Each guestroom is equipped with individual air-conditioning, allowing you to regulate your room temperature. Kindly turn off the air-conditioning when opening the balcony door or leaving the room.

Airline Schedule

Airline information, reservation and confirmation are available at the Guest Services Desk at the lobby.

Airport Transfer

Courtesy transfers are provided for guests upon arrival and departure on scheduled flights only. Please contact Bell Services for arrangement.

Baggage Services

For baggage collection or storage, please contact Bell Services.

Banquet/Catering

To make arrangements for special functions, please contact 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. Extension of stay is subject to room availability.

Cheques

Personal cheques are not accepted as payments at the resort.

Coffee & Tea Making Facilities

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

Credit Cards

The resort accepts all major credit cards - American Express, Diner's Club, JCB, Visa and MasterCard.

Doctor/Medical Assistance

The nearest clinic (government clinic) is at Kampung Tekek. Please contact Reception for more information.

Electricity Supply

All electrical outlets provide 240-volts, AC, 50Hz. A dual-voltage plug is available in all bathrooms.

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 Front Office cashier counter located at the main lobby.

Gift Shop

The Gift Shop is located at the main lobby. Guests can obtain their local newspapers, books, toiletries, magazines, souvenirs and other items here. Operating hours are from 9.00am to 9.00pm.

Golf Course

18-hole international golf course overlooking the rainforest and beach.
Open daily from 7.00am to 8.00pm.

Hairdryer

A hairdryer is provided in all guestrooms, located in the dressing table's drawer or in the bathroom.

Hotel Reservations

Room bookings for other properties in Berjaya Hotels & Resorts can be made through the Reception/Guest Services.

Housekeeping

Please call Housekeeping for extra pillows, blankets, towels, laundry, make up room, turn down service, mini bar supplies or any other needs in regards to the guestroom.

In-Room Dining

Please refer to the In-Room Dining tab via Guest Directory QR Code.

Internet/Email Services

Broadband services are available at Berjaya Cyber Café located at the main lobby, open daily from 9.00am to 10.00pm. Wi-Fi services are available in lobby, Fortune Court, Games Room and Sri Nelayan.

Kiblat

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

Laundry/Pressing

Laundry lists and bags are provided in each room. Please contact Housekeeping for collection before 9.00am for same day delivery. Please do not leave laundry outside the room, corridor and balcony or hang clothes outside.

Lost and Found

Please contact Housekeeping for assistance in tracing item(s) lost within the resort 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 Duty Manager or Reception for assistance on faulty items in the room.

Newspapers

A selection of daily newspapers are provided in the Gift Shop.

Pets

No pets are permitted in the resort premises.

Postage Services

Stamps are available at the Gift Shop. Please seek assistance from our staff members to mail letters or cards.

Privacy

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

Restaurants

For reservations, please contact the selected dining outlets extension number.

Room Key

Kindly keep your room key safely. A charge of RM50.00 will be debited into your account in case of key loss. Upon settling your account, kindly return room key to the Front Office Cashier.

Safe Deposit Box

For valuable items, safe deposit boxes are available in selected rooms. Alternatively, they are also available free of charge at the Reception located at the lobby. Kindly note that RM250.00 will be debited into your account in case of safe deposit key loss. The resort is not liable for any lost items left in the room or safes.

Security

For security reasons, guests are advised to double lock room doors before retiring to bed. Always check if the door is securely closed before leaving room. Do not leave valuables or clothing on the beach/patio unattended. For safety purposes, unregistered guests are not permitted in rooms after 11.00pm.

Spa & Body Treatments

Ayura Spa provides facials, special massages and body treatments relived through traditional methods. For enquiries and appointments, please contact Ayura Spa extension number.

Surau

Surau is located at the main lobby (right side) for the convenience of all Muslim devotees.

Wake-Up Calls

Please call the Operator for assistance.

RECREATION &
ENTERTAINMENT



RECREATION & ENTERTAINMENT

Activities Desk

Located at the main lobby, the Activities Desk provides information and bookings of the resort's recreation facilities (e.g. snorkelling, island hopping, cycling, jungle trekking, etc).

Diving

PADI Dive Centre offering courses from entry level to advanced dive master lessons.

Entertainment Centre

Video games, pool table, snooker, mahjong and board games are available.

Fishing Trip

Fishing expeditions and deep-sea fishing trips (day/night) can be arranged at Activities Desk.

Golf Club

Reception lounge, pro shop, practice putting green, locker rooms, changing & shower rooms and sauna rooms are available. Open daily from 10.00am to 8.00pm.

Jungle-Trekking

Available daily. Advanced bookings are necessary (subject to weather conditions).

Recreation Club

Snorkelling, diving activities and glass bottom boat rides are available.

Scuba Diving

Available at dive centre.

Sea Kayak

Available daily (subject to weather conditions).

Snorkelling

Contact Activities Desk for information and bookings on snorkelling trips. Snorkelling equipment available for rental at the Marine Centre.

Swimming Pool

Swimming pool is located nearby the playground. Open daily from 8.00am to 8.00pm.

