



The Chateau
Spa & Wellness Resort

Bienvenue to

THE CHATEAU SPA & WELLNESS RESORT, BERJAYA HILLS

It is our greatest pleasure to welcome you to our lovely hillside resort. We hope that your stay with us is nothing less than enchanting, memorable and rewarding. This compendium serves as your guide to our services and facilities in and around this magnificent 18th century French castle.

We are dedicated to serving you in every step of the way while you embark on this journey, discovering and enhancing your complete well-being. Our staff are skilfully trained to extend their warmest personalized services and professional guidance. It would be our honour to be your confidante in your quest for a balance and healthy lifestyle.

Please do not hesitate to contact our Guest Service should you need any assistance or information.

May you have a pleasant stay!

Area General Manager



ABOUT MALAYSIA

MULTI-ETHNIC

Malaysia is truly a multi-ethnic and multicultural society where the three majority Malaysian races of Malays, Chinese and Indians mix collectively.

LANGUAGE

The official language is Bahasa Malaysia. However, English is widely spoken and understood here.

CURRENCY

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

WEATHER

Malaysia's climate is tropical, with warm temperatures and light to medium humidity.

NATURE

Malaysia's natural surroundings are beautiful and diverse, with plenty of countryside rainforests, pristine beaches, tropical islands

SHOPPING

The main cities in Malaysia are a shopper's paradise. It has a wholesome blend of international designer goods to intricate local handicrafts, from pewter items to pottery, rattan and even fashion. The bold designs and dazzling colours of Malaysian batik set it apart from fashions around South East Asia.

CUISINE

Malaysian cuisine is world-renowned for its vast variety and excellence. Malay, Chinese, and Indian delicacies are available everywhere, and food from all over the world can be easily found in restaurants and hotels in the city centre.

ABOUT PAHANG, MALAYSIA

Pahang is the largest state of West Malaysia and is mostly covered with dense jungle. The physical geography of the state is formed by highlands, lush rainforests and coastal areas, attracting tourists with plenty of hill resorts and seaside retreats.

Located north of Pahang is Malaysia's largest national park, Taman Negara. This large primary rainforest is home to many rare and endangered animal species, such as the Tapir, Kancil, Tiger and Leopard. Among the oldest rainforest in the world, the rainforest in Taman Negara is estimated to be 130 million years old and covers almost two-third of the state.



Airport Places of Interest State Capital



RESTAURANT & LOUNGES

The Chateau Spa & Wellness Resort, Berjaya Hills prides itself on providing its guests with unprecedented dining experiences that will delight any palate.

L'ASSIETTE

Discover the authentic flavours of North Indian cuisine in a fine dining setting. L'assiette invites you to experience the warmth and depth of Indian spices, where every dish is prepared with passion and served with genuine hospitality.

Operation Hours: 3pm - 11pm | Daily except Tuesday

BELLE VUE

Unwind in the quaint ambiance of Belle Vue and immerse yourself in the fragrant aromas of our teas and treat your palate to an array of personalized sweet and savoury creations from our signature Afternoon Tea set.

Operation Hours: 7am - 11am / 3pm - 6pm | Daily

LA VIE

Open for breakfast through dinner, La Vie is an all-day dining restaurant with specially curated international cuisine using only the finest and freshest ingredients.

Operation Hours: 7am - 11pm | Daily

LE ROUGE

A relaxing lounge that exudes elegance, Le Rouge offers a wide selection of wine and cocktails to complement any night. Unwind with an aperitif here before heading to dinner to set the perfect tone for the rest of the evening.

Operation Hours: 3pm - 11pm | Daily

SALOR CIGAR

Salon Cigar Lounge is a seductive lobby bar lounge that serves an impressive selection of alcoholic beverages and cocktails. Its relaxing atmosphere is perfect for fine liquors, premium cigars and easy conversations.

Operation Hours: 3pm - 11pm | Daily



LA SANTÉ WELLNESS SPA

The jewel of The Chateau Spa & Wellness Resort's crown is La Santé Wellness Spa, the first European concept spa in Asia, offering a complete unique experience to discerning clientele who wish to embark on a journey toward wellness. A sanctuary of healing and wellness, La Santé combines a touch of the European with warm Asian hospitality.

