



GUEST HAND BOOK

PROPERTY NAME
Suasana Suites

PROPERTY ADDRESS
2, Persiaran Raja Chulan, Bukit Bintang, 50200 Kuala Lumpur

WELCOME NOTE

Hello and good day!

Thank you for choosing to stay with us. We are glad that you have decided to book with us and we want to make sure you have a pleasant accommodation experience.

This guest handbook is packed full of useful and fun information. We encourage our guest to flip through it, as you will find information about the property, the check in/out procedures, recommendations, and local attractions to visit during your stay here.

We hope you enjoy yourselves and book with us again in the future!

Warm Regards,
Vale Pine Sdn Bhd

PROPERTY NAME	Suasana Suites
PROPERTY ADDRESS	2, Persiaran Raja Chulan, Bukit Bintang, 50200 Kuala Lumpur
OFFICE NUMBER	+603-2036-8188
CONTACT INFORMATION	+6017-6399-739 +6012-6399-435
CUSTOMER CARE	+6014-366-9633 (Zoey) +6014-367-9633 (Ngam) +6014-368-9633

CHECK-IN PROCEDURE

OPERATION HOURS








9am - 7pm

MANUAL CHECK-IN



Check-in time: **3pm onwards**

SECURITY DEPOSIT
PAID VIA:

- CREDIT CARD 
- WECHAT PAY 
- ALIPAY 
- BANK TRANSFER 
- CASH (LOCAL/
FOREIGN) 

Pick up your keys at the address below:

**1, Lorong Ceylon, Bukit Ceylon, 50200 Kuala Lumpur,
Wilayah Persekutuan Kuala Lumpur.**

Map Link: <https://goo.gl/maps/guXyxLBVbGRP5eX6A>

Upon arrival, kindly contact our Guest Service (Ms Wati) at **+6012-6399-436** (Whatsapp / Wechat available). Our friendly personnel will meet you at lobby to perform your check-in process.






Shall guest do not have mobile line, guest may proceed to concierge counter for assistance to contact us at Lobby.

SELF CHECK-IN



Check-in time: **3pm onwards**

SECURITY DEPOSIT
PAID VIA:

- CREDIT CARD 
- WECHAT PAY 
- ALIPAY 
- BANK TRANSFER 
- CASH (LOCAL/
FOREIGN) 

Property address as below:

**Suasana Bukit Ceylon
No.2, Persiaran Chulan, Bukit Bintang,
50200 Kuala Lumpur,
Wilayah Persekutuan Kuala Lumpur.**

Map Link: <https://goo.gl/maps/guXyxLBVbGRP5eX6A>

Kindly contact our Guest Service at **+6017-6399-739 or +6012-6399-435** (Whatsapp / Wechat available) for OTP Link to make your payment and Security Deposit (RM200).

Passcode will be given after payment is done and the key can be collected from the mailbox **Unit 21-03**.

CHECK-OUT PROCEDURE

OPERATION HOURS



9am - 7pm





EXPRESS CHECK OUT



Express check out time: **11am**

*Please inform us if late check-out is needed.

ONLY FOR SECURITY DEPOSIT PAID VIA:

- CREDIT CARD 
- WECHAT PAY 
- ALIPAY 
- BANK TRANSFER 

Access card with carpark card to be drop into mailbox of office **Unit21-03**, take photo and send image to **+6017-6399-739 or +6012-6399-435** (Whatsapp / Wechat available).

Refundable deposit will be processed within 2 working days

1. Credit card pre-authorisation cancellation
2. Cash deposit to be refunded via bank transfer

MANUAL CHECK-OUT



Standard check-out time: **11am**

Check-out peak period: **10.30-11.30am**, kindly contact us 30mins in advance to avoid disruption.

SECURITY DEPOSIT PAID VIA:

- CASH (LOCAL/ FOREIGN)

To check-out, kindly contact our personnel at **+6017-6399-739 or +6012-6399-435** (Whatsapp / Wechat available).

*Rm50-100/hour for early check in/ late check out.

Luggage storage available prior check in/ after check out before departure. Please call our personnel for assistance.