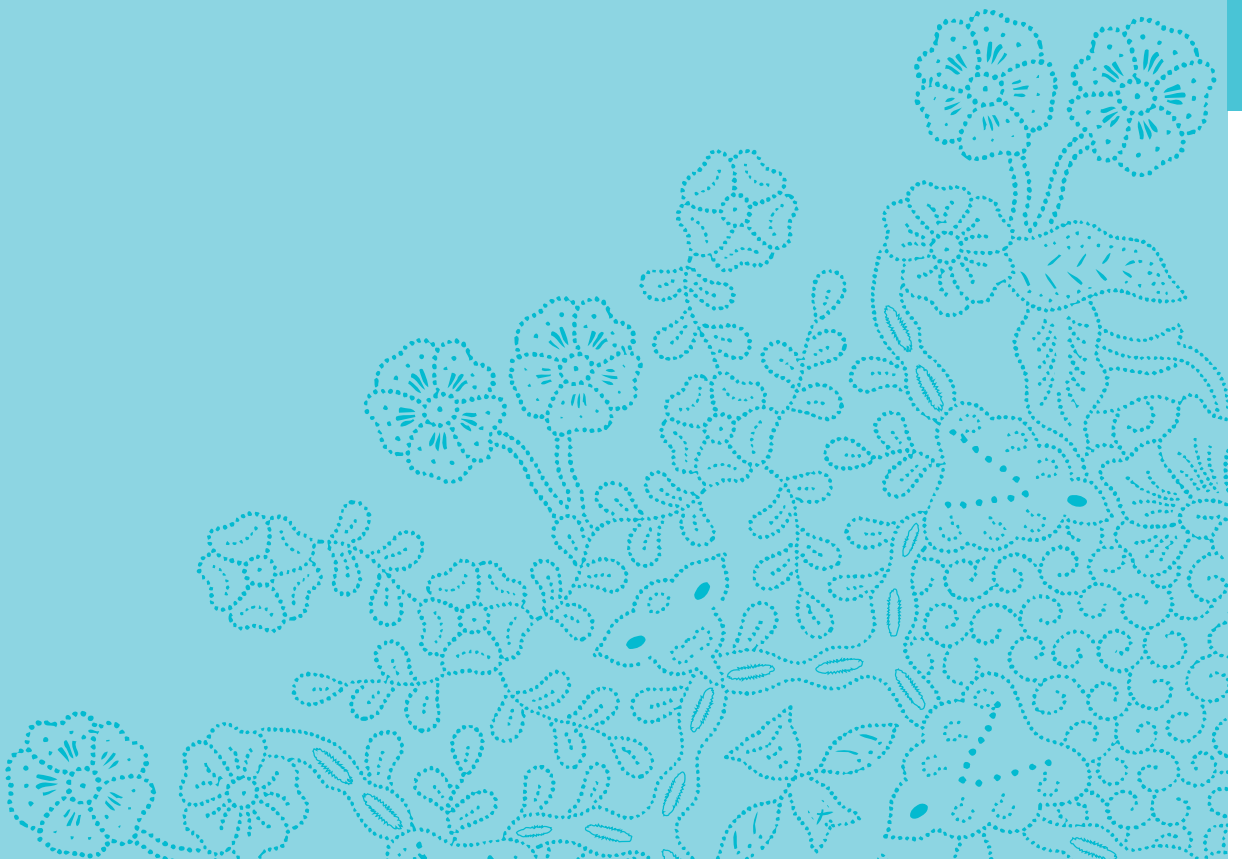
Tennis

Four floodlit courts within the resort grounds. Please make reservations at Activities Desk.

Trip to Tulai Island

Available daily (subject to weather conditions).

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.

PLACES OF INTEREST



PLACES OF INTEREST

Ayer Batang Village

Popularly known as ABC Village, the village has a rocky but serene beach that attracts many visitors with its wide selection of resorts here. Easily accessible from Tekek Village, the village is also well-known for its close proximity to the Marine Park and Monkey Bay.

Marine Park

A sanctuary to protect the coral reef, the Marine Park Tioman is located at Tanjung Mesoh (about 15 minutes from Tekek jetty).

Monkey Bay

Located between Salang and Ayer Batang Village, Monkey Bay is known for its long stretch of white sandy beach. It takes about 10 minutes to reach via speedboat from the two villages. Nature lovers can opt to hike through the jungle.

Renggis Island

Located in front of Berjaya Tioman Resort and only a few hundred metres from Berjaya jetty, this enchanting dive site is ideal for training, night dives and snorkelling.

Salang Village

Located on the northwest of Tioman Island, the village boasts clear waters ideal for snorkelling and diving. Close to Monkey Bay and Tulai Island, the village is popular for its pristine beaches and vibrant undersea gardens. From here, visitors can gain easy access to Layang Caves, an underwater rock formation.