This award-winning spa and proud recipient of the prestigious ASEAN Spa Service Standard Award for 2025-2027, features a team of skilled therapists delivering personalized treatments tailored to your unique well-being needs. Indulge in a truly rejuvenating experience.

SPA TIPS

Please book one day in advance for all your spa treatments.

Bathrobes are available in your room. For your own comfort, may we suggest wearing your bathrobe when coming to the spa.

Do not wear/bring any jewellery or valuables when coming for your treatments. We advise you to keep any jewellery or valuables inside your safe box provided inside each guest room.

Our treatments are carefully planned to start and finish on time. Please arrive at least 15 minutes before your booking time to ensure you start on time.

A no-show will result in your booking being cancelled and forfeited.

Operation Hours: 10am - 8pm | Daily



RECREATION & ENTERTAINMENT

SWIMMING POOL

Located within the heart of the resort, on the lower ground floor, opened from 7am to 7pm daily.

LAND ACTIVITIES

Land activities such as jungle walk and bird watching are available.
(subject to weather conditions).

ROSE GARDEN

Enjoy a serene evening by the magical and charming Rose Garden.

GYM

Enjoy a workout at our fully equipped gym. Located right next to the spa.

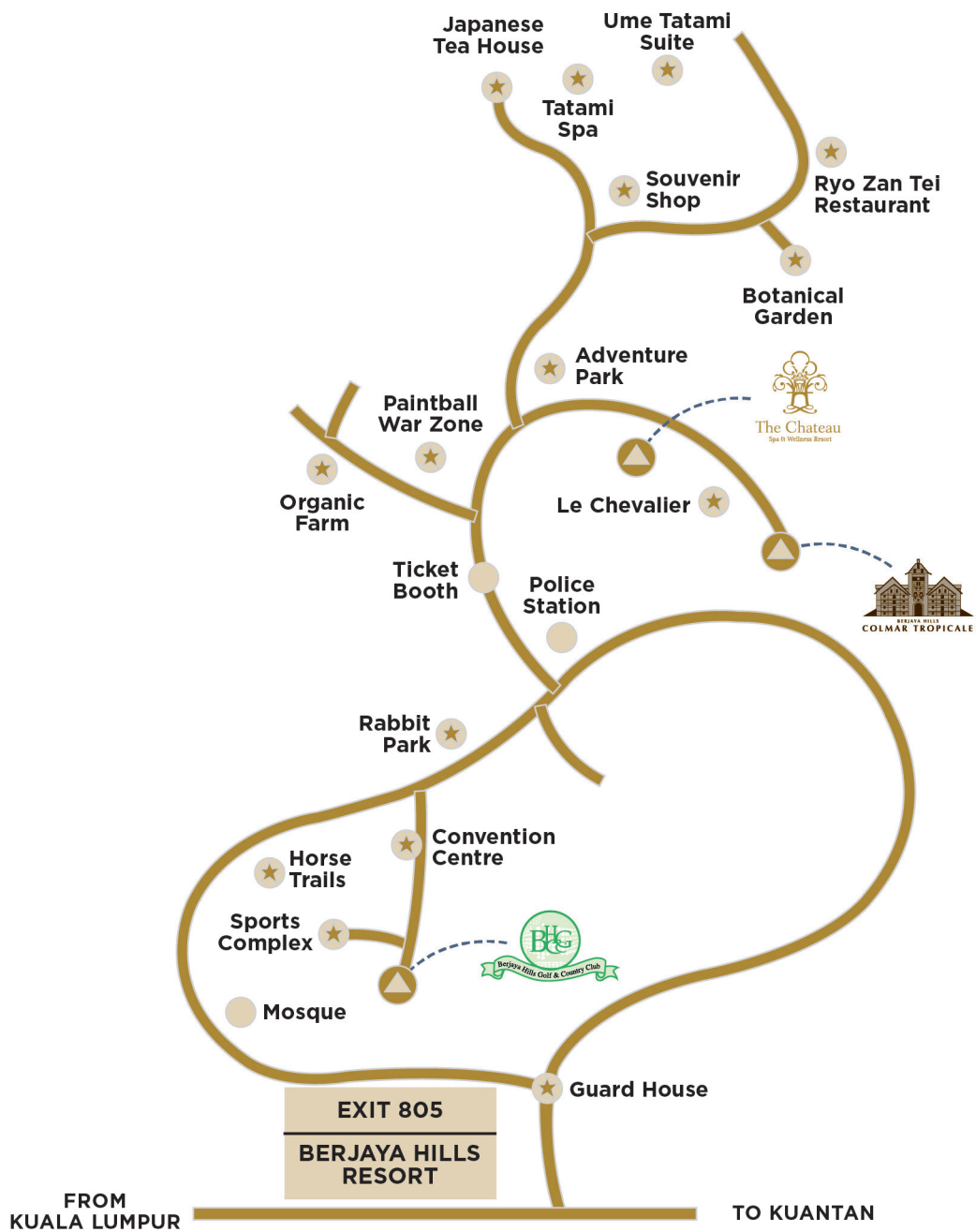
Operation Hours: 8am - 8pm | Daily

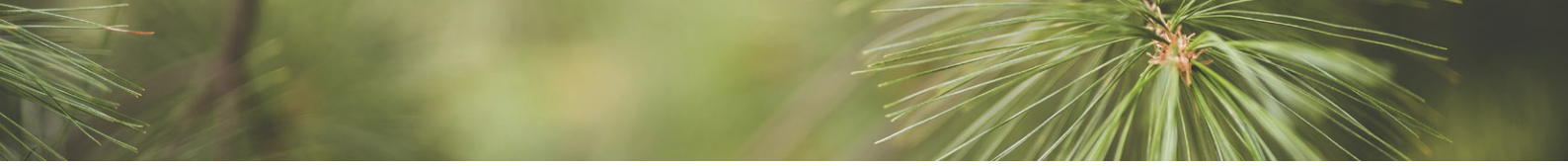
LE PETIT CLUB

A kids club that features a wide variety of activities and games for your children to enjoy.

