

Welcome



We are honoured you are here. Rest assured, we will do everything we can to ensure you have a memorable stay.

At DoubleTree by Hilton, we put back some of what travel takes out. That warm, yummy chocolate chip cookie was just a start. You will also find a whole bunch of 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 CareLine, 24 hours a day, 7 days a week, 365 days a year and you are just one button-push away from a friendly voice that is always ready to assist in any way possible.

If for any reason you are not satisfied with your stay, let us know and we'll **MAKE IT RIGHT**.

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 to give Front Desk a call or visit DoubleTree.com. We promise that it is easy to sign up and you will earn reward points in no time.

As for now, make yourself comfortable. After all, that's what a hotel room is supposed to be all about, right?

Sincerely yours,

Team **DoubleTree by Hilton** Damaï Laut Resort





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 10 points per \$1 spent on your stays and continue to earn unlimited points with our Milestone Bonuses. Members also enjoy benefits like 9th 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 best price, free standard Wi-Fi, Digital Check-in, Choose Your Room and Points towards free nights.

More Ways to Earn Points

Earn 10000 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.

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

Hilton Honors on the go

Through the Hilton Honors app, you can choose your room, check in, order your favorites to your room before you arrive and unlock your door with your phone.

Join Hilton Honors today!

www.HiltonHonors.com



Travel With Purpose

Hilton is redefining sustainable travel. Every day, we work to make the world a better place, driving positive social and environmental change across our operations, supply chain, and communities. We're proud to share Hilton's updated Travel with Purpose goals with the world!

By 2030, we will cut our environmental footprint in half, working to preserve our planet for future generations, and double our investment in social impact.

Join us to Travel with Purpose.

At DoubleTree by Hilton Damai Last Resort, we are supporting sustainability and our communities through

- Reducing carbon emissions through science-based targets
- Sending zero soap to landfill
- Doubling our investment in economic opportunity programs to support e.g. women, youth, persons with disabilities, trafficking survivors etc.
- Doubling our local and impact sourcing
- And so much more!

Learn more about Hilton's approach to corporate responsibility at [ct.hilton.com](https://www.hilton.com).



During Your Stay

Careline

Forgot something? Need something? Want something? Whether it's advice on where to eat, printing out your boarding pass, or getting one more chocolate chip cookie, we're happy to help. Just call CareLine. We want this to be your best stay ever and we know that the details make all the difference. You are only ever one button-push away from cheerful assistance.

Warm Welcome, Convenient Goodbye

Your room will be fresh and ready and waiting for you at our check-in time of 3:00pm. If you plan to arrive earlier, just check with the front desk staff and they'll do their best to provide you with an available room. Our check-out time is 12:00pm, but if you need more time, give us a call and we'll make arrangements when possible. Charges may apply.

Concierge

Now that you're settled in your room, we encourage you to get out and check out the town. Looking for a certain kind of cuisine? Want to take a gift home for the kids? Just ask our concierge. We know all the local ins and outs, nooks and crannies, hot spots and undiscovered gems. The concierge has a direct line to reservations, directions, and insider info to make your visit extra special.

Something Missing

Forgot your shaving cream? Airport security took your shampoo? Need to sew a button? No worries. We've got a wide range of personal care items we're happy to share. Just call the CareLine or stop by the front desk for anything from shaving cream to sewing kits.



During Your Stay

Left Something Behind?

Our housekeeping department keeps track of items left behind or by the pool - dial CareLine and we'll connect you.

Being Kind To The Planet

While we love caring for our Guests, we also like taking care of the world around us. To help conserve the resources we all share, it is our standard operating procedure to change your bed linens every third day. If you'd like your sheets changed more frequently, just leave the "Conserve to Preserve" card on your pillow. We encourage you to let your towels air dry on the racks or hooks, so they'll be ready for another use. But if you'd like fresh towels, just leave the used ones on the bathroom floor. We appreciate your help conserving water and energy, more importantly, the environment does too.