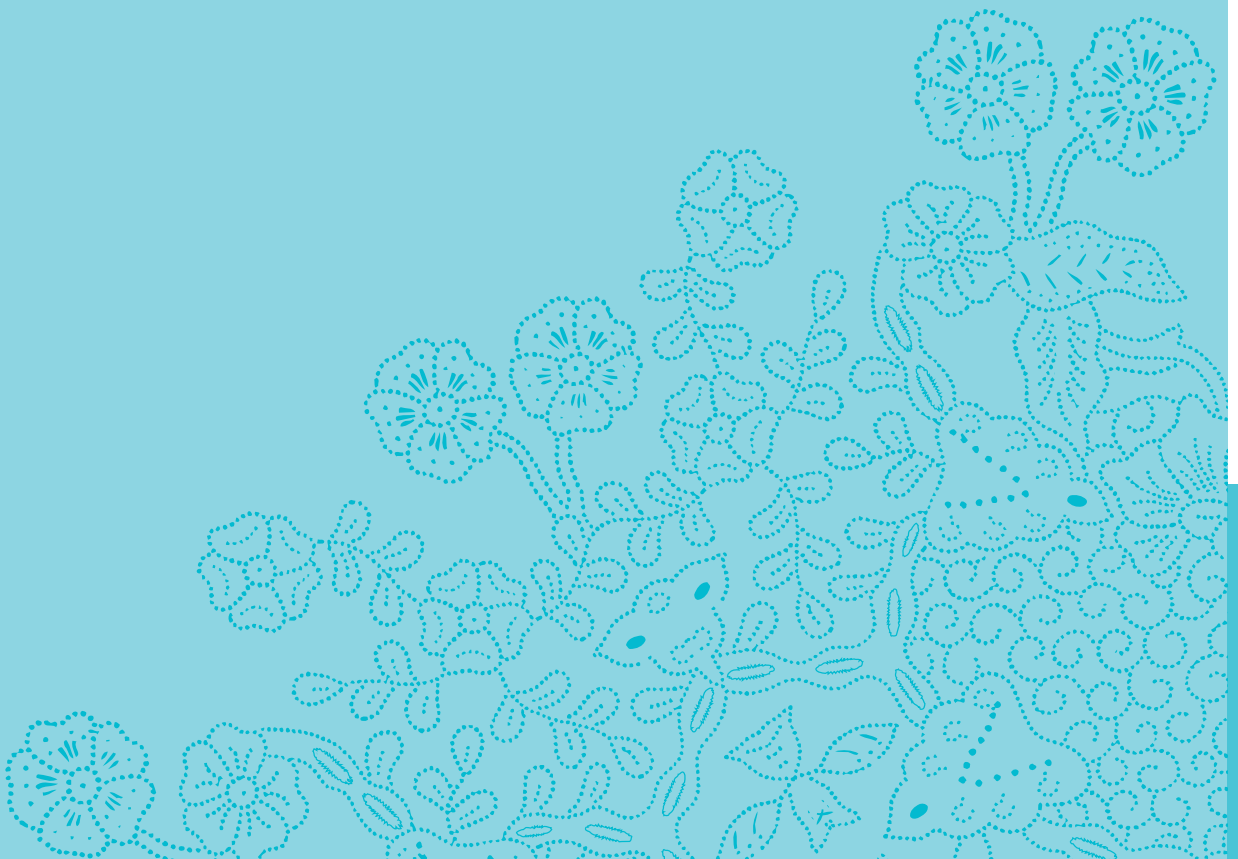
Tekek Village

The main entry point to Tioman Island via air and sea, it is also the largest village and administrative centre of the island. The village has the longest beach on Tioman Island, nearly 2km in length.

Tulai Island

A great destination for skin divers and snorkelers, the best time for diving is between March and November. Perfect getaway for island hopping and picnics.

SAFETY & SECURITIES



SAFETY & SECURITY

At Berjaya Tioman Resort – Malaysia, your safety is our main concern. We advise that you take a moment to review the following important information.

Emergency Numbers

- Resort Security: Press 0
- Medical Emergencies: Press 0

Security Services

- Safe deposit boxes are available in all rooms and at the Reception, free of charge.
- Comprehensive fire protection system.
- Trained staff and associates to tackle emergencies.

Check the following points in your room

- The location of extinguishers and fire hose reels.
- Understand the air-conditioning 'on and off' controls in your room.

If you discover a fire:

- Do not panic.
- Call the Operator at extension 0.
- Leave the room using the nearest exit staircase.
- 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.

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 resort to resort, 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, especially upon retiring.

Handling of Valuables

The resort is not responsible for the loss, damage or theft of money, jewellery or any other valuables. Safe deposit boxes are provided free of charge at the reception. The resort further reserves the right to refuse the safekeeping of valuable works of art and antiques.

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, traveller's cheques or credit cards at the time of departure.
- Modes of payment must be those recognized by the resort. Personal cheques are not accepted.
- A deposit is required upon arrival at the resort.
- Traveller's cheques or foreign currency can be cashed at the Front Office cashier only.
- Money exchange is a one-way procedure offered by the resort to exchange a recognized currency into Malaysian Ringgit only.

Other Matters

The following are not permitted in the resort premises:

- 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 resort.
- Photography for commercial purposes without the consent of the resort management.