



GENERAL SERVICES



Arrival Transfer

East West Executive Travellers believes that first impressions are important and that a successful programme starts from the moment your guests arrive into Kuala Lumpur. Therefore we pay vital attention to the reception at the airport, or at the railway station:

- Staff/guides/coordinators are dressed in East West uniform
- Air conditioned coaches (East West Executive Travellers Malaysia recommends putting 30-35 persons per 40-45 seater coach)
- Baggage transported by separate luggage van

On the way to the hotel, our knowledgeable guides will give the guests a brief overview of the programme and some useful tips about Kuala Lumpur.

Enhancements, at point of arrival or at hotel:

- Lady / Ladies in traditional costumes
- Orchid corsage
- Cold Towels
- Welcome drink (non-alcoholic)
- Pre check in-services
- Traditional Malaysian Welcome
 - Malay: Silat (Malay Pugilistic) Welcome
 - Chinese: Chinese Drum Welcome
 - Indian: Traditional Drum and Trumpet Welcome
 - Colonial: Girl Bagpipers



Arrival Transfer

KUALA LUMPUR INTERNATIONAL AIRPORT TO CITY HOTEL

Duration 60 mins

Kuala Lumpur International Airport in Sepang is approximately 75 km from the city. Passenger flow is contained in three main complexes. The Main Terminal Building is linked to the Contact Pier while a fully automated Aero train connects the Contact Pier to the Satellite Building. International flights arrive at the Satellite Building and the Aero Train brings passengers to the Contact Pier where you will go through immigration. Other international, domestic and mixed flights arrive on the Domestic Level of the Contact Pier.

SULTAN ABDUL AZIZ SHAH AIRPORT TO CITY HOTEL

Duration 30 mins

Sultan Abdul Aziz Shah Airport – currently serving only domestic flights within Malaysia is approximately 25km from the city. There are approximately 17 flights daily from the airport to all domestic destinations, except Ipoh.

RAILWAY STATION TO CITY HOTEL

Duration 20 minutes.

Kuala Lumpur Railway Station is within the city limits.

FERRY TERMINAL (PORT KLANG) TO CITY HOTEL

Duration 1 – 1 hours 15 minutes.

Port Klang is the major seaport for Kuala Lumpur and is 41 km from the city.



Function Transfer

WITHIN CITY LIMITS

OUTSIDE CITY LIMITS

CITY/OUTSIDE CITY LIMITS

Departure Transfer

Alas, all good things must come to an end!

As your guests get ready to say "Selamat Jalan" (means goodbye in Malay) to Kuala Lumpur, East West Executive Travellers will ensure that their last experience is as memorable as their first. One or two days prior to departure, all guests will be given special departure notices with information on times of baggage collection, hotel check-out, airport transfer and other important details.

On the day of departure, our staff will see that the bags are picked up safely and transported separately in a van to the airport/railway station or ferry terminal. They will also assist with check-out procedures at the hotel.

At the departure port, our staff will help facilitate and ensure smooth check-in procedures. Special flight pre check-in may be arranged dependent upon airline concerned.

CITY HOTEL TO KUALA LUMPUR INTERNATIONAL AIRPORT

CITY HOTEL TO SULTAN ABDUL AZIZ SHAH AIRPORT

CITY HOTEL TO RAILWAY STATION

CITY HOTEL TO FERRY TERMINAL

CONSIDERATION

There is no export duty. Export permits are required for arms, ammunition, explosives, animals, gold in form, platinum, precious stones and jewellery (except for personal effects, within limits), poisons and drugs. Any goods in excess of reasonable personal effects are to be declared at exit points on an Outward Declaration customs. If necessary, we can assist with these procedures.



Hospitality Desk

To cater for the varying needs of your guests, it is essential to assign experienced staff to man a hospitality desk throughout the convention/incentive programme.

Our English-speaking staff will provide information on clubs, places of worship, public transportation and optional tours, give useful suggestions on shopping and dine-around restaurants and orientate guests on the hotel facilities. They will also take care of flight reconfirmations and any other ticketing requirements that may arise.

At your request, we are also able to provide foreign-language speaking staff.

Average of eight hours per day, but the exact hours of operation will depend on the size and requirements of the event.

English-speaking staff

Foreign-language speaking staff

(All min blocks of 3 consecutive hours)



Programme & Hotel Coordination

East West Executive Travellers automatically provide a Programme Coordinator to ensure smooth coordination of all elements of a programme. He / she will be available on site or by pager / mobile phone.

In addition, regardless of whether the hotel portion is purchased through East West Executive Travellers or direct, it is our normal practice to appoint a Hotel Coordinator.

The Hotel Coordinator will be responsible for liaison between the incentive / convention planner and the different hotel departments to ensure smooth and coherent overall operations within the hotel. He / she will be available on site or by pager / hand phone.

The fee for this service varies according to the needs of each programme. However, if hotel portion is purchased through East West Executive Travellers at our rates then the Hotel Coordinator fee is waived.