



## **UNDERSTANDING THE RESERVATION PROCEDURE**

### **(A) TIPS FOR MAKING A RESERVATION**

1. **PLAN AHEAD AND BOOK EARLY**  
You are allowed to place your booking as early as one year ahead. However, you are advised to book early (up to 6 months ahead or earlier) especially during peak seasons and school holidays.
2. **AVOID SHORT NOTICE RESERVATIONS**  
If you submit your reservation request less than 1 month prior to the check-in date, the chances of getting a confirmed reservation will be lesser than if you submit your reservation 3 months ahead.
3. **PAY ON TIME**  
Pay your membership fee and other fees including Annual Maintenance Fees to the current status at all times
4. **PROVIDE MORE TRAVEL CHOICES**  
Submit your reservation requests with at least 3 resort or travel dates options
5. **ACCEPT ALTERNATIVE OFFER**  
Consider alternative arrangement like other room type or hotel/resort
6. Wait for your reservation to be confirmed before you book your flight
7. Always remember that **reservations are subject to availability** and that rooms are NOT automatically secured

### **(B) SUBMITTING YOUR RESERVATION REQUESTS**

1. **Walk-in** and submit your Vacation Reservation Form to our Member Service Centre.
2. **Fax** your Vacation Reservation Form to our Member Service Centre.

Kuching	Fax	082-424007
Kota Kinabalu	Fax	088-221007
Kuala Lumpur	Fax	03-21489070
Miri	Fax	085-653819
3. **E-mail** your reservation request to [mail@clubasia.com.my](mailto:mail@clubasia.com.my)
4. **Post** your Vacation Reservation Form to our Member Service Centre.

**IMPORTANT: Only written reservation requests with complete reservation details and signatory of either the principal member or nominee will be able to be processed, subject to the Rules & Regulations of the club for reservations**

Note:

1. Proof of sending does not guarantee proof of receipt.
2. Members are advised to contact our Member Service Centre if they do not receive any feedback from the club within 7 working days from the day they submit their reservation requests.
3. The Vacation Reservation Form is obtainable from any of our Member Service Centre. Members could also download and print the Vacation Reservation Form from our official website at [www.clubasia.com.my](http://www.clubasia.com.my).

#### **(C) CHECKING YOUR RESERVATION STATUS**

1. If your payment of membership fee and other fees including Annual Maintenance Fees are in good standing, our reservation department will immediately process your booking upon receiving your completed reservation request.

However, if you still do not receive any call, sms, fax or e-mail from us regarding your reservation after 7 working days from your day of submission by fax or e-mail (Submission by way of post will require at least 14 working days), we advise you to check with us in case your requests did not reach us.

Sometimes, it might take us longer to be able to advise you on your reservation status due to external factors or technicality which are outside our control. Your patience and understanding in this situation is highly anticipated.

2. If you are required to pay certain fees such as Annual Maintenance Fee, Reservation Administration Fee and Guest Certificate Fee, **kindly submit your payment promptly within the specified deadline.** Check-in Certificate will only be issued to you upon your payment of all outstanding amounts.

If you should banking in cash/cheque to our account, you need to forward a copy of the bank-in slip/transaction slip to the club immediately to notify the club of your payment. **Please avoid payment through direct ATM transfer.** Kindly refer to payment guideline for further details.

**Your failure to pay promptly may result in your confirmed reservation being released and your points still being charged to your account.**

3. Finally, please ensure that you receive your Check-in Certificate for your check-in purposes at the hotel/resort before your depart. It is important that you produce this document at the check-in counter to avoid any unnecessary inconveniences.

**Upon receiving your Check-in Certificate from the club, kindly ensure that all relevant particulars like check-in guest name, check-in and out date, hotel/resort, room type and number of rooms, are correct.** You are required to notify the club immediately of any discrepancy and to ensure that you receive a new Check-in Certificate with all the correct details.

#### **(D) CHECK-IN TIPS**

1. **Present your Check-in Certificate** at the reception.  
Remember that only the person whose name is printed in the Check-in Certificate will be allowed to check-in.
2. Get ready your check-in deposit as required.  
This deposit will be fully refunded in the case of non-usage of chargeable facilities and amenities at the hotel or resort.
3. For late check-in after 6 p.m., please notify the hotel/resort in advance of your arrival

4. Do not exceed the maximum occupancy of a room or confirmed reservation.
5. If your confirmed room reservation includes meal arrangement as indicated in the Check-in Certificate, please check with the reception for any meal vouchers or means to redeem the meal.
6. If you encounter difficulties checking in at a hotel or resort, please contact our nearest Member Service Centre immediately. If our office is already closed for the day/weekend/holiday, please notify us on the next working day.

**(E) CANCELLATION/AMENDMENT OF RESERVATIONS**

For cancellations of confirmed reservations, a written notice must reach Sara worldwide Vacations Berhad **before the deadline** for cancellations. Late cancellation notification (after deadline) or “no show” shall result in forfeiture of Points and related fees paid.

However, if your confirmed reservation is under “guaranteed booking” whereby no cancellation or amendment is allowed, your cancellation advice to the club or “no show” shall automatically result in forfeiture of points and related fees paid.