Accessibility For All

We want everyone to enjoy every corner of our hotel, from the guestrooms and gardens, to the restaurants and meeting places. But if we've missed something or made it in any way difficult for you to get around with a wheelchair, walking stick, or other aid, please let us know and we'll do everything we can to make it right and make you more comfortable. Changes may apply.

No Calls, Please

We know the world is getting noisier with a range of ringers and alerts. So if you'd like to tune out and turn it all off, just let us know and we'll make sure that any call goes directly to voicemail. Simply press CareLine.



During Your Stay

Wake-up Call

Need to be at a meeting? Catch a plane? Squeeze in a pre-dawn run? Just let us know when you want to wake up and we'll not only give you a call, but we'll say good morning, too. Simply press CareLine.

Express Checkout

We know that when you're ready to leave, you'd want to be on your way quickly. So at DoubleTree, every guest who pays with a credit card can request for Express Check Out. Once requested, you'll find a final statement slipped under your door in the morning of your checkout day. If everything looks right, then you're ready to go. Of course, if you have any questions, just call or go to the front desk.

Make It Right Because We Care

If you're not satisfied with your stay, let us know and we'll make it right. That's our commitment to you, our Guest. So let us know before you go!



At Your Service

A-Z Listing of Our Service

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

Accessible Rooms

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

Checkout

Checkout time is 12:00pm. For late checkout services, advise Front Desk before departure by calling CareLine. Late checkout is subject to availability and charges may apply.

Do Not Disturb

If you do not wish to be disturbed by incoming calls please contact CareLine. Any incoming calls will then be diverted direct to your voicemail. Please contact CareLine when you wish to receive calls again. Please switch on the "Do Not Disturb" light located by your door. Do switch off the light and inform us when you require services to be resumed.

Drinks + Snacks

Ice, soft drinks, snacks? We got 'em. But we've also got healthier treats. Whatever you need for some in-between fuel, it's either available at Makan Kitchen, Axis Lounge, Pool Terrace Bar or via In-Room Dining.



At Your Service

Electrical Requirement

All power outlets furnish 220 – 240 volt at 50 Hz. Power outlets are available in the room.

Emergency

In case of emergencies, please press CareLine for assistance.

Executive Lounge

As for our honored Executive Room guests, please head on to Executive Lounge from 6:30am to 8:00pm to enjoy an array of snacks and beverages during the evening cocktail session.

Fitness

Our fitness centre at Level 1 of Damai Wing is accessible 24 hours daily. Please press CareLine for booking assistance.

Fire Safety

DoubleTree by Hilton has advanced safety and security systems. Our fully computerised system includes smoke detector, a sprinkler system and a 24-hour monitoring panel located at our Security Fire Control Centre. 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

Food is Comfort

Whether you are into health food, sweets and snacks, or fine gourmet dining, we've got something to tickle your palate and please your stomach. Stay in and use our in-room dining service or check out Makan Kitchen, Hotpot Steamboat, Axis Lounge or Pool Terrace Bar.

Hilton Honors™

We know you have many choices when it comes to hotels. To show you just how much we appreciate your business, we've created Hilton Honors™. With Hilton Honors, your points can be transformed into memories you can't help but share at more than 4,900 hotels worldwide, and unforgettable experiences in 103 countries worldwide. Points can also be redeemed with more than 50 airline partners. Join for free today at the Front Desk at any of our twelve distinct hotel brands or at HiltonHonors.com.

Hilton Honors™ membership, earning of Points & Miles®, and redemption of points are subject to Hilton Honors Terms and Conditions. © 2015 Hilton Worldwide.

Hairdryer

A hairdryer is supplied in every room.



At Your Service

Housekeeping

Our housekeeping team members are dedicated to making sure you are feeling well supplied, totally comfortable, and completely cared for. You can expect a visit in the morning to tidy things up and replenish your toiletries. Of course, if you'd rather be left alone, just turn on the "Do Not Disturb" switch located near your door.

Internet

Broadband internet is available throughout the Hotel. Free WiFi service is available in the lobby, poolside and all dining outlets. Hilton Honors members who booked direct and guests staying in The Executive Room category and Suites also enjoy free standard WiFi service.