Operation Hours: 9am - 5pm | Daily

PLACES OF INTEREST





COLMAR TROPICALE RESORT, BERJAYA HILLS

A French-themed resort located 2,700 feet above sea level and is modelled after the actual Colmar Village in Alsace, France. Colmar Tropicale Resort, Berjaya Hills offers 235 rooms and suites. The Colmar Square features attractive sights such as the fountain, wishing well, viewing tower and cuckoo clock tower (designed after Riquewihl Tower in Alsace, France).

JAPANESE VILLAGE

Located 3,500 feet above sea level, the Japanese Village is the first of its kind outside Japan. The garden was designed by renowned Japanese architect, Kaio Ariizumi and built by a team of 22 skilled craftsmen from Japan. Located within the Japanese Village are the Japanese Tea House, Japanese souvenir shop and the Ryo Zan Tei Japanese Restaurant.

Operating hours:

Ryo Zan Tei: 10am – 5pm, daily (except Tuesday)

Japanese Tea House & Souvenir Shop: 10am – 5pm, daily

RABBIT PARK

The Rabbit Park houses various species that visitors may cuddle and feed these adorable creatures in a ‘free roam’ space. Facilities on site include a small outdoor playground and indoor playpen.

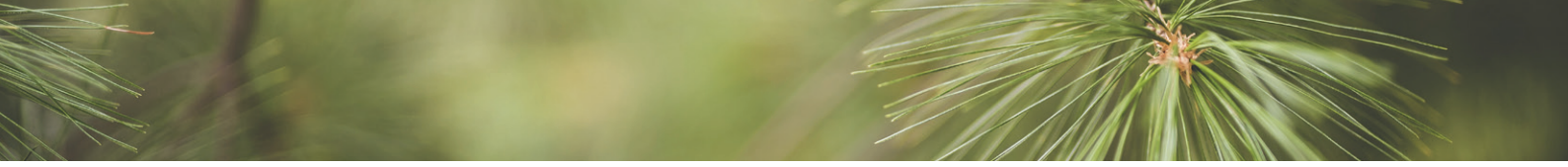
Operating hours: 10am – 5pm, daily

HORSE TRAILS

Saddle up and gallop away with our selected fine horses whilst accompanied by professional trained leaders through designated horse trails. The Horse Trails at Berjaya Hills is the ideal place to saddle up and discover the beauty of the surrounding countryside.

