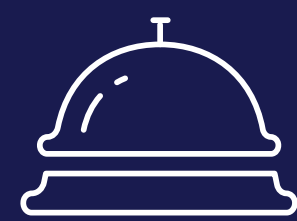




Welcome



**GUEST
SERVICES**



**IN-ROOM
DINING**

Welcome



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

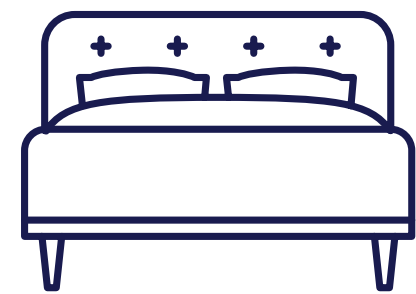
At DoubleTree by Hilton Shah Alam i-City, we recognise that travel takes a lot out of you. So we're committed to putting a lot back into you. That warm, yummy chocolate chip cookie was just a start. You'll also find a whole bunch of other pleasant surprises and special services that are designed to anticipate your needs and make you feel welcomed and well cared for. We've also set up the CareLine, 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 Shah Alam i-City**





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



Guest Services

Everything You Need To Know



AT YOUR SERVICE



TELEPHONE INFORMATION + RATES



OUR FACILITIES



EXPLORE THE AREA



STAY SAFE AND SECURE



At Your Service

A-Z Listing of Our Services

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

Concierge Service

Contact the Concierge Desk for airport transfers or tour & travel service arrangements.

Banking

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 multiple meeting rooms. For more information, get in touch with our sales team via the CareLine.



At Your Service

Connectivity Desk

Available 24-hours (Daily) at the lobby, stay connected with our high-speed internet access and printing services for your convenience.

Check-Out

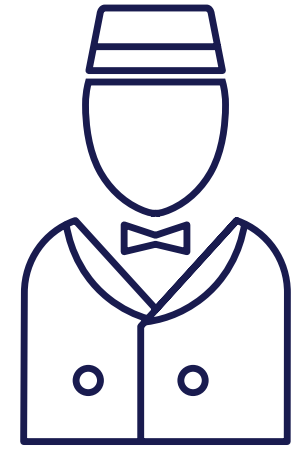
For special check-out services, please advise Front Desk before departure by pressing the CareLine. Express checkout is available for major credit card holders.

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.

Courier Services

Send postcards, gifts and more to your loved ones. Our concierge will be happy to assist you.

Fire Safety

DoubleTree by Hilton Shah Alam i-City 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

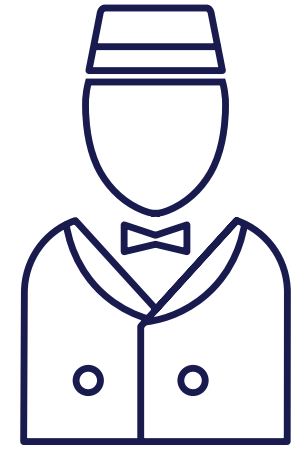
Our fitness centre is accessible 24 hours daily and will only be manned during designated hours. Please press the CareLine for assistance.

Foreign Exchange

Available at the adjacent mall. Please check with the Front Desk, or press the CareLine for further assistance.

Hairdryer

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



At Your Service

In-Room Dining

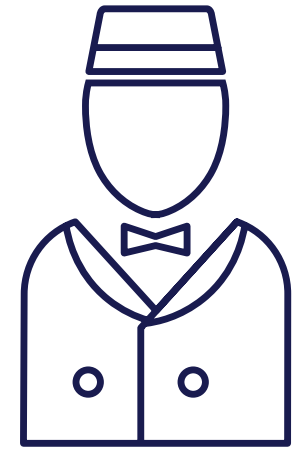
24-hours In-Room Dining is available. Please refer to the In-Room Dining Menu in your room. To order, press the CareLine.

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

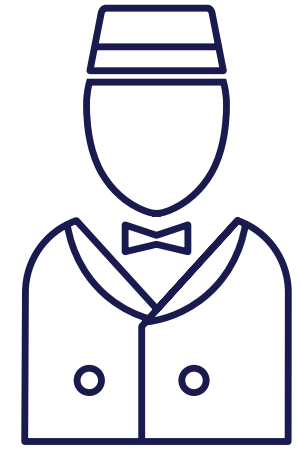
Please visit the Concierge Desk for assistance or press the CareLine.

