

The safety and wellbeing of our guests and colleagues is always our highest priority. We are doing everything we can to ensure your travel safety and provide maximum flexibility as the situation around the COVID-19 crisis continues to evolve.

We will continue to update this page with the latest information regarding travel safety and booking flexibility at VE Hotel & Residences.

YOUR TRAVEL FLEXIBILITY

Guided by our purpose of care, we are *temporarily adjusting* our policies to allow for maximum flexibility to help you make the right decisions regarding travel at this time:

- **Government restrictions**

In regions affected by government-issued travel restrictions, we will continue to waive change fees or offer full refunds.

- **Existing reservations for upcoming travel**

All reservations – even those described as non-cancellable (“Advanced Purchase”) – that are scheduled for arrival before December 31, 2020 can be changed or cancelled at no charge up to 24 hours before your scheduled arrival.

- **New reservations**

Any reservation you make – even those described as “non-cancellable” (“Advanced Purchase”) – that are booked between today and April 30, 2020 for any future arrival date, can be changed or cancelled at no charge up to 48 hours before your scheduled arrival.

- **Direct bookings via brand website**

Reservations can be changed or cancelled up to 24 hours before a scheduled arrival on www.vehotel.com or contact our reservation team at 03-2246 2888 @ reservations@vehotel.com.

- **Bookings via online travel agent or third party portal**

Guests who booked via online travel agents or other third parties are advised to contact their booking provider for information on their policies and for assistance.

COVID-19 - PRECAUTIONARY MEASURES & COMMITMENT

Your health, safety and well-being are our priority. With the recent global and local reports on Coronavirus Disease 2019 (COVID-19), we recognise the importance of pandemic preparedness and overall safety of all our guests, clients, staff, and stakeholders.

While pandemics are unpredictable in their timing and severity, there are a number of precautionary measures in accordance with international health and safety practices that we have taken to reduce the risk of spreading the virus.

- Temperature checks at designated entry checkpoints, main entrances, and staff entrances.

- Extensive placement of sanitising gel within our premises, in both public areas and back of house areas for everyone to use.
- Increased cleaning and sanitising frequency for [public areas, function spaces, hotel rooms, and facilities].
- Usage of liquid spray sanitisers for robust and frequent sanitisation of door handles, lift buttons, table tops, and workstations.
- Briefings on the importance of handwashing and sanitisation procedures to all associates.
- Intensive departmental training on personal hygiene, handwashing and sanitisation.
- Practice for all service personnel on duty to wear masks and for all back of house associates to wear masks and hand gloves.
- Placement of notices around our premises to instil awareness and emphasise implementation of increased health and safety measures.

ACCESSIBILITY TO HOTEL FACILITIES

In view of the Movement Control Order imposed by the government to curb the spread of the COVID-19 infection in Malaysia, please be informed that we will temporarily suspend operations and usage of certain dining outlets, public areas and facilities from 18 to 31 March.

During this period, please be advised of the changes to the following operations at the hotel.

- **The Straits Estate Restaurant (Level M3)**
 - The opening hours for breakfast will remain unchanged. Breakfast will be served from 6.30am till 10.30am, however the breakfast buffet line will be replaced with a customised menu during this interim period.
 - For other meal periods, we will only accept orders for in-room dining or take-away based on the ala carte menu.
- **Kiosk (Lobby) and The Veranda (Level M3)**
 - Both of these food and beverage outlets will be temporarily closed.
- **Other Facilities**
 - All other common facilities i.e. the gymnasium, swimming pool and sauna will also be temporarily closed till further notice.
- **Accessibility to Hotel**
 - As a precautionary measure and better control, accessibility to the hotel is ONLY through the hotel main entrance next to RHB Bank.