Operating hours: 10am – 5pm, Closed every Thursday

Feeding Time: 12.30pm – 2pm (not open to public)



ADVENTURE PARK

The Adventure Park provides extreme outdoor activities that will satisfy adrenaline seekers. From the exhilaration of gliding through the air with South East Asia's longest Flying Fox to the physical challenge of our hi-rope obstacles, canopy walk and rock climbing, there are plenty of obstacle courses to suit your needs.

Operating hours: 10am - 5pm, daily

BERJAYA HILLS GOLF & COUNTRY CLUB

Play a round of golf at Berjaya Hills Golf & Country Club, our award winning 18-hole golf course. Winning the 2010 Best Highland Golf Course in Asia Award, enjoy a spectacular round of golf with a gorgeous hillside view.

Operating hours: 7am - 5pm, daily



GUEST SERVICES

TELEPHONE EXTENSION IN THE CHATEAU SPA & WELLNESS RESORT, BERJAYA HILLS

	Press
Guest Services / Front Desk	0
Housekeeping	0
Duty Manager	0
Concierge	0
In Room Dining	0
Room-to-Room	8 (followed by room number)

OUTLETS

All electrical outlets provide 240 volts, AC, 50hz.

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.

MINI BAR

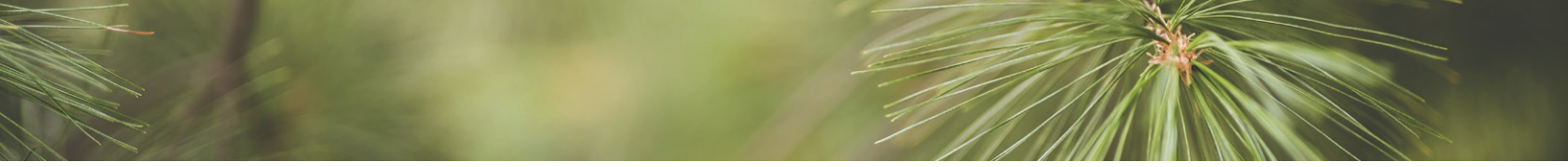
The room mini bar is available in each guest room. Housekeeping will check and replenish your bar daily.

CHECK-IN/CHECK-OUT

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

ROOM KEY CARD

Kindly keep your room key card safely. A charge of RM30.00 will be debited into your account in the event of key card loss. Upon settling your account, kindly return the room key card to the reception desk.



CHEQUES

Personal cheques are not accepted as payment in the hotel.

COFFEE & TEA MAKING FACILITIES

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

CONCIERGE

Located at the drop-off point, lower ground floor. The Concierge provides information on airport transfer arrangements, resort tour, luggage assistance and other general information.

PRIVACY

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

RESTAURANTS

Please refer to the Restaurants tab for your dining preference. Alternatively, you may call guest services to enquire further information or to place a reservation.

BAGGAGE SERVICES

For baggage collection or storage, please contact our Concierge.

BANQUET/CATERING

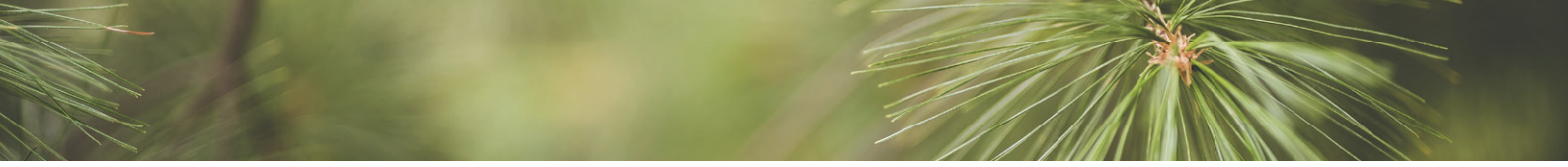
To make arrangement for special functions, please contact Sales & Events personnel.

SURAU

The surau is located at level 1 (female prayer room is at room 155 & male prayer room is at room 157)

CREDIT CARDS

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



PROHIBITION OF CERTAIN FRUITS

Durian and mangosteens are not permitted in the hotel premises.

HAIRDRYER

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

HOUSEKEEPING

Please call guest service 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 menu for options. Please call guest services if you wish to place an order.

INTERNET

The resort has WIFI coverage in all rooms, meeting rooms and most common areas of the resort. WIFI login ID is available at Reception counter in the lobby.