Wireless internet access is available in all guest rooms at a very reasonable rate.

Kiblat

A Kiblat sign is located at the ceiling of all rooms and suites for your reference.

Laundry + Dry Cleaning

Travel can take its toll on your clothes. Let us freshen things up for you. If your clothes are crumpled, stained, or simply worn for too many hours, put them into the laundry/dry cleaning bag you'll find in your wardrobe. Use the "Fresh Start" laundry guest card in your wardrobe to tell us your preferences, and then call CareLine to arrange a pick-up of your laundry before 9am. All laundry collected before this time will be returned by 6pm each evening.



At Your Service

Luggage

Please press CareLine for assistance.

Mail, Stamps & City Maps

Please visit the Concierge desk for assistance or press CareLine.

Maintenance Service

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

Messages

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

Meetings + Events

When you invite friends, colleagues, or clients to a meeting at DoubleTree by Hilton Daniel Land Resort, you can be sure that everything will run smoothly. Whether you need help setting up a projector, supplying the room with pens and paper, or meeting special dietary requirements, we'll make sure to take care of the details so you can focus on everything else you need to get done. We'd love to give you a tour of our facilities and show you all the ways we'll help make your next meeting a roaring success. Just stop by the Front Desk.



At Your Service

Prohibited Items

Objects and fruits emitting a foul odour, including but not limited to durian, mangoes, jackfruit and cempedak.

Pets

The Hotel maintains a strict no-pets policy on its premises.

Parking

Complimentary parking is available at the hotel.

Payment

We accept all major credit cards and cash.

Place of Worship

Male & Female surau rooms are located at Level 1 Damai Wing area for our Muslim guests. For list of places of worship located nearby, please visit our Concierge for assistance and guidance.



At Your Service

Restaurants & Cafes

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

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. If your key has been misplaced, please inform the Front Desk so that a new key card can be programmed for you. Kindly return the key card to Front Desk upon check-out.

Safes

Safes are provided in all guest rooms. DoubleTree by Hilton Damai Laut Resort is not liable for any loss of cash or damage to, and/or loss of valuables or personal belongings.

Sleeping Extras

Roll away beds, extra pillows, blankets and cribs are available upon request. A charge applies for rollaway beds. Please press CareLine for assistance.

Smoke Detectors

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



At Your Service

Stay Connected

These days, work happens anywhere and everywhere. So we've made sure you can stay connected with WiFi throughout the entire hotel. For help of getting online, call CareLine.

Stash Your Bags

We are happy to give you a hand with your luggage pick-up and/or day storage. Press CareLine for assistance.

Taxis

If you require a taxi, please press CareLine so that they can place an order on your behalf or head to the Concierge and they will definitely be able to assist you (subject to availability).

Televisions

View the full list of television and radio channels on TV by pressing the "HOME" button on the remote control.

Wake-Up Call

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



Telephone Information + Rates

Telephone Information

Room-to-Room

Press 8 followed by the room number

Please press the CareLine for the following services:

Duty Manager	Emergency	Housekeeping	Laundry & Valet Service	Reservations
Conference and Banqueting	Fitness Center	Hotel Operator	Maintenance	
	Front Desk	In-room Dining	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 and follow the voice prompts. Alternatively, press CareLine for assistance.

Operator Assistance

Press CareLine for further assistance.



Telephone Information + Rates

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 and follow the voice prompts. Alternatively, press CareLine for assistance.

Need assistance?

Just press CareLine and our Team Members will be glad to assist.

Wake-Up Calls

Press CareLine for assistance for an Auto Wake-up Call.

In-Room Dining

24-hour In-Room Dining is available. Please refer to the In-Room Dining Menu in your room. To order, press Careline. A RMS tray charge is applicable to all in room dining orders.



Telephone Information + Rates

Local Calls

Press 9 followed by the local number.

