



Welcome to

The Taaras Beach & Spa Resort!


“Selamat Datang” to Redang Island. Thank you for choosing to stay with us at The Taaras Beach & Spa Resort. It is our pleasure to have you as our guest and we hope your stay with us will be a memorable and unique one.

The Taaras Beach & Spa Resort promises authentic Malaysian hospitality to make your stay a warm and pleasant experience. For your convenience, we have outlined the many services and facilities while you are on the island.

As you explore and experience Redang Island, please do not hesitate to call Guest Services at ‘0’ for assistance when required.

We wish you a most comfortable and memorable stay.

The Management



ABOUT REDANG ISLAND

With turquoise blue waters and abundance of spectacular marine life, Redang is beyond doubt one of the most beautiful islands in Malaysia. Located about 45km off the coast of Kuala Terengganu, measuring 7km long and 6km wide, Redang is the largest of the group of nine islands dotting the South China Sea off the Terengganu coast.

In order to protect the beautiful marine life and environment in the Redang archipelago, waters up to seven nautical miles surrounding the archipelago were gazetted as Marine Park in 1985. Hence, Redang is abound with magnificent corals and marine life, as well as crystal clear waters and clean white sandy beaches.

The island is a haven for scuba diving, snorkelling and swimming. Other activities that can be enjoyed include kayak, surfing, ATV and jungle trekking. Every dive site on the island offers something different to see and experience.

Redang also has two historic shipwrecks, namely the H.M.S. Prince of Wales and the H.M.S Repulse which were sunk at the beginning of World War II, setting the stage for the Japanese occupation of Malaya.

ABOUT THE TAARAS BEACH & SPA RESORT

The Taaras Beach & Spa Resort bestows a bespoke luxury experience amidst warm Asian hospitality for those seeking privacy and exclusivity in luxury. Indulge yourself in unsurpassed natural beauty; the powdery white sandy private beach, crystal-clear waters and luxuriant tropical rainforest, of the most beautiful island in Peninsular Malaysia.

The Resort houses stylish suites and rooms, as well as a stunning five-bedroom private villa perched high up on the cliff overlooking the ocean and resort below. You will be spoilt for choice when you dine, from a lavish buffet of international and Asian fusion-inspired cuisine to alfresco dining and delectable grilled seafood.

The Resort provides a spectacular tropical backdrop that is perfect for a “dream come true” wedding, or an ocean front tropical splendor for business or social gatherings. Get adventurous on a wide range of water and land sport activities such as diving, snorkeling, ATV, jungle trekking, cruising, beach yoga and much more.

RESTAURANTS & BARS

ASEAN ALL DAY DINING

Enjoy the very best of authentic Malaysian, international and fusion-inspired cuisine. Choose from either the daily buffets or the à la carte menu. Dining is available in the restaurant or on the patio overlooking the swimming pool and bay beyond.

Opening hours - 7am to 11pm
Buffet Breakfast - 7am to 10:30am
Buffet Lunch - 12:30pm to 2:30pm
Buffet Dinner - 7pm to 10:30pm

MARENERO

MareNero offers a relaxing and elegant atmosphere, with a modern Italian menu and unmatched beachside views. With the option to dine alfresco and take in the beautiful ocean breeze, or by the open-concept kitchen to watch the chef work their culinary magic, you're guaranteed a premium experience for every meal.

Opening hours - 6pm to 11pm

THE COVE

Enjoy the cool breeze of the ocean while you sip exotic cocktails or premium wines, as well as light 'beach-friendly' snacks and refreshers. With an expansive chill-out deck located directly on The Taaras private beachfront, there's no better place to relax and watch the sun set.

Opening hours - 11am to 11pm

ASEAN TERRACE LOUNGE

Enjoy cocktails and relaxing music overlooking the swimming pool. A great place for pre-dinner drinks or after-dinner to let your evening meal settle. Asean Terrace Lounge is open all day for those looking for a light meal or a refreshing drink.

Opening hours - 7am to 11pm

IN-ROOM DINING

Available from 12 noon to 1am

SEATRU TURTLE LAB

SEATRU Turtle Lab at The Taaras Beach & Spa Resort was launched in 2018 to provide sea turtle conservation and to educate guests on the plight of the sea turtle. The lab is managed by The Taaras' very own marine biologist who works with a team of SEATRU Scientists and trained research assistants from Universiti Malaysia Terengganu (UMT). Guests will be guided through the sea turtle life cycle from nesting and hatching through to species identification, measuring and tagging sea turtles, and understanding natural predators.

During the hatching season between May to October, guests are able to experience hatchlings being released into the sea.

Open from 10am to 5pm

RECREATION CENTRE

Whether it is in the water or in the rainforest, The Taaras Beach & Spa Resort has something for you. Get adventurous on a wide range of activities such as snorkeling with friendly turtles, kayaking, ATV, jungle trekking, beach yoga, sunset cruise and much more!