KIBLAT

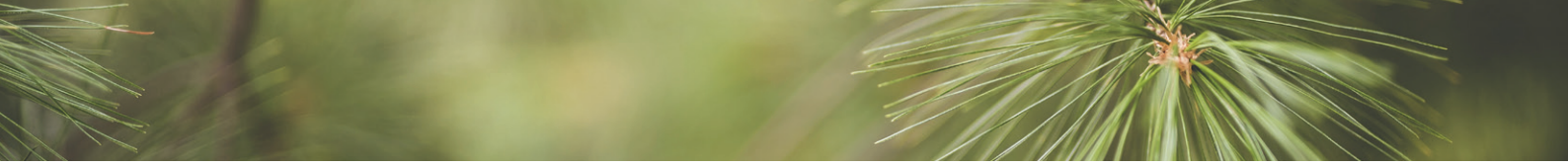
The arrow indicating the direction of prayer for Muslim guests is located on the ceiling of every room/suite.

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, balcony or hang clothes outside.

SAFE DEPOSIT BOX

For valuable items, safe deposit boxes are available in all rooms. The resort is not liable for any lost items left in the room or safes.



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 reception for safekeeping.

MAINTENANCE

Please contact guest services for assistance on faulty items in the room.

PETS

No pets are permitted in the resort premises.

SMOKING POLICY

We strictly enforce a 'No smoking' policy in all areas of the resort.

SECURITY

For security reasons, guests are advised to double lock room doors before retiring to bed. Always check if the balcony door and windows are securely closed before leaving room. Do not leave valuables or clothing unattended in public areas of the resort.

GUEST VISITORS

For safety purposes, unregistered visitors must be accompanied by guest after 11.00pm.



SAFETY & SECURITY

At The Chateau Spa & Wellness Resort, Berjaya Hills, we make sure you are at ease and safe. Please take a moment to review the safety guides & information below;

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 EVERY LEVEL

- 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

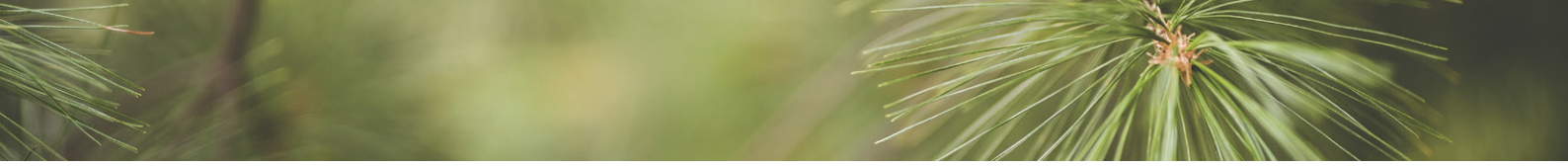
- Do not panic.
- Break the nearest fire break glass or sound the nearest fire alarm.
- Call the Operator at extension 0.
- Leave the room using the nearest exit staircase.

DO NOT USE THE ELEVATORS

- Take your room key with you.
- If the fire is slight, extinguish it and report to the Reception 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 clothes for any emergency firefighting*).
- 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

- 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

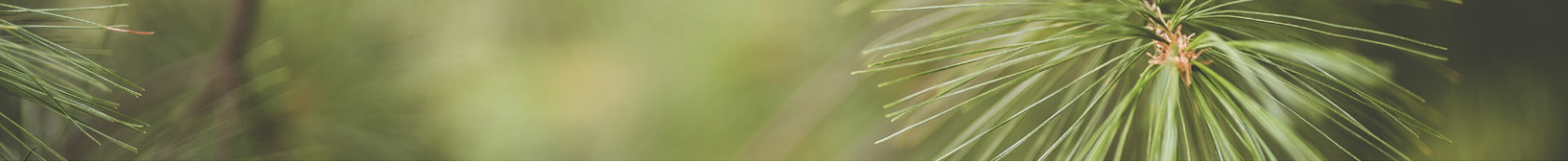
Although the style of lock in your room may vary from hotel to hotel, most room types are fitted with an additional security latch. The latch is activated from inside your room. It is recommended that you use this feature when you are in your room.

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 Reception 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.

OTHER MATTERS

The following are not permitted in the hotel premises:

- 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.