

# Welcome



We're glad you're here. And we'll do everything we can to make sure you're glad, too.

At DoubleTree by Hilton Kuala Lumpur, we recognise that travel takes a lot out of you. So we're committed to putting a lot back into you. That warm, yummy chocolate chip cookie was just a start. You'll also find a whole bunch of other pleasant surprises and special services that are designed to anticipate your needs and make you feel welcomed and well cared for. We've also set up the CarolLine, meaning you are just a button-push away from a friendly voice that's ready to help in any way possible, 24 hours a day, 7 days a week, 365 days a year.

And to show how much we value your visit, we encourage you to sign up for the Hilton Honors® reward program. Available to any guest, all you have to do to start earning special gifts and free nights is call the Front Desk or make a quick stop at DoubleTree.com. We promise, it's easy to sign up and you'll rack up reward points fast.

For now, make yourself comfortable. After all, that's what a hotel room is supposed to be all about, isn't it?

Your Team at **DoubleTree by Hilton Kuala Lumpur**





# Join Hilton Honors™

**Join Hilton Honors for free, and enjoy more perks with every stay.**

## **Stay More, Earn More**

As a Hilton Honors member, you can earn more Points than any other hotel loyalty programme. Hilton Honors members can earn up to 20 Points per USD1 spent on your stays and continue to earn unlimited points with our Milestone Bonuses. Members also enjoy benefits like getting the 5th night free on reward nights, Elite Rollover nights, Elite Status Gifting and more!

## **Instant Benefits**

Hilton Honors members enjoy perks with every stay such as our best price, free standard Wi-Fi, Digital Check-in, Choose Your Room and Points towards free nights.

## **More Ways to Earn Points**

Earn 10,000 Bonus Points on every 10th night, after you reach 40 nights in a calendar year with our Milestone Bonuses. Earn even more Points when you use a Hilton Honors American Express credit card.

## **More Ways to Use Points**

Use your Points to bid on once-in-a-lifetime experiences, or pool your Points with family and friends to share incredible travel experiences together.

**Join Hilton Honors today!**

**[www.HiltonHonors.com](http://www.HiltonHonors.com)**



# At Your Service

## **A-Z Listing of Our Services**

A range of services are available for your convenience, all within easy reach.

### **Air Travel**

Contact the Concierge Desk for arrangements.

### **Babysitting and Day Care**

2 days in advance notice is required for these special services. Please press the CareLine to enquire on the charges and to make arrangements.

### **Banking**

Most major banks are within walking distance from the hotel. Please press the CareLine or enquire at the Concierge Desk.

### **Banquet Facilities**

The hotel offers comprehensive banquet and meeting facilities across a grand ballroom and ten meeting rooms. For more information, please press the CareLine.



# At Your Service

## **Business Centre**

Secretarial and business services are available at our Business Centre. Please press the CareLine for more assistance.

## **Check-Out**

For special check-out services, please advise Front Desk before departure by pressing the CareLine. No-stop check-out is available for major credit card holders.

## **Do Not Disturb**

Please switch on the "Do Not Disturb" light located by your door, or advise us if you do not want to be disturbed. Do switch off the light and inform us by pressing the CareLine button when you require services to be resumed.

## **Electrical Requirement**

All power outlets furnish 220 volts/50 cycles, except for the bathroom, which provides a 240/110 volt shaver outlet.



# At Your Service

## **Emergency**

In case of emergencies, please press 8888 or the CareLine for assistance.

## **Executive Floors**

Rooms with exclusive access to our Executive Lounge will enjoy personalised check-in and check-out, complimentary breakfast, afternoon tea, evening cocktails, business communication support facilities and complimentary high-speed wireless internet access at the Executive Lounge.

## **Fax, Photocopy & Courier Services**

These services are available at the Business Centre on Level 10. Please press the CareLine for arrangements.

