

## **WELCOME TO BERJAYA LANGKAWI RESORT**

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 Langkawi Resort experience.

## **THE MANAGEMENT**

## ABOUT LANGKAWI ISLAND

Langkawi Island (locally, Pulau Langkawi) is located off the coast of Kedah and made up of a cluster of 99 islands. The island is famously known for its enchanting myths and legends; the most well-known being the tragic tale of a young woman named Mahsuri.

During the time of the powerful Sultanates, Mahsuri was said to be the most beautiful woman in all of Langkawi. While her husband was away for war, she had forged a close relationship with another man, sparking off gossip among other villagers and was accused of committing adultery. Mahsuri pleaded her innocence, but no one believed her. Following the old Islamic punishment for adultery, Mahsuri was to be tied to a tree and stabbed to death. When they stabbed her, white blood flowed from her wound, signifying her innocence. With her dying breath, Mahsuri cursed Langkawi to have seven generations of bad luck. Local villagers believe the legend to be true, citing the Siamese invasion of 1821 and decades of failed crops following Mahsuri's death.

At the end of the 20<sup>th</sup> century, after the seven generations have supposedly come to pass, Langkawi had began to prosper as a tourist destination.

As a duty-free port, Langkawi has become a favorite shopping destination for local and international visitors. Langkawi is accessible by ferry from Kuala Kedah and Kuala Perlis. There are daily flights to Langkawi from Kuala Lumpur, which land at Langkawi International Airport.

## 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

[Press](#)

### [Pahn-Thai Restaurant](#)

1 / 0

Seafront restaurant on water serving authentic Thai cuisine.  
Dinner: 6.30pm – 10.30pm

### [Dayang Café](#)

1 / 0

Restaurant serving Malaysian and international specialties.  
Breakfast: 7.00am – 10.30am  
Dinner: 7.00pm – 10.30pm  
All day à la carte available between  
11.30am – 6.30pm and 11.00pm – 12.30am

### [Oriental Pearl](#)

1 / 0

Restaurant serving Cantonese and Szechuan cuisine.  
Dinner: 6.00pm – 10.30pm

### [Beach Restaurant](#)

1 / 0

Beachfront dining restaurant serving Western cuisine,  
Italian cuisine and North Indian cuisine.  
Breakfast: 7.00am – 10.30am  
(serving guests staying at Premier Chalet category onwards)  
Lunch: 12.00pm – 6.30pm  
Dinner: 6.30pm – 10.30pm

### [Lobby Lounge](#)

1 / 0

Lounge Bar serving snacks and cocktails with live entertainment.  
Operation Hour: 10.00am – 12.30am  
Happy Hour: 5.00pm – 7.00pm

### [Sunken Pool Bar](#)

1 / 0

Pool Bar serving light snacks and beverages.  
Operation Hour: 11.00am – 7.00pm  
Happy Hour: 5.00pm – 7.00pm

### [Rimba Sports Bar](#)

1 / 0

A fun and sports bar featuring live telecasts games.  
Operation Hour: 5.00pm – 12.30am  
Happy Hour: 9.00pm – 11.00pm

### [Boat House Bar](#)

1 / 0

Beachfront bar serving light snacks and beverages.  
Operation Hour: 11.00am – 8.00pm  
Happy Hour: 4.00pm – 8.00pm

## GUEST SERVICES



## GUEST SERVICES

TELEPHONE EXTENSION NUMBERS AT BERJAYA LANGKAWI RESORT – MALAYSIA

	Press
Operator	0
One Stop Service Centre	1
Taaras Spa	2
Room Service	6
Room To Room	8
Local Call, STD, IDD	9

<b>Air-Conditioning</b>	Press 1
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.	
<b>Airline Arrangement</b>	0
Airline information, reservation and confirmation are available at the Tour & Transport Office located at the main lobby.	
<b>Airport Transfer</b>	0
Airport transfer services are provided for all guests. Please contact our Tour & Transport Office for rates and arrangements.	
<b>Baby-sitting</b>	1
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 resort cannot assume liability for the baby-sitter or the services provided.	
<b>Baggage Services</b>	1
For baggage collection or storage, please contact Concierge.	
<b>Banquet/Catering</b>	1
To make arrangements for special functions, please contact One Stop Service Centre.	
<b>Business Centre</b>	1
Located within Rimba Sports Bar at the main lobby, this Business Centre's operating hour is from 9.00am to 1.00am.	
<b>Check-in/Check-out</b>	0
Check-in time is 2.00pm 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.	
<b>Car &amp; Scooter Hire</b>	0
Office located at lobby level near reception desk.	
<b>Cheques</b>	
Personal cheques are not accepted as payments at the resort.	
<b>Credit Cards</b>	
The resort honours all major credit cards - American Express, Diner's Club, JCB, Visa and MasterCard.	
<b>Durian, Mangosteens and Rambutan</b>	
Durian, mangosteens and rambutan are not permitted in the hotel premises.	
<b>Electricity Supply</b>	
All electrical outlets providing both 240-volts and 110-volts electricity.	

