

Lexis Group

Terms & Conditions

1. Applicable to The Platinum Card®, American Express® Platinum Credit Card, American Express® Gold Card, American Express® Green Card, Singapore Airlines KrisFlyer American Express® Gold Credit Card, Maybank 2 Cards Reserve American Express® Card, all Maybank/Maybank Islamic Visa Infinite Cards, all Maybank/Maybank Islamic World Mastercard® and Visa Signature Cards.
2. A RM100 nett surcharge may apply for upgrades to guaranteed full sea view rooms, subject to availability, where applicable.
3. A surcharge of RM150 nett per room per night is applicable on the eve and day of public holidays, and on festive periods (Chinese New Year, Hari Raya, Deepavali, Christmas, etc.).
4. Please refer to our Reservations team to enquire on surcharge information and dates. All purchases are final.
5. The passport vouchers are non-refundable, and may not be exchanged for cash. The passport vouchers may not be resold by the purchaser on any commercial platforms, online travel agents, or via social media. Failure to comply will result in automatic voiding of the said vouchers.
6. Validity period of vouchers may be extended only in the case that a government mandated travel ban or restriction is imposed by the Malaysian Government, and/or as extended from time to time.
7. The appropriate period of the mandated travel ban/restriction shall be applied onto the preceding validity period of the voucher.
8. Room reservations must be made at 7 working days in advance; passport voucher number must be provided when making a booking. Rooms are subject to availability. Once confirmed, booking cannot be amended, unless a travel restriction is imposed by the Government affecting the ability to travel. Maximum occupants allowed are 4 persons per room. Children below 13 years old stay for free using the existing bedding configuration. Guests under 18 years of age must be accompanied by an adult.
9. Additional person(s) must be declared and registered at the Front Desk upon check-in. Any additional persons above the maximum number of occupants as per hotel policy is chargeable at the discretion of the Hotel.
10. Due to high demand for room bookings for the year end of 2021, there are limited rooms available and prior booking must be made in advance to secure rooms, subject to availability.
11. Offers cannot be exchanged for cash or used in conjunction with other promotions/offers, coupons/vouchers and loyalty/privilege cards.
12. Other terms and conditions apply.

13. *Complimentary upgrade to Sea View, subject to availability.
14. **Complimentary 30-minute bicycle ride for 2 adults & 2 children, subject to availability, weather conditions and Covid-19 safety measures and guidelines.