## **Fire Safety**

DoubleTree by Hilton Kuala Lumpur has an advanced safety and security system. Our fully computerised system includes smoke detectors, a sprinkler system and a 24-hour monitoring panel located at our Security Check Point. Evacuation and emergency procedures are in place with a team that is fully trained in first aid methods and Cardio Pulmonary Resuscitation (CPR). It is unlikely that you will be involved in any hazardous situations while you are staying with us, however we do recommend that you read the section on Safety information.



# At Your Service

## **Fitness Centre**

Our fitness centre is accessible 24 hours daily and will only be manned during designated hours. Please press the CareLine for assistance.

## **Florist**

Flower arrangements can be made at the florist from Mondays till Saturdays. Mondays till Saturdays during business hours. Our florist will be pleased to assist you in all your floral needs. Please press the CareLine for further assistance.

## **Foreign Exchange**

Available for selected currencies only. Please check with the Front Desk, or press the CareLine for further assistance.



# At Your Service

## **Hairdryer**

A hairdryer is supplied in every room located in the closet.

## **In-Room Dining**

24-hour In-Room Dining is available. To order, press the CareLine.

## **Internet**

Wireless Internet access is available throughout the hotel – in all guestrooms, restaurants, meeting rooms as well as in the public areas. You can subscribe for internet access directly from the loading screen on your computer. Press the CareLine for more information or assistance.

## **Kiblat**

A Kiblat sign is available at the bedroom ceiling.



# At Your Service

## **Laundry & Pressing**

Please press the CareLine for assistance.

## **Luggage Collection**

Please press the CareLine for assistance.

## **Mail, Stamps & City Maps**

Please visit the Concierge Desk for assistance or press the CareLine.

## **Maintenance Services**

Should you experience any problems in your room, please press the CareLine for assistance.

## **Medical Assistance**

24-hour medical assistance is available by pressing the CareLine or by pressing 8888 in an emergency.





# At Your Service

## **Meetings**

DoubleTree by Hilton Kuala Lumpur offers customised meeting packages, complete with flexible and creative food services, full secretarial support within fourteen contemporary meeting rooms and a grand ballroom which can cater for weddings, conferences and exhibitions. For enquiries, please press the CareLine.

## **Messages**

The light on your telephone indicates that there is a message for you. If you would like to retrieve the message, press the VOICEMAIL button. Alternatively, press the CareLine for assistance.

## **Mini bar Upon Request**

Snacks or beverages are filled upon request and any consumption from the mini bar will be charged to your account. These items are replenished daily. Should you require additional items, please press the CareLine.

## **Newspapers**

We provide complimentary local newspapers upon request. Selected international newspapers and magazines can be purchased (with 24-hour advanced notice, subject to availability). Please press the CareLine for further information.



# At Your Service

## **Parking**

Parking is complimentary for registered guests. Please approach the Concierge to get your parking ticket validated, or press the CareLine for further assistance.

## **Payment**

We accept all major credit cards and cash, but not personal cheques and travellers' cheques. Other credit arrangements, if required, can be discussed with our Assistant Manager on duty at the Front Desk.

## **Places of Worship**

Male surau rooms are located on Level 11 and female surau rooms are located on Level 10 for our Muslim guests. For a list of other places of worship located close by, please press the CareLine for assistance.

## **Religious Items**

Copies of the Bible and Quran and prayer mats are available upon request. Please press the CareLine for assistance.

## **Restaurants and Bars**

Details of restaurants and bars are available in the restaurant section of this directory. For reservations, please press the CareLine for assistance.



# At Your Service

## **Room Keys**

An electronic key card system ensures your safety. Each room has a uniquely programmed key card which is changed and re-programmed with every new check-in. You will need your room key card to access the lifts to your room. If your key has been misplaced, please inform the Front Desk so that a new key can be programmed for you. Kindly return the key card to Front Desk upon check-out.

## **Safety Boxes**

Safety boxes are provided in all guest rooms. Extra storage space is available on a complimentary basis at the Front Desk upon request. DoubleTree by Hilton Kuala Lumpur is not liable for any loss of cash or damage to, and/or loss of valuables or personal belongings.