National Calls (within Malaysia)

To call a number outside of Perak/Damai Laut Press 9 + Area Code + Number

Area Codes:

FT Kuala Lumpur	03	Johor	07	Sabah		Sarawak	
FT Putrajaya	03	Kelantan	09	FT Labuan	087	Kuching	082
Kedah	04	Terengganu	09	Kota Kinabalu	088	Sri Aman	083
Pulau Pinang	04	Pahang	09	Sandakan	089	Sibu	084
Perlis	04			Tawau	089	Kapit	084
Perak	05					Miri	085
Melaka	06					Limbang	085
Negeri Sembilan	06					Bintulu	086



Telephone Information + Rates

International Calls

Press 9 + 00 + Country Code + Area Code + Number
For a list of International Country Codes, please press CareLine.

Area Codes:

AUSTRALIA	61	RM15/min	ITALY	39	RM18/min	SOUTH KOREA	82	RM15/min
BRUNEI	673	RM15/min	JAPAN	81	RM15/min	SPAIN	34	RM18/min
CHINA	86	RM15/min	NETHERLANDS	31	RM18/min	SWITZERLAND	41	RM18/min
DENMARK	45	RM18/min	NEW ZEALAND	64	RM15/min	TAIWAN	886	RM15/min
FRANCE	33	RM18/min	NORTH KOREA	850	RM18/min	THAILAND	66	RM15/min
GERMANY	49	RM18/min	PHILLIPINES	63	RM15/min	UAE	971	RM16/min
HONG KONG	852	RM15/min	QATAR	974	RM16/min	UNITED KINGDOM	44	RM18/min
INDONESIA	62	RM15/min	SINGAPORE	65	RM15/min	USA	1	RM16/min
INDIA	91	RM15/min	SAUDI ARABIA	966	RM16/min	VIETNAM	84	RM15/min

For more information on telephone charges, please press CareLine.



So Much More Than a Place to Rest

Valuables

We work hard to ensure every guestroom is as safe as can be, but we do encourage all guests to use extra precautions with especially valuable or personal items like jewellery or passports. We've provided you with an in-room safe with easy-to-use instructions.

Fitness Centre

Sorry, but we've removed every excuse you have to not work out while on the road. Working during the day? Our Fitness centre is open 24/7. Want free weights? We've got them, as well as weight machines, floor mats and fitness balls. Bad weather? Try our elliptical, stationary bikes and treadmills. So head to Level 1 Damai Wing – you know how great you'll feel once it's all over. Please contact Front Desk for initial access.

Kids & Adult Pool

There's nothing quite like a refreshing dip in the pool! Our pool is located on the pool terrace at the Makan Kitchen floor level.



Feed the Body, Feed the Soul

Dining

Maybe you've already covered enough ground for today. We make it easy for you to enjoy a delicious meal without even leaving the hotel. And if even leaving your room seems a bit too much of an effort, just call In Room Dining and we'll deliver something wonderful right to your door. Check out the restaurants below. Our chef uses the freshest ingredients, combines them with a dash of creativity, throws in some elements of surprise, and "Voilà", serves up pure deliciousness.

Makan Kitchen

An eclectic mix of famous local cuisines prepared in four interactive kitchens with local interior design, showcasing the diversity of many local specialties. Makan Kitchen is open daily for breakfast, lunch, and dinner.

Location:	Lower Ground 1, Damai Wing
Operational hours:	8:30am to 10:30pm
Breakfast:	8:30am to 10:30am
Lunch:	12:00pm to 6:00pm
Dinner:	6:30pm to 10:30pm



Feed the Body, Feed the Soul

Axis Lounge

Conveniently located at Level 2, Damai Wing, Axis Lounge is the perfect place to unwind and watch the world go by. Revitalize with a cup of freshly brewed coffee or a pot of tea while you treat yourself to a selection of light sandwiches and delicious cakes.

Location: Level 2, Damai Wing
Operational Hours: 11:00am - 11:00pm: Sunday - Thursday
11:00am - 12:00am: Friday and Saturday

Hotpot

A hotpot restaurant specialising in meat and seafood to pair with warm soup bases and dipping sauces.

Location: Lower Ground 1, Damai Wing
Operational Hours: 11:30am to 2:30pm
6:30pm to 10:30pm

In-Room Dining

Available from 6:00am -11:00pm. Take a look at the Dine-In menu and check out some of our local favorites. Just dial Careline.