Open from 8am to 8pm

DIVE CENTRE

The Island along with the protected Marine Park is located in the richly diverse South China Sea and the archipelago comprises of nine islands (Lima Island, Paku Besar Island, Paku Kecil Island, Kerengga Besar Island, Kerengga Kecil Island, Ekor Tebu Island, Batu Ling Island, Pinang Island and the main Redang Island). There are more than 30 dive locations, filled with both beautiful hard and soft corals. Find out more about our dive sites, packages and PADI courses.

Open from 8am to 8pm

FACILITIES

SWIMMING POOL

Set in a landscaped garden, The Taaras Beach & Spa Resort offers swimming facilities for everyone. The resort's spacious, free form swimming pool provides a relaxing alternative to the beach, while the kid's pool gives the children an opportunity to splash under your watchful supervision.

Open from 8am to 7pm

GYMNASIUM

Enjoy your own workout at our well-equipped indoor gym. Equipment designed for all your training needs from strength training to cardiovascular through to something for those looking to increase their flexibility.

Open from 8am to 9pm

JOJO KIDS CLUB

Jojo Kids Club features a wide variety of activities and games for your children to enjoy. The playroom offers fun and educational activities under the supervision of our trained staff. For more information on activities and packages, please visit Jojo Kids Club.

Open from 9am to 9pm

KARAOKE ROOM

Something for you crooners. With a sleek interior and well-equipped audio-visual equipment, guests can fill their lungs and sing the newest chart-topping hits or perform nostalgic melodies.

Open from 6pm to 12 midnight

TAARAS SPA

Pamper yourself with one of our specially-designed packages, or try our Taaras Signature Massage - a soothing treatment using heated poultices of aromatic herbs and spices applied to meridian points on your body.

Open from 10am to 9pm

GIFT SHOP

Should you wish to purchase some souvenirs, memorabilia, beach wear, beach toys, snacks and common medication, the Gift Shop is located at the Lobby for your convenience.

Open from 10am to 6pm

THE TAARAS LOUNGE

Located at the arrival hall of the Sultan Mahmud Airport, Kuala Terengganu, the Taaras Lounge offers our guests a welcoming atmosphere while waiting for the land transfer to the Merang Waterfront Jetty or upon waiting to board your flight home. Complimentary snacks and beverages, Wi-Fi, charging stations, reading materials and a flat screen television are available for your comfort.

Open from 9am to 5pm

RESORT SERVICES

GUEST SERVICES

We operate a one stop centre at the resort - all you have to do is press '0' from your room phone.

ADAPTORS

Most guestrooms have at least two universal sockets for your convenience.

MINI BAR

Daily mini bar is available during your stay with us.

AIR-CONDITIONING

Each guestroom is equipped with individual air-conditioning, allowing you to regulate your room temperature. We kindly ask you to turn off the air-conditioning when opening the balcony door or leaving the room in a bid to conserve energy on the resort.

HOT WATER

Water heaters are available in all our bathrooms. Please be reminded to switch on and off the main water heater switch before and after your shower.

AIRLINE RESERVATIONS

Our Reservation is pleased to assist with any international or domestic airline reservation and reconfirmations. For enquiries, please contact Reservation.

REDANG JETTY SHUTTLE SERVICE

Courtesy shuttle service is provided for guests upon arrival and departure via The Taaras boat transfers only. Please contact Reservation for further arrangements and confirmations.

LAND AND SEA TRANSFER

If you would like us to arrange your transfer between Kuala Terengganu Airport and Redang Island or vice versa, please contact Guest Services for more information.

Kuala Terengganu Airport <-> Merang Waterfront Jetty
30 minutes

Merang Waterfront Jetty <-> Redang Island
40 minutes

CHECK-IN/CHECK-OUT

Check-in time is from 3pm and check out time is by 12 noon. For extensions of stay or other arrangements, please contact Guest Services.

PAYMENT METHODS

We accept all major credit cards, including American Express, JCB, MasterCard, Visa and Union Pay.

BABYSITTING SERVICES

Advance notice is required to check on availability for babysitting services as we do not have registered child minders in the resort.

BAGGAGE SERVICES

For baggage collection or storage, please contact Guest Services.

BUGGY SERVICE

If you are residing on the hillside, please feel free to contact Guest Services should you wish to be picked up from your room.

GUEST EXPERIENCE EXECUTIVE

We have designated Guest Experience Executives who will be assigned to assist you throughout your stay. Should you require any customisation and further arrangements during your stay, please reach out them.

DOCTOR/MEDICAL ASSISTANCE

For emergencies or other medical services, please call Guest Services.

DRINKING WATER

Our tap water comes from the mainland supply and is safe to use for brushing teeth and showering, however for drinking purposes we recommend bottled water. Complimentary bottles of drinking water are provided in your room. For additional bottles, please call Guest Services.

DUTY MANAGER

Available from 9am to 11pm, the Duty Manager can be contacted via Guest Services, and they will be pleased to assist with any enquiries.

EMERGENCY

In the case of emergency, please dial '0'. In a situation of an emergency, an announcement will be made throughout the resort. Please follow the directions of resort employees and refer to the evacuation plan on the back of the main entrance of your room.