## **Shopping Arcade**

The hotel is connected to a retail podium. There are also several shopping complexes within close proximity. Please visit the Concierge Desk or press the CareLine for assistance.

## **Shopping Tours**

Shopping tours can be arranged with a professional tour guide via the Concierge Desk or press the CareLine for assistance.



# At Your Service

## **Sleeping Extras**

Roll away beds, extra pillows, blankets and cribs are available upon request. Charges may apply. Please press the CareLine for assistance.

## **Smoke Detectors**

Smoke detectors are installed in every guest room and hallway for your safety.

## **Special Rooms**

For rooms for persons with special needs, please press the CareLine for arrangements.

## **Taxis**

Taxis are available at the hotel's main entrance. If you require a taxi, please press the CareLine so that they can place an order on your behalf (subject to availability). It is advisable to pre-book your taxi during peak business hours (6:00am – 9:00am and 4:00pm – 7:00pm). Blue taxis are executive taxis engaged by the hotel and Red taxis are public (budget) taxis that work by the meter.



# At Your Service

## **Turn Down Service**

Turn down service is available upon request. Please press the CareLine for assistance.

## **Valuables**

A personal safe has been installed in the closet of your room. Valuables and cash can also be placed in safe deposit boxes located at the Front Desk, free of charge. DoubleTree by Hilton Kuala Lumpur is not liable for any loss of cash or damage to and/or loss of valuables or personal belongings.

## **Vehicle Hire**

Self-drive or chauffeur driven cars and limousines are available for hire. Please contact Concierge or press the CareLine for assistance.

## **Wake-Up Call**

Pre-booked wake-up calls can be arranged. Please press the CareLine for assistance.



# Telephone Information + Rates

## Telephone Information

### Room-to-Room

Press 8 followed by room number.

*Please press the CareLine for the following services:*

Concierge

Front Desk

In-Room Dining

Duty Manager

Groups, Conferences & Events

Laundry & Valet Service

Doctor

Housekeeping

Maintenance

Emergency

Honors Manager

Restaurants

Fitness Centre

Hotel Operator

Reservations

Florist

## Message/Voicemail

The light on your telephone indicates that there is a message for you. If you would like to retrieve the message, press the VOICEMAIL button. Alternatively, press the CareLine for assistance.

## Wake-Up Call

Press the CareLine for assistance or use the alarm clock on your bedside table for an Auto Wake-Up Call.



# Telephone Information + Rates

## Local Calls

Press 9 followed by the local number.

## National Calls (within Malaysia)

To call a number outside of Kuala Lumpur and Selangor: Press 9 + Area Code + Number.

### Area Codes:

#### West Malaysia

Johor	07	Pahang	09
Kedah	04	Perak	05
Kelantan	09	Perlis	04
Melaka	06	Pulau Pinang	04
Negeri Sembilan	06	Terengganu	09

#### East Malaysia

<b>Sabah</b>		<b>Sarawak</b>	
Kota Kinabalu	088	Bintulu	086
Labuan	087	Kapit	084
Sandakan	089	Kuching	082
Tawau	089	Limbang	085
		Miri	085
		Sibu	084
		Sri Aman	083

All external calls are chargeable including toll free numbers, please press the CareLine for more information on telephone charges.



# So Much More Than a Place to Rest Your Head

## **Swimming Pool**

Slow down and simply bask in Malaysia's sunny climate by the landscaped salt water swimming pool. Towels are provided at the pool area. Please press the Care Line for assistance.

Location: Level 10

## **Fitness Centre**

Our airy gym is equipped with state-of-the-art DoubleTree Fitness by Precor® cardio equipment, free weights and room to stretch.

Location: Level 10

Hours: 24 hours a day, 7 days a week





# So Much More Than a Place to Rest Your Head

## **Business Centre**

Comprehensive secretarial and business services are available at the Business Centre. Please press the CareLine for more information.