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 Shah Alam i-City offers customised meeting packages, flexible and creative food services, and sustainable event options across contemporary meeting rooms and a grand ballroom which can cater for wedding, conferences and exhibitions.

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.

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.

In-Room Mini Bar

The in-room refrigerator is yours to use. Snacks and beverages are available upon request and will be charged to your account. To find out more about our offerings, please press the CareLine.



At Your Service

Parking

Parking is available at the hotel. Charges per entry for residential and non-residential guests apply.

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 Duty Manager at the Front Desk.

Places of Worship

Surau rooms are located on Level 5 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 unique programmed key card which is changed and re-programmed with every new check-in. You will need your room key card to access the lift to your room. If your key has been misplaced, please inform the Front Desk so that a new key can be programmed for you. For digital key, please check with our Front Desk. Kindly return the key card to Front Desk upon check-out.

Safety Boxes

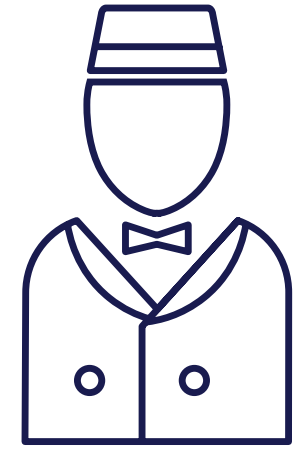
Safety boxes are provided in all guest rooms. DoubleTree by Hilton Shah Alam i-City is not liable for any loss of cash or damages to and/or loss of valuables or personal belongings.

Shopping Arcade

The hotel is within close proximity to several shopping complexes. Please visit the Concierge Desk or press the CareLine for assistance.

Tour Packages

Tour Packages 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 persons with special needs, please press the CareLine for arrangements.



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. DoubleTree by Hilton Shah Alam i-City is not liable for any loss of cash or damages to and/or loss of valuables or personal belongings.

Vehicle Hire

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

Groups, Conferences & Events

Maintenance

Fitness Centre

Front Desk

Laundry & Valet Service

Emergency

Hotel Operator

In-Room Dining

Doctor

Spa

Reservations

Duty Manager

Housekeeping

Restaurants

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

Sabah	
Kota Kinabalu	088
Labuan	087
Sandakan	089
Tawau	089

Sarawak

Bintulu	086
Kapit	084
Kuching	082
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

Whether for fun or exercise, there's nothing quite as refreshing as a dip in a pool. Towels are provided at the pool area

Location: Level 5

Hours: 6:00am - 8:00pm

Fitness Centre

Our airy gym is equipped with state-of-the-art fitness equipment, free weights and room to stretch.

Location: Level 5M

Hours: 24 hours a day, 7 days a week

Serviced Hours: 6:00am - 11:00pm

Non-Serviced Hours: 11:00pm - 6:00am (Access by room key card)



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 G

Shopping Arcade

The hotel is within close proximity to several shopping complexes. Please visit the Concierge Desk or press the CareLine for assistance.



Explore the Area

Getting Around the City

Limousine Service

For airport transfer 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

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.

Vans

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



Explore the Area

Sultan Salahuddin Abdul Aziz Shah Mosque (7.5 km)

This historical landmark in Shah Alam is also known as Blue Mosque. It is the country's largest mosque and also the second largest mosque in Southeast Asia by capacity. Its most distinguishing feature is its large blue and silver dome.

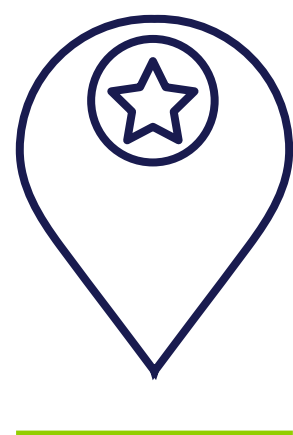
Sultan Alam Shah Museum (7km)

Housed in a Minangkabau-shaped building, the Sultan Shah Alam Museum is the key symbol to cultural, heritage & development in Selangor. The museum is very large with diverse exhibits ranging from historical, geographical, environmental and religious artifacts.