<b>Fire &amp; Safety</b> Please refer to the Safety & Security tab for more information on fire and safety procedures. In the event of an emergency, kindly call the One Stop Service Centre for immediate assistance. Do not panic.	Press 1
<b>Foreign Currency Exchange</b> Transactions and services are available at the Front Office cashier counter located at the main lobby.	0
<b>Gift Shop</b> The Gift Shop is located at the main lobby. Opens daily from 9.00am to 10.00pm.	
<b>Hairdryer</b> A hairdryer is provided in all guestrooms, located in the dressing table drawer or in the bathroom.	1
<b>Hotel Reservations</b> Room bookings for other properties in Berjaya Hotels & Resorts can be made through the Guest Service desk.	1
<b>Housekeeping</b> Please call One Stop Service Centre for extra pillows, blankets, towels, laundry, make up room, turn down service (suite room only), mini bar supplies or any other needs in regards to the guestroom.	1
<b>In-Room Dining</b> Please refer to the In-Room Dining menu for options.	6
<b>Internet/Email Services</b> The resort has WiFi coverage in all chalets, meeting rooms and most common areas. WiFi login ID is available at Reception counter in the lobby. The cyber café is located in the Rimba Sports Bar at lobby level. Opens daily from 9.00am to 1.00am.	0
<b>Kiblat</b> The arrow indicating the direction of prayer for Muslim guests is located on the ceiling of every room/chalet.	
<b>Kids Club</b> Providing a range of activities to keep kids from 4 – 12 years old entertained. Opens daily from 9.00am to 9.00pm.	0
<b>Laundry/Pressing</b> 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.	1
<b>Library</b> A guest library is located adjacent to the Business Centre in the Rimba Sports Bar at lobby level. Please feel free to borrow books and leave your used books for others to appreciate and enjoy.	
<b>Lost and Found</b> 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.	1
<b>Mail and Messages</b> Guest mails and telephone messages will be delivered immediately upon receipt.	0
<b>Maintenance</b> Please contact the One Stop Service Centre for assistance on faulty items in the room.	1
<b>Medical Assistance</b> A clinic is located next to the main lobby. Please contact One Stop Service Centre.	1



<b>Mini Bar</b>	<b>Press 1</b>
A private room mini bar is available in each guest room. Housekeeping will check and replenish your bar on a daily basis.	
<b>Newspapers</b>	<b>1</b>
A selection of daily newspapers are provided at the Concierge Counter.	
<b>Pets</b>	
No pets are permitted in the resort premises.	
<b>Postage Services</b>	<b>0</b>
Stamps are available at Gift Shop. Please seek assistance from our staff members to mail letters and cards.	
<b>Privacy</b>	<b>0</b>
Please hang 'Do Not Disturb' sign on the doorknob and advise Operator to screen or Hold calls should you wish for privacy.	
<b>Recreation &amp; Activities Desk</b>	<b>0</b>
Located at the main lobby, the Recreation and Activities Desk provides information and bookings on the resort's recreation facilities including outside tours (e.g. snorkelling, island hopping, cycling, jungle trekking, nature walk, etc). Operation Hour: 7.00am - 9.00pm	
<b>Restaurants</b>	<b>1</b>
Please refer to the Restaurants tab for your dining and entertainment pleasure. For reservations, please contact One Stop Service Centre.	
<b>Room Key</b>	<b>0</b>
Kindly keep your room key safely. A charge of RM100.00 will be debited into your account in case of key loss. Upon settling your account, kindly return room key to the Front Office Cashier.	
<b>Safe Deposit Box</b>	<b>0</b>
For valuable items, safe deposit boxes are available in all rooms. Alternatively, they are also available free of charge at the Reception located at the lobby. Kindly note that RM300.00 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.	
<b>Security</b>	
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 on the beach/patio unattended. For safety purposes, unregistered guests are not permitted in the rooms after 11.00pm.	
<b>Spa &amp; Body Treatments</b>	<b>2</b>
Taaras Spa offers a complete pampering experience through a variety of treatments such as facial rituals, invigorating body massages and tantalizing body treatments. For enquiries and appointments, kindly contact the spa reservation Operation Hour: 10.00am - 10.00pm	
<b>Surau</b>	
Surau is located near the swimming pool.	
<b>Swimming Pool</b>	<b>0</b>
Located near the Beach Restaurant, the operating hours of the swimming pool is from 8.00am to 8.00pm. No lifeguard on duty.	
<b>Wake-Up Calls</b>	<b>0</b>
Please call the Operator for assistance.	
<b>Water Sports</b>	<b>0</b>
Water activities such as parasailing, jet ski, paddle boat, kayak, catamaran, water ski and banana boat are available at the boathouse on the beach (subject to weather condition). Operation Hour: 10.00am - 6.00pm	