## **Executive Lounge**

Rooms with exclusive access to our Executive Lounge will enjoy personalised check-in and check-out, complimentary breakfast, afternoon tea, evening cocktails, business communication support facilities and complimentary high speed wireless internet access Wi-Fi at the Executive Lounge. Guests can enjoy panoramic views of the Kuala Lumpur city skyline that includes the iconic Petronas Twin Towers.

Location: Level 34



# So Much More Than a Place to Rest Your Head

## **Concierge Desk**

Our Concierge is available to assist guests in various requests and enquiries such as transportation arrangement, flight confirmation, tour arrangement and other concierge services.

Location: Level 1

Hours: 24 hours a day, 7 days a week

## **Shopping Arcade**

The hotel is connected to a retail podium where you can find a newsagent, supermarket, pharmacy, ATMs, clinic, gift shops and retail outlets. There are also shopping complexes within close proximity of the hotel. Please visit the Concierge Desk or press the CareLine for assistance.

## **Golf**

With three world-class golf courses nearby, special arrangements can be made with the golf courses. Please press the CareLine for assistance.



# Feed the Body, Feed the Soul

## **Makan Kitchen**

Touted as the true showcase of Malaysian dining, Makan Kitchen is the signature restaurant of DoubleTree by Hilton Kuala Lumpur. Makan Kitchen is a hub for culinary actions where specialty chefs dish up recipes from six local cuisines; from the popular Malay, Chinese, Indian to the more authentic Peranakan, Kristang and Iban delights, served from three distinctive, live and interactive kitchens.

Location: Level 11

Hours: 6:00am – 10:00pm

Breakfast: 6:00am - 10:00am (Weekday) | 6:00am – 11:00am (Weekend)

Lunch: 12:00pm – 2:30pm

Dinner: 6:30pm -10:00pm

All Day Dining Menu: 12:00pm -10:00pm



# Feed the Body, Feed the Soul

## **Tosca**

An Italian trattoria with the comfort of home-style Italian cuisine from freshly made pasta, pizza to hearty Italian meals overlooking the poolside. Its interactive use of an open kitchen, bar and a wood-fire pizza oven promises a true Italian dining experience.

Location: Level 10

## **The Food Store**

Open, friendly and relaxed, The Food Store with a cafe style setting is just the place for you to enjoy a quick cappuccino or a light meal. A wide variety of freshly baked pastries, sandwiches and cakes are available for dine-in or takeaway throughout the day.

Location: Level 1



# Feed the Body, Feed the Soul

## **Cellar Door**

Cellar Door offers a unique atmosphere for wine lovers, novice and experts alike. Whether you are seeking a quiet evening with friends, or fine bottles to share, Cellar Door will make wine about enjoyment and adventure. We want to take the intimidation factor out and put the fun in.

Location: Level 1

## **Axis Lounge**

Located at the centre of the hotel, Axis Lounge is the ideal venue for that special tete-a-tete with friends over an afternoon tea. In the evening, relax and unwind with your favourite cocktail or a glass of wine.

Location: Level 1



# Explore the Area

## **Intermark Mall**

### **Fashion + Accessories**

#### **La Perna**

La Perna is a pearl boutique specialising in genuine high-grade pearls from different countries. Shop here for necklaces, earrings, rings, pendants and other jewellery items set in gold and silver.

Location: 1-80, Level 1

### **Gift & Services**

#### **Medical Clinic**

If health is your worry, the clinic is just steps away. An established GP practice is reassuringly close to attend to any of your medical needs. Truly, health is of high value as indeed as wealth.

Location: 3-06, Level 3



# Explore the Area

## Gift & Services

### **Guardian & Watsons**

Guardian is the leading Pharmacy, Health and Beauty store chain operating in Malaysia-serving health, personal care and beauty needs, across the country.

Location:

Guardian: C-18, Concourse Level

Watsons: 1-25, Level 1



# Explore the Area

## Gift & Services

### **Jeeves**

Jeeves, the holder of the Royal Warrant as Dry Cleaners to the Prince of Wales and his family, has over 40 years of experience in providing valeting services to royalty and international top fashion houses.

