



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 Penang. Therefore we pay vital attention to the reception at the airport, railway station, or at the ferry terminal.

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

On the way to the hotel, our licensed guides will give the guests a brief overview of the programme and some useful tips on Penang.

Enhancements, at point of arrival or at hotel

- Garland Welcome
- Flower corsage
- Cold Towels
- Welcome drink
- Pre check-in Services
- Traditional Malaysian Welcome
 - Malay: Kompang (Malay Hand-drum) Welcome
 - Chinese: Lion Dance Performance
 - Indian: Traditional Drum and Trumpet Welcome
 - Colonial: Girl Bagpipers



Arrival Transfer

PENANG AIRPORT TO CITY HOTEL

Duration 25mins to 30mins

PENANG AIRPORT TO BEACH HOTEL

Duration 45mins to 60mins

Penang International Airport is situated at the lower southeast side of the island and is 20 km from George Town and 36 km from Batu Ferringhi (beach area).

RAILWAY STATION TO CITY HOTEL Duration 35mins to 45mins

RAILWAY STATION TO BEACH HOTEL Duration 75mins to 90mins

Penang's railway station is situated in Butterworth (known as Butterworth Station) and is linked to Penang Island via a causeway. It is 45 km from George Town and 72 km from Batu Ferringhi. (Toll charges are included in our rates).

FERRY TERMINAL TO CITY HOTEL Duration 10mins to 15mins

FERRY TERMINAL TO BEACH HOTEL Duration 30mins to 40mins

Swettenham Pier is within George Town. It is only within minutes from city hotels and about half an hour from Batu Ferringhi.

Function Transfer

WITHIN CITY LIMITS

WITHIN BEACH AREA

CITY/BEACH TRANSFERS





Departure Transfer

Alas, all good things must come to an end!

And your guests get ready to say "Selamat Jalan" (means goodbye in Malay) to Penang; 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 within 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 checkout 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 PENANG AIRPORT
BEACH HOTEL TO PENANG AIRPORT
CITY HOTEL TO RAILWAY STATION
BEACH HOTEL TO RAILWAY STATION
CITY HOTEL TO FERRY TERMINAL
BEACH 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 provides a Programme Coordinator to ensure smooth coordination of all elements of a programme. He / she will be available on site or by 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 mobile 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.