Press  
0

#### Boat House

Water activities such as parasailing, jet ski, paddle boat, double canoe, kayak, catamaran, water ski, wind surfing, joy ride and banana boat are available (subject to weather conditions).  
Operation Hour: 10.00am – 6.00pm

#### Jungle Gym

Our 'Jungle Gym' is equipped with the latest Life Fitness equipment and is located at the lobby level behind the gift shop. Opens from 6.00am to 9.00pm.  
Operation Hour: 7.00am – 7.00pm

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#### Rimba Sports Bar

Located next to the lobby entrance, the Rimba Sports Bar is the place to be where your favourite sports is televised live while you lay back with a beer or any drink from the bar. For the discerning few, a host of fun awaits you where you can enjoy or have a go at our variety of games offered such as the Playstation, Pool, Foosball, Dart and board games.  
Operation Hour: 10.00am – 1.00pm

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#### Recreation & Activities Desk

Sports and recreational activities such as tennis, beach soccer, beach volleyball, bicycle rides, snorkelling, island hopping, jungle trekking, bird watching tours, archery, mangrove tour, nature walk, fishing rod, day cruise, fishing trips, sunset cruise, batik painting are available upon request.  
Operation Hour: 10.00am – 6.00pm

0

#### Tour & Transport Office

Airport transfers and shuttle transfers to Kuah Town/Pantai Cenang and night market are available. Please contact our Tour & Transport office for rates and arrangements.  
Operation Hour: 9.00am – 5.00pm

0

# 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:

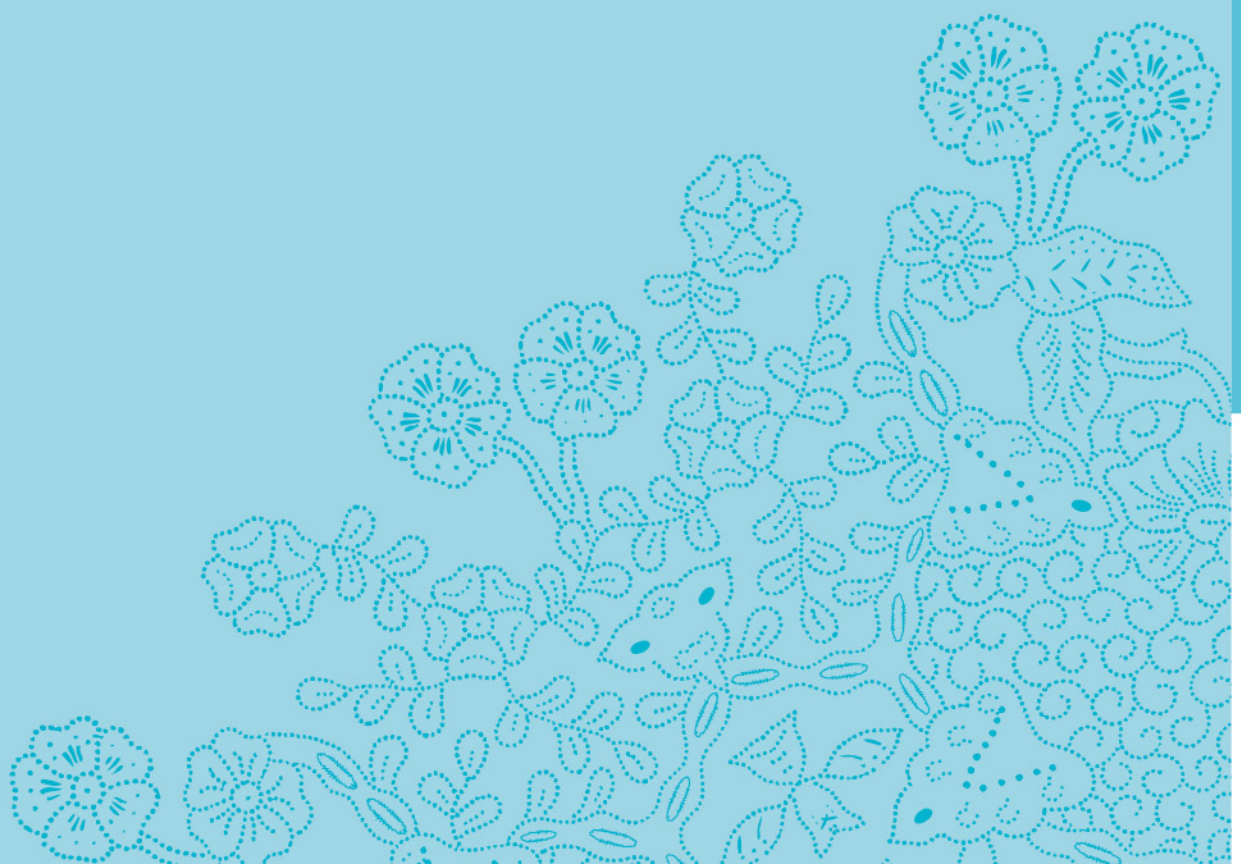
1. Press 9 for the dialling tone
2. Enter the International Code: 00
3. Enter the desired Country Code
4. Enter the Area/City Code
5. Enter the local telephone number