Location: C-15, Concourse Level

### **myNEWS.com**

myNEWS.com provide a wide range of books and magazines, stationery, phone reloads, touch and go cards, tobacco products, beverages, fit bits, cough drops, candies, chocolates, toys, greeting cards and other daily items.

Location: C-17, Concourse Level

## Food & Beverages

### **International Food Hall**

Escape into a food haven that offers a wide selection of cuisines from the region including Malay, Chinese, Indian to Western dishes. Dine in the comfort of a modern and air-conditioned open dining area at affordable prices.

Location: Lower Concourse





# Explore the Area

For more information on local attractions and events, please contact Concierge.

## Getting Around the City

### Light Rail Transit (LRT)

Located a short walk away are the Ampang Park and KLCC stations.

### Limousine Service

For airport transfers and a range of other services such as weddings, corporate events, private tours and sightseeing. Please contact Concierge for further details or press the CareLine for assistance.

### Taxis

Taxis are available at the hotel's main entrance. If you require a taxi, please call the CareLine so that they can place an order on your behalf (subject to availability). It is advisable to pre-book your taxi during peak business hours (6:00am – 9:00am and 4:00pm – 7:00pm). Blue taxis are executive taxis engaged by the hotel and Red taxis are public (budget) taxis that work by the meter.

### Vans

Vans are available for hire, charges are according to destination or per day.



# Explore the Area

## Attractions In The City Architectural Landmarks

### **Petronas Twin Towers (1.5km)**

The iconic Petronas Twin Towers stands at an awe-inspiring 451.9 metres, making them the world's tallest free-standing Twin Towers. Designed by renowned architect Cesar Pelli, the pride of the nation stands amidst a 50-hectre landscaped park and incorporates a unique sky bridge on the 41st floor that is open to visitors.

Hours: 9:00am – 7:00pm (Tuesday to Sunday)

Ticket counter opens at 8:30am

No admission on Fridays from 1:00pm – 2:30pm



# Explore the Area

## Attractions In The City Architectural Landmarks

### **Menara Kuala Lumpur/ KL Tower (3.7km)**

The tallest tower in Southeast Asia and currently, the fourth tallest structure in the world, stands at an amazing 421 metres at the pinnacle of Bukit Nanas. The tower head houses a revolving restaurant and an observation platform that provides a bird's eye view of Kuala Lumpur.

Hours: 9:00am – 10:00pm

### **Dataran Merdeka (4.4km)**

On the turf at Dataran Merdeka or Independence Square, a marble plaque marks the spot where the Union Jack was lowered at mid night on August 30, 1957, and the Malaysian flag hoisted for the first time – marking the birth of a nation. The Royal Selangor Club and St Mary's Cathedral are but two famous landmarks that can be found nearby.



# Explore the Area

## **Music, Arts & Handicrafts**

### **Kompleks Kraft KL (4.8km)**

The National Craft Centre is a popular, one-stop location for traditional Malaysian handicrafts and souvenirs. Here you may observe the craftsmen at work, watch artists paint at the landscaped garden or even shop for decorative outfits and fabrics.

Hours: 9:00am – 6:00pm

### **Central Market (5.1km)**

Central Market is a cultural centre with shops selling souvenirs, traditional handicrafts and antiques. You'll also have the opportunity to watch talented local artists and skilled craftsmen as they ply their craft.

Hours: 10:00am – 10:00pm



# Explore the Area

## Markets

### **Jalan Masjid India (4.5km)**

Known as Little India, you will find shops selling all manner of exotic Indian goods such as saris, oils, bangles, tableware and jewellery. Be amazed by the colourful sights and sounds here while the smell of spices assails your senses.

Hours: 9:00am – 9:00pm

### **Petaling Street (6.5km)**

Kuala Lumpur's very own Chinatown is a stretch of stalls that sells all sorts of items under the sun. Traders are mostly Chinese and you may sample some fine oriental-style cooking along the street as well.