MODE OF PAYMENT

CREDIT CARD



CASH



PAYPAL



WECHAT PAY



ALIPAY



TRANSPORTATION

HIGH SPEED TRAIN

1. Via KLIA Express to KL Sentral (non-stop)

Time : 28 mins

Cost : Adult –MYR55(Oneway), MYR100(Return)

Children –MYR25(Oneway), MYR45(Return)

2. Via KLIA Transit

(KLIA – Salak Tinggi – Putrajaya/Cyberjaya – Bandar Tasik Selatan – KL Sentral)

Contact Number: +603-2267 8000

BUS

1. Sky Bus (non-stop from klia2 only)

Time : 1 hr 15 mins (approx.)

Bus Frequency : 1hr (klia2-KL Sentral), 30mins (KL Sentral –klia2)

Cost : MYR10

Contact Number : +6016-217 6950

2. Airport Coach KLIA (non-stop from KLIA/klia2)

Time : 1hr - 1hr 15 mins

Bus Frequency : 30 mins

Cost : MYR10

Contact Number : +603-9212 1818

AIRPORT TRANSFER PROVIDER

1. In-house Exclusive Partner

Time : 1hr (approx.)

Cost : MYR 105 (Budget), MYR 160 (MPV), MYR 230 (Family Van)

Contact Number : Contact our operation personnel for quotation 1 day prior for booking.

FREQUENT USE APPS

Lrt/Mrt Transit



MALAYSIA KUALA LUMPUR SUBWAY

You can search each line route, time table and fare.

- Kuala Lumpur Integrated Rail
- Monorail Line
- Kelana Jaya Line
- Ampang Line
- KTM Komuter Line
- KLIA Ekspres
- GO KL (Kuala Lumpur City Bus)
- BRT Sunway Line
- MRT Sungai Buloh - KAJANG Line

Public Bus



GO KL (FREE BUS SERVICE)

Operation Hours

Working Day : 6am – 11pm

Weekends and Holidays : 7am – 11pm

Frequency

Working Day - Peak Hours

(7am – 10am & 4pm – 8pm) : Every 5 min

Others : Every 10 minutes

Website: <https://www.gokl.com.my/>

Taxi/Car



GRAB

1. Book in Just 2 Taps

Input your drop off location to get your estimated fare.

2. Get a Driver

Grab will find you the nearest available driver.

3. Track Your Driver

Know your driver's location and ETA in real-time.

4. Arrive Safely

Share your ride with loved ones for added safety.

FREQUENT USE APPS

Car Rental



GOCAR

1. Register

Download GoCar app to register.

2. Reserve

Choose dates, times, & GoCar locations to book car.

3. Unlock

Unlock GoCar via app & follow instructions to begin.

4. Return

Park the GoCar back at drop-off point. Use app to end your trip & lock the car.

Car Rental



SOCAR

1. Tap

Tap to select preferred date, time, car model & zone to lock in your reservation.

2. Unlock

Head over to the zone to unlock your reserved car using Smartkey.

3. Drive

Drive within your reservation period. Extend your reservation in the app/contact via hotline number.

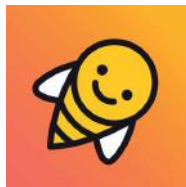
4. Return

Park it back to its designated spot. Complete car inspection step & lock up with Smartkey.