Stay Safe and Secure

Travel Safe

Unfortunately, emergencies and accidents do happen. While we've taken many steps to ensure our hotel is safe and secure for you, we'd like to point out a variety of ways you can further protect yourself from the unforeseen, and also provide instructions on what to do in case of an emergency. Whatever happens, first and foremost, please be assured that our hotel staff is highly trained to handle the unexpected. We have a specialised Emergency Response Team, as well as a range of Security and Engineering staff that are skilled at protecting our guests and your property, as well as the hotel itself.

Step One

We'd like to recommend you take just a few minutes to look around and make a mental map of where fire extinguishers, fire exits, and windows are located. Count how many doors are between your room and the nearest fire exit. Also take a moment to review the evacuation plan card on your door. While none of us likes to consider the possibility of a fire, having this information in the back of your mind can be extremely useful in the heightened circumstances of a real emergency or when faced with a smoke-filled hallway. A couple of minutes invested in precautions means you'll be better equipped to help yourself and your loved ones, should the need arise.



Stay Safe and Secure

Common Sense Reminders

We don't mean to overstate the obvious, but when we're travelling, sometimes that bit of extra excitement or fatigue clouds our judgment. So here are some gentle reminders of the sort your grandmother might give you. Just because we care.

- If it's dark out there, use the front entrance of the hotel. You'll not only be safer, but you'll also be greeted by bright lights and friendly faces.
- All our hotel room windows are locked.
- Go ahead; lock the door behind you when you come back to your room. In fact, use all the locks we've provided. While you're at it, make sure any doors connecting your room to an adjoining room are also locked. Why not? They make such a satisfying sound when they clunk into place.
- Make sure you know who is on the other side of the door before opening it. If someone unexpected knocks and says he or she is a hotel employee, take a moment to call the front desk and check. If he or she really is an employee, we promise they will not be offended. In fact, they'll applaud your good sense.
- The odds are low for travellers to be caught up in unwanted situations but it's always good to be vigilant and keep a close eye on your personal belongings, travel documents, and also your key card. While you're exploring town, do watch out for pickpockets in crowded areas and stay away from dark remote alleys. Though not a common occurrence, handbags and valuables at plain sight can be an easy target for grab raids by motorbikes thieves – opt to keep your valuables safe by securing them in the hotel safe deposit boxes or your in-room safes. After all, if it's under lock and key or out of sight, it's a lot less likely to be stolen.



Stay Safe and Secure

Common Sense Reminders

- You're in a new city, you meet some nice person at a restaurant or a show, and think, what's the harm of inviting them back to the hotel? May we suggest that if you want to get to know a stranger better, do it in a very public, very well-lit place, not in your hotel room. If they're really as nice as they seem, they won't mind a bit.
- Don't be afraid to speak up. If you see anything at all that seems even a wee bit suspicious, call us. We'd much rather check it out and find out it's nothing, than have a situation escalate or go unnoticed.

If The Unthinkable Happens

Fires are fortunately extremely rare occurrences. And we have a wide range of security measures already in place, from alarms to sprinkler systems. But if you see smoke or flames, take immediate action. Here's what you need to do:

- If the fire is in your room, get out right away, close the door behind you, get to the closest fire alarm, and pull the alarm. Don't take the time to collect your personal belongings. You may waste precious minutes, and the sooner you report the fire, the more likely it is that your items will be saved.
- If you hear a fire alarm, first see if there is smoke in your room. If there is, roll out of bed and crawl along the floor to the door. Because smoke and gasses will rise, the air at the floor is the most fresh.



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.
- Do not smoke in the room.
- 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.
- Do not burn items in your room.



Stay Safe and Secure

If You Discover a Fire

- Do not panic. Press "0" or 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.
- When the fire alarm rings, take note of the fire exit nearest of 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 "0" or 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.



Stay Safe and Secure

Do Not Use The Elevator

- Always take your room key with you. If the exits are unsafe, return to your room.
- If you are forced to stay in your room:
 - Press "00" or 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.