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 ON INTEREST



## PLACES OF INTEREST

### Dataran Lang

Located near Kuah's jetty is the Dataran Lang or Eagle Square, which has a magnificent 18-metre-high marble eagle as a centerpiece. An amphitheater that stages regular cultural performances is also located in the same area.

### Gua Langsir

Gua Langsir (Cave of the Banshee) is an adventurous cave, which is reputedly haunted. This belief may have come about from the noises made by the thousands of bats which live in the 91-metre-high cave.

### Kuah Town

This is the main entry point for visitors arriving by sea to Langkawi. City folks will find themselves at peace here in this quiet and unhurried charming resort island town. Legend has it that two giants spilled a pot of gravy ('kuah' in Malay) on the spot where the town is presently located. Kuah has many duty-free shops and handicrafts centres, offering unlimited shopping choices.

### Langkawi Cable Car

Taking visitors to Langkawi's second highest peak of Mount Mat Chinchang is the cable car, where the view of the surrounding islands is spectacular. On clear days, visitors can see parts of Thailand towards the north and part of Indonesia towards the southwest. The cable car ride up the hill takes about 20 minutes and is highly exhilarating. There are great views of the hillside flora, several waterfalls and an occasional glimpse of the wildlife and spectacular birds.

### Makam Mahsuri (Mahsuri Mausoleum)

Located 12km northwest of Kuah, this historical site is where Mahsuri, a famous legendary figure, was buried. There are souvenir shops and a 'kampung' house containing ancient artefacts in the vicinity.

### Padang Matsirat

Padang Matsirat, or known as the 'field of burnt rice', is where local villagers torched the paddy fields to prevent Siamese invaders from getting their rice grains several centuries ago. Villagers maintain to this day that heavy rain would sometimes bring traces of burnt rice grains to the earth's surface.

### Pantai Pasir Hitam

About 2km west of Tanjung Rhu is Pantai Pasir Hitam, a beach made famous by its streaks of black sand. The black sand is caused by the deposits of mineral oxides from a nearby spring, while the sea is dotted with large boulders.

### Pulau Payar

Located 30km southeast of Langkawi and north of Penang Island is the Marine Park, which extends over a number of islands with Pulau Payar being the largest. A floating platform is moored off Pulau Payar, which has a restaurant and underwater observation chamber to view the marine life surrounding a reef, providing a good area for snorkelling or taking rides in glass-bottomed boats. The best diving site is to be found from the western tip to the southern and eastern portion of Pulau Payar.

### Underwater World Langkawi

Located along Pantai Cenang is one of the largest aquariums in Asia. The Underwater World has a 15-metre-long walk-through tunnel from which you can view more than 5,000 kinds of marine life in over 100 tanks. There is also a duty-free shopping complex located within the building.

## SAFETY & SECURITIES





## SAFETY & SECURITY

At Berjaya Langkawi Resort, 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 1/0

### 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.
- Adequate CCTV camera coverage at critical points.

### 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 glasses.
- 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 (in selected rooms).
- Call the Operator at extension 0.
- Leave the room immediately.
- Take your room key with you.
- If the fire is slight, extinguish it and report to the Guest Service Centre at extension 1.

### If you hear the fire alarm ringing (located near the main building, Premier Chalet on Land and Premier Chalet on Water):

- 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.



### Fire Prevention Practice

- Extinguish your cigarette completely if you are a smoker.
- Do not smoke in bed.
- Do not throw the cigarette stubs in the waste paper basket.
- 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. Do not double lock from inside when you leave your room.

### 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 in your room and also available 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 Malaysian currency 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 may be requested upon arrival at the resort.

### Other Matters

The following are NOT permitted in the resort premises:

- Pets or animals.
- Feeding wildlife.
- Littering.
- Drugs.
- Firearms.
- 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.