FOOD DELIVERY



Foodpanda:
Local Food Delivery



Honestbee: Grocery
Delivery & Food Delivery



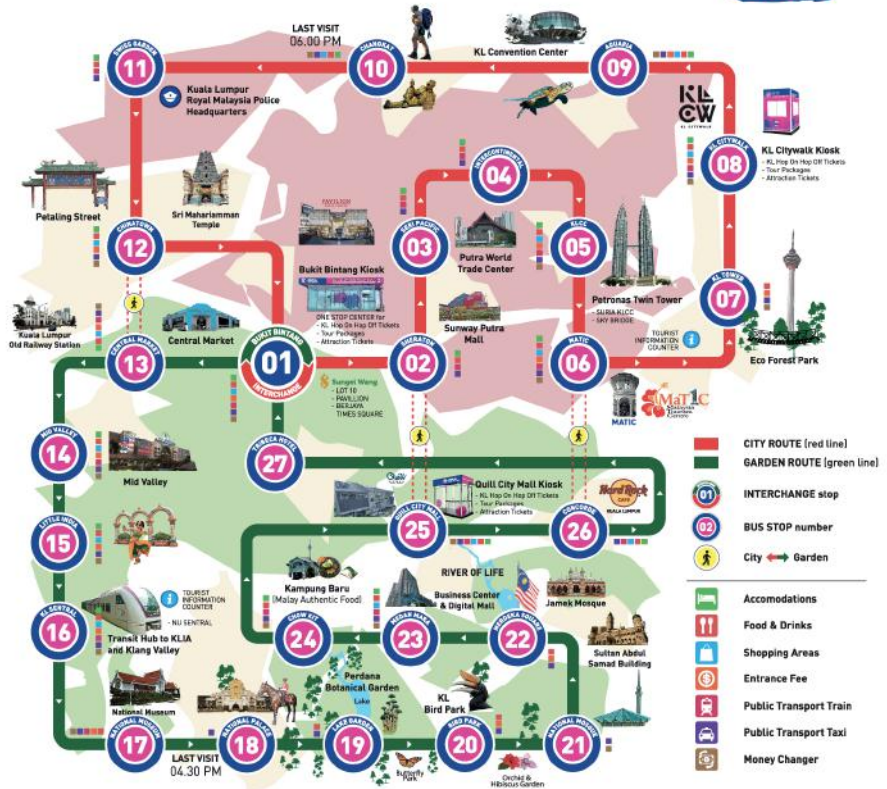
DeliverEat: Food
Delivery Service

ATTRACTION MAP



KL HOP-ON HOP-OFF MAP

KL HOP-ON HOP-OFF ROUTE & BUS STOPS INDICATION



WEBSITE

<https://www.myhoponhopoff.com/kl/>

CONTACT NUMBER

+6011-1230-5350 (8.00AM - 8.00PM)

FOOD GUIDANCE (STREET)



JALAN ALOR

Location: Jalan Alor, Bukit Bintang,
50200 Kuala Lumpur
Opening hours: 24hrs



RESTORAN KIM LIAN KEE

Location: 49-51, Jalan Petaling,
55100 Kuala Lumpur
Opening hours: 11am - 11pm



PETALING STREET (CHINATOWN)

Location: Jalan Petaling, City Centre,
50000 Kuala Lumpur
Opening hours: 9am - 12pm, 6pm - 1am



CONNAUGHT NIGHT MARKET

Location: 130, 108, Jalan Cerdas,
Taman Connaught
Opening hours: (Wed) 6pm - 1am



LOT 10 HUTONG FOOD COURT

Location: Bukit Bintang, 50250
Kuala Lumpur
Opening hours: 10am - 10pm



KAMPUNG BARU NIGHT MARKET

Location: Jalan Raja Muda Musa,
Kampung Baru
Opening hours: (Sat) 6pm - 1am

FOOD GUIDANCE (CAFE)



ANTIPODEAN CAFE KL

Location: 20 Jalan Telawi 2, Bangsar Baru
 Opening hours: (Sun–Thu) 8am – 10pm
 (Fri–Sat) 8am – 11pm



CHOCHA FOODSTORE KL

Location: 156, Jalan Petaling
 Opening hours: (Tues–Sun) 11am – 11pm



VCR CAFE

Location: 2, Jalan Galloway
 Opening hours: (Daily) 8am – 11pm



FEEKA COFFEE ROASTERS

Location: 19, Jalan Mesui, off Jalan Nagasari
 Opening hours: (Daily) 9am - 11pm



LIMA BLAS NYONYA RESTAURANT

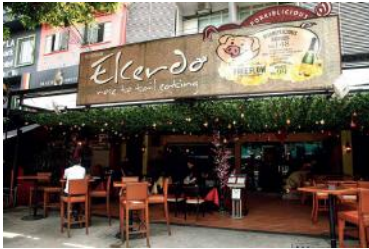
Location: 15, Jalan Mesui, Off Jalan Nagasari
 Opening hours: (Mon–Sat) 11am – 3pm
 & 5.30pm - 11pm



MERCHANT LANE'S CAFE

Location: 150, Jalan Petaling, City Centre
 Opening hours: (Mon–Fri) 10.30am – 8pm
 (Sat & Sun) 9.30am – 8pm

FOOD GUIDANCE (RESTAURANT)



EL CERDO BUKIT BINTANG (NON-HALAL)

Location: 43 & 45 Changkat Bukit Bintang
Opening hours: 12pm-2.30pm; 6pm-10.30pm



CANTALOUPE

Location: Level 23a, Tower B, The Troika,
19 Persiaran KLCC
Opening hours: 12pm-2.30pm, 6.30pm-late



BIJAN BAR & RESTAURANT

Location: 3, Jalan Ceylon, Kuala Lumpur
Opening hours: (Mon-Sat) 12pm-2.30pm,
6.30pm-10.30pm
(Sun) 4.30pm-10.30pm