HOUSEKEEPING

Extra pillows, blankets and additional room amenities are available to make your stay more comfortable. We also provide roll-away beds and baby cribs for the comfort of infants and young children. For assistance, please call Guest Services.

ICE SUPPLY

Please contact Guest Services for ice delivery at any time.

EMBASSIES

Guest Services will be able to advise you of the contact details for your embassy should you require it.

FOREIGN CURRENCY EXCHANGE

Transactions and services are available for some major world currencies at the Reception. Please contact Guest Services for further assistance.

FOOD ALLERGIES

Our Chefs will be only too happy to offer general guidance on recipes and produce. However, we cannot guarantee the total exclusion of nut traces or other allergens from any dish prepared by our kitchen. Should you have any special dietary requirements, our Chefs will be more than delighted to assist you, subject to item availability and resources.

ROOM PURCHASES

Most of the items in your room have either been custom-made or specially-sourced. Naturally, they are for your use and convenience during your stay with us.

Removal/breakage of these items either unintentionally/intentionally carries a replacement value which will be charged to your account. Should items only be identified after departure, the resort reserves the right to charge your authorised credit card and an invoice for the same will be forwarded to your registered address.

ROOM UPGRADE

Should you wish to look at other room categories during your stay, please contact Guest Services.

SAFE DEPOSIT BOX

For your convenience, a personal safe box is located in your room. Please note, guests are responsible for securing their personal belongings at the resort is not liable for any loss/missing items left in guestrooms, safes or public areas throughout the resort.

HAIR DRYER

All guestrooms are equipped with a hair dryer.

IRON AND IRONING BOARD

Iron and ironing board is available in the wardrobe for your convenience.

LAUNDRY

Washing and pressing services are available in the resort for your convenience. Please refer to the itemised laundry list located in your wardrobe. For any further assistance, please contact Guest Services.

INTERNET

All guestrooms are equipped with Wi-Fi connection. Wi-Fi is also available in all public areas throughout the resort.

MOSQUITO GUARD

For your convenience, you will find an electric mosquito guard in your wardrobe drawer.

SMOKING

Kindly use the veranda or balcony should you wish to smoke, and ensure your cigarette is completely extinguished. There are very sensitive heat and smoke detectors within the rooms for your safety.

WILDLIFE ON THE ISLAND

We live on an island with an exciting and diverse mix of wildlife on land and marine life in the ocean. On land, you will find reptiles unique to Redang - similar to the other monitor lizards that live around our property. There are plenty of large and beautiful butterflies, mouse deers found deep in the jungle, as well as brightly coloured snakes and geckos.

In the ocean, you will have the opportunity to swim with very friendly Green Sea Turtles as Redang Island is home to the largest Green Sea Turtle rookery in Peninsular Malaysia.

Please do not try to touch or catch any of the animals found on land or in the water, you could harm them or they you.

Island cats found around the resort...please do not feed them as they are fed on duty.

MONKEYS

As you will notice, we also have many Long-tailed Macaque Monkeys around the perimeter of the jungle. We ask you not to feed them; they are by nature wild animals and should not depend on human feeding. By feeding, you in turn encourage them to come into the resort scavenging and there is the potential of them becoming aggressive. Malaysian law carries heavy fines for feeding wild monkeys.

Unfortunately, over the years previous guests have encouraged them to come to their balconies and verandas. We ask you to please ensure you close and lock your balcony doors and windows when leaving your room to avoid intrusion.

DIALING INSTRUCTIONS

HOTEL DIRECTORY

Local calls	Dial 9 + Telephone Number
Room to Room Calls	Dial 8 + Room Number
International Calls	Dial 9 + 00 + Country Code + Area Code + Telephone Number

CHARGES

Charges will be calculated from the time the call is answered until the time the call is disconnected. Calls are automatically charged to your account and will be itemised on your bill upon check-out.

IDD CALLS

IDD call service charges may vary depending on the country the call is made to. For further information, please contact Guest Services.

LOCAL CALLS

The telephone call rates are inclusive of service charges and taxes. Please contact Guest Services for more details.

SAFETY & SECURITY

SECURITY

- Do not leave valuables in your room. Utilise the safe deposit box in your room if necessary.
- Close the door securely and use all the locking devices provided.
- Ensure that your windows and balcony doors are closed and locked upon retiring or when leaving the room.
- Before opening your door to anyone, use the peephole and be sure that you know the person. Should there be doubt concerning resort employees, verify their identities by calling Guest Services.
- Do not provide credit card or identity information via the telephone. Resort staff will never ask for credit card or identity information via the telephone.
- If you see or hear any suspicious activity, please report your observation to the resort.

SAFETY

- Watch your young children at all times.
- Warning signs on the premises are intended for your safety. We ask that you read and obey them.

FIRE

- Be aware of the location of fire exits, alarms and extinguishers.
- If the alarm is triggered or you are instructed to evacuate, test your door for heat smoke and proceed to the nearest safe exit staircase if it is clear.
- If you must remain in the room, place wet towels under the door and alert Guest Services of your room number.
- Turn off all air-conditioners and stay low to the floor.

