

## Hotel Granada Johor Bahru - Revised

### Booking Procedure:

- 1) Reservation is required at least 7 days prior to the arrival date (**subject to room availability**).
- 2) Upon booking, please provide the Serial Number found on the voucher for confirmation.
- 3) Confirmation of room availability and reservation will be notified by the Hotel at time of booking.
- 4) Once booking is confirmed, **CANCELLATION** is strictly not allowed.
- 5) **NO SHOW** will be considered as voucher redeemed.
- 6) Hotel reserves the right, in its sole and absolute discretion, to forfeit all rights regarding the validity of the voucher, with reference to whatsoever claim may be.

### Check-In & Check-Out Procedure:

- 1) Please present voucher upon payment; Serial Number stated overleaf is required.
- 2) Voucher must be presented during check-in (**original voucher must be presented upon check-in**).
- 3) Check-in: 2pm; check-out time: 12pm.
- 4) Early check-in & late check-out is subjected to room availability; **late check-out may incur additional charges borne by customer.**

### Posting & Collection of the Voucher:

- 1) Collection of voucher can be made via Self-Collection or Delivery.
- 2) Self-Collection is available at the designated Causeway Link counters upon confirmation.
- 3) Delivery requires an additional 5 – 7 working days; please ensure Delivery duration is taken into consideration before making a reservation.

### General Term & Condition:

- 1) Voucher is valid for **1 night stay only**; choice of room is subject to availability.
- 2) **1 Voucher is valid for 1 transaction only; multiple vouchers for 1 transaction not allowed.**
- 3) **Hotel Voucher is valid for 6 months from date of purchase.**
- 4) Voucher is non-refundable and non-exchangeable.
- 5) Expired voucher(s) is non-refundable and non-exchangeable; reusing, replacement and/or extension of expired voucher is not permitted.
- 6) This voucher will not be replaced if damaged or lost.
- 7) Voucher cannot be used to offset any outstanding account balances; **no refund of any unused balance will be given.**
- 8) **No additional surcharge on Eve of Public Holiday(s), Public Holiday(s) and Weekends (Friday & Saturday). Advance booking is strongly encouraged for Eve of Public Holiday(s), Public Holiday(s), Weekends and/or any Peak Travelling Season.**
- 9) Any additional services such as room services, extra bed required and etc. is subject to additional charge from the Hotel. Balance of bill not covered by this voucher must be paid in either cash or credit card.
- 10) All additional charge(s) is strictly borne by customer.
- 11) It is the customers' responsibility to ensure that necessary permits and travel documents are valid. The company, its partners and affiliates will not be liable for any consequences arising out of customers not fulfilling the aforementioned requirements.

- 12) Handal Indah Sdn. Bhd. reserves the right, in its sole & absolute discretion to vary, delete or add to any of these terms and conditions from time to time without prior notice.
- 13) The decisions of Handal Indah Sdn. Bhd. on all matters relating to this offer will be at their absolute and will be final and binding and no correspondence will be entertained.
- 14) Handal Indah Sdn. Bhd. and its employee shall not be responsible for any loss or damage incurred by the number of their accompanying guest howsoever resulting from the redemption of this voucher.