MAMA SAN

Location: G46, Ground Level, Suria KLCC
Opening hours: (Mon-Fri) 8am-11pm,
(Sat-Sun) 8am-12am



DINING IN THE DARK

Location: 50 Changkat Bukit Bintang
Opening hours: (Tue-Sun) 6.30pm-late



MELUR & THYME

Location: G03H-1 Level Ground, Suria KLCC
Opening hours: 8am-10pm

TOP LOCAL MALAYSIAN FOOD



NASI LEMAK



BAK KUT TEH (NON-HALAL)



SATAY



NASI KANDAR



HAINANESE CHICKEN RICE

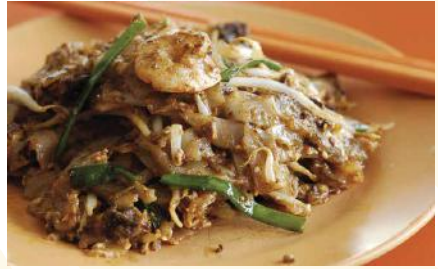


ROTI CANAI

TOP LOCAL MALAYSIAN FOOD



LAKSA



CHAR KUEY TEOW



WAN TAN MEE



CENDOL



ROJAK



OTAK-OTAK

RULES & REGULATIONS

1. **NO SMOKING** is allowed in the house/apartment.
2. The number of guests staying at the property must not exceed the number agreed to in the booking details, unless agreed to by us. In the event that any additional persons found staying at the property, an additional fee of RM100 per night per person will be charged. If the total number of guests exceeds the maximum permissible, we reserve the right to terminate the booking without a refund. Please be notified that visitor staying overnight is not allowed.
3. No outdoor footwear, i.e. shoes/slippers is allowed in the house/apartment.
4. Durians, strong smelling food and heavy cooking are not allowed in the house/apartment.
5. Our house/apartment can only be used for temporary stay and tourist household needs. It is furthermore not allowed to sublet the house, or parts of it, to third parties.
6. As this is a private condominium and have strict management policy, therefore parties and/or functions are not permitted. We reserve the right to terminate the booking without refund.
7. Guests are not allowed to engage in any illegal activity at the property.
8. Do not leave your rubbish bags in the foyer and the corridor. Please throw it in the refuse room. Failure to do will result in penalty.
9. Cleaning services on your departure are included in your rates. Guests are expected to leave the properties in a neat and tidy state without the need for extensive, excessive cleaning. You are responsible for all cleaning charges in the event that the property is left in a state that requires more than reasonable cleaning.
10. We are not liable for loss of any personal belongings while you are in the property.
11. You are responsible for leaving the property in the state in which you found it on arrival. All breakages or losses must be reported immediately to us. Any breakages found on the property will be charged accordingly.
12. Forfeiture of the room deposit will take place if room key and access card are missing.
13. Your occupation of the property may be terminated by us without notice in the event that you breach any House Rules and Term & Conditions or in the event that any amount due is not paid.
14. Any booking cancellation will strictly follow the cancellation policy stipulated in your booking.
15. Failure to arrive on the scheduled check-in date will be treated as a no-show in respect of a booking and will result in the total payment under that Booking Confirmation policy (including any applicable tax paid) to be forfeited.
16. No refunds will be provided for the cancelled booking once after the guest had checked in.
17. We are not held responsible for failure or interruption to power or other services to the property for reasons beyond our control. We will try our very best to get these back in place at soonest possible.
18. We are not liable for any indirect, incidental, special and/or consequential damage or loss of profits which result from use of the property and services provided to you.
19. We are not liable for any loss or damage caused to a guest's vehicle.
20. We do not accept liability for any accident, injury or misadventure. Guests are responsible for making their own insurance arrangements in respect of any injuries suffered by them, or caused by them to any third party.
21. In the event the guests want to drop their luggage at our luggage room, the management will not be responsible for the damages and losses. **"KEEP UNDER YOUR OWN RISK"**

PARKING CHARGES

Monday - Friday

7:00am - 6.59pm

RM3.00 for 1st hour or part thereof

RM2.00 for every subsequent hour or part thereof

7:00pm - 6.59am

RM5.00 per entry

Saturday / Sunday / Public Holiday

Anytime of the day

RM5.00 per entry

Penalty of loss ticket

RM30.00

Penalty for release of clamp

RM100.00

Passing through - 15 minutes

Free of charge