Hours: 9:00am – 12:00am



# Explore the Area

## Games & Recreation

### **Aquaria KLCC (2km)**

Aquaria KLCC is a world class, fully interactive, commercial aquarium. Exhibiting over 5,000 aquatic and land-bound animals representing 150 different species, Aquaria is a fascinating experience that will educate and amaze.

Hours: 11:00am – 8:00pm (Last admission at 7:00pm)

### **Sunway Lagoon (20.1km)**

This premier theme park spans 80 acres with 3 major theme lands; Waters of Africa, World of Adventure and Wild Wild West. It now includes Lynton V Harris' Scream Park, a multi element fright fest of live, interactive experiences.

## Historical Monuments

### **National Monument (5.5km)**

Designed by Austrian sculptor Felix Woldon and cast in Italy, the National Monument commemorates servicemen who sacrificed their lives during the struggle against the communist insurgency in the 1950s.



# Explore the Area

## Museums

### **Islamic Arts Museum (8.7km)**

The museum houses various themed galleries including the Islamic Architecture Gallery, which showcases miniature replicas of buildings with magnificent Islamic architecture such as the Imam Ismail Al-Bukhary Mosque and Museum, as well as the Amir Timur Mausoleum.

Hours: 10:00am – 6:00pm (Tuesday to Saturday)

### **National Museum (9.8km)**

Featuring classical Malay architecture, the museum houses collections on history, local culture and customs, natural history, as well as outdoor displays of artifacts from the country's past. Admission is RM2 (Adults and children over 12).

Hours: 9:00am – 6:00pm



# Explore the Area

## Nearby Places To Shop

### **Suria KLCC Shopping Centre (1.5km)**

Located at the base of the tallest Twin Towers in the world, Suria KLCC offers a magnificent shopping experience with luxury brands. Set opposite a lush park of tropical fauna and 'dancing fountains', the shopping, dining and entertainment there should not be missed.

### **Pavilion KL (2.5km)**

Pavilion KL, a new shopping experience – in line with New York's 5th Avenue, Tokyo's Ginza and Milan. The mall accommodates 450 outlets of shops, food and beverage outlets and urban leisure areas. For those seeking for designer brands head to this building.





# Explore the Area

## Nearby Places To Shop

### **Lot 10 (3.3km)**

A favourite way to whiz away an afternoon in Kuala Lumpur is strolling and trolling for bargains, the main shopping hubs are in the Bukit Bintang area, nestled between lavish hotels, malls and nightlife. Lot 10 is situated within central Kuala Lumpur's hottest new shopping and entertainment district, Bintang Walk.

### **Berjaya Times Square (3.5km)**

Embark on a retail journey as the extensive diversity in Berjaya Times Square takes shopping to a whole new level. True to its tagline, 'It's All in the Square', Berjaya Times Square is your one-stop venue for shopping, entertainment and leisure.

### **Starhill Gallery (3.5km)**

Starhill Gallery oozes style and elegance. From the impressive décor to impeccable structure, Starhill Gallery brings the almost all exclusive brands under its roof. Not to be missed is its remarkable restaurants that stretch your imagination from one to another.



# Explore the Area

## Places To Shop

### **The Gardens Mall at Mid Valley (9.6km)**

The Gardens Mall's architecture is inspired by the interpretation of traditional arts and crafts as well as local flora and fauna. The mall is home to one of the leading departmental stores from Singapore, Robinsons and the established Istan departmental store.

### **Mid Valley Megamall (10.4km)**

One of Asia's largest malls, housing 4 anchor and 23 junior tenants under one roof. In addition, there are over 430 stores including 70 food & beverage outlets offering great variety and value in shopping, dining and leisure.

### **1 Utama Shopping Centre (18.6km)**

A premier landmark in Klang Valley, 1 Utama is indisputably a shopping and entertainment mecca, boasting millions of shoppers annually. Its avant-garde retail mix spread over various themed zones.

### **Sunway Pyramid (20km)**

Selangor's premier shopping mall, with its Egyptian-inspired architecture. Sunway Pyramid has an indoor ice-skating ring and a variety of boutiques, shops and restaurants.