Central i-City Mall (100m)

A shopping mall located next door to the hotel.

Operating hours: 10am - 10pm



Explore the Area

Selangor International Islamic Arts Complex (7.5km)

Built on a 14-hectare site in the city of Shah Alam, this spiritual sanctuary is the heart of Islamic arts heritage in Selangor, with exhibitions on Islamic calligraphy, architecture, interior design, paintings and Quran manuscripts.

Shah Alam National Botanical Garden (6.6km)

This 1,295 hectare of tropical rain forest and agriculture park is one of the largest in the world. Here you can explore the various gardens within the park such as the Animal Park, Spice Garden, Ornamental Garden, Orchid Garden, Cactus Garden, Bamboo Garden and Mushroom Garden. Bicycles are available for rent at the park while free bus service is provided to ferry visitors to various spots within the park.

i-City (500m)

Located just across the street from the hotel. Featuring the city of lights of selangor, WaterWorld by i-City, Trick Art Museum @ i-City, Red Carpet 2 by i-City, SnoWalk by i-City and other attractions. Refer to Concierge Desk for tickets & operating hours.



Stay Safe and Secure

For Your Safety & Comfort

- Take note of the fire exit nearest to your room.
- Find out how to shut off your room's air conditioning system.
- Study the Building Evacuation Plan located on your room door to establish the route towards the fire exits.
- Locate the fire extinguisher and alarm system within your area.
- Keep your room key near you when you retire to bed.

You Can Help Prevent a Fire

- Do not smoke in bed.
- Do not throw combustible items into the wastepaper baskets.
- Disconnect any personal electrical appliances after use.
- Switch off your television set and lights before leaving your room or before you go to sleep.
- Do not burn items in your room.



Stay Safe and Secure

If You Discover a Fire

- Do not panic.
- Press 8888 or the CareLine.
- Activate the nearest alarm by breaking the glass.
- Use a fire extinguisher only on a small fire. Do not attempt to fight a large fire.
- If the fire is large, leave your room, making sure that you close the door behind you. Ensure that you have your room key with you.



Stay Safe and Secure

When The Fire Alarm Rings

- Take note of the fire exit nearest to your room.
- Do not panic.
- Evacuate your room.
- If your room door is hot, do not open it. If it feels normal to touch, open the door slowly.
- Keep low to the floor. Exit and close the door behind you.
- If there is heavy smoke in the corridor, shut the door and stay in your room and press 8888 or the CareLine to advise your location.
- If there is little or no smoke, go to the nearest staircase exit, walking low and staying close to the wall. It is good to cover your nose with a wet towel.
- Test the exit door for heat. If the stairway is free of heavy smoke, exit down to the lobby level.
DO NOT USE THE ELEVATOR.
- Always take your room key with you. If the exits are unsafe, return to your room.



Stay Safe and Secure

If You Are Forced To Stay In Your Room

- Press 8888 or the CareLine to advise your location.
- Turn off the air-conditioning to prevent smoke being forced into your room.
- Fill the bathtub with water.
- Use wet towels and sheets to stuff all door cracks and openings to prevent smoke from entering your room.
- Continuously wet these items from time to time.
- Stay calm, help will be on the way.



Feed the Body, Feed the Soul

Makan Kitchen

A true showcase of Malaysian dining, Makan Kitchen is the signature restaurant of DoubleTree by Hilton Shah Alam i-City. Makan Kitchen is a culinary hub 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 1

Hours: 6:00am - 10:30pm

Breakfast: 6:00am - 10:30am

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 Trattoria Italiana

Our Italian Trattoria offers irresistible Italian cuisine, along with a bespoke bar just steps away from an outdoor pool.

Location: Level 5

Lunch (Fri - Sun) : 12:00pm - 2:30pm

Dinner (Wed - Sun) : 6:30pm - 10:30pm

The Koffee

A casual deli and lounge serving fresh pastries and cakes made fresh daily. Takeaway and dine-in options are available.

Location: Level G

Hours: 7:00am - 8:00pm

Axis Lounge

Conveniently located at the lobby level of the hotel, Axis Lounge is the perfect place to unwind. Revitalize with a cup of freshly brewed coffee or a pot of tea while you treat yourself to a selection of light sandwiches.

Location: Level G

Hours: 11:00am - 11:00pm