

June 2023

**REMARK:** In the recent LC Meeting held in May 2023, a discussion was brought up pertaining to members selling their entitlement nights on social media such as Facebook, Shopee, etc to the public. Such business transactions will deprive genuine members to use their privileges to book for their own use. Hence, an agreement was collectively reached by all LC Members that such activities will be banned and BVC to suspend members' membership for 3 months and they will not be able to do any reservations during this suspended period.

## **Reservation Procedures Dos & Don'ts**

### **Q – How many pre-bookings are allowed via Online Reservation i.e. Home Resorts?**

A: Unlimited bookings are allowed during the normal season that falls between Sunday to Thursday and as long as members have sufficient entitlements and the rooms/units are available for the selected hotels and resorts. Members are encouraged to Advance their entitlements to make bookings by paying the advanced Annual Maintenance Fee.

A: Only one (1) pre-booking with maximum of 3 nights stay allowed during peak season, namely on Eve of PH, Public Holiday, School Holidays and normal Friday and Saturday. Flexibility will be looked into if there is any additional or extra booking needed during peak seasons and that requires members to write in to appeal for the additional booking. This will be subject to management's approval and the availability of rooms / units at the point of booking or request.

### **Q – What is the maximum bookings allowed on external and internal affiliated hotels and resorts?**

A: No limitation for this category of hotels. As long the booking requests are received on a timely manner from the members and with the hotels and resorts acknowledging and confirming the bookings. BVC confirmation to members is by way of releasing the booking confirmation slip after the minimum surcharge has been paid by the member and the entitlement are sufficient to be deducted for the booking.

### **Q – Can home resorts and affiliated hotels and resorts be booked for guest use?**

A: Yes, members can book all the available hotels and resorts for his/her guests use subject to the terms and conditions. i) Home Resorts' reservation guideline applies. ii) Affiliated hotels and resorts that involves surcharge; guest rates are higher than member's rate.

### **Q – Are Amendments, Changes or Cancellations allowed after the expiry of the said period?**

A: No, unless with valid reason with supporting document and emailing it to [bvcrereservation@berjaya.com.my](mailto:bvcrereservation@berjaya.com.my) for BVC Management's review.

### **Q – Can a Suspended Membership Account be allowed to do Online or Affiliated Hotels booking?**

A: Only Active membership account will be allowed to do reservation for both types of booking.

### **Q – Can last minute booking i.e for check-in today be done via tele-reservation?**

A: No, this will not be allowed. Also, hotels and resorts will not accept direct bookings from our members however they will offer a Special Rate to our members if there are any requests.

**Q – Why advance booking for Affiliated Hotels are shorter than the Home Resorts?**

A: Restricted to maximum 6 months advance reservation because of the terms and conditions imposed by the respective participating hotels and resorts.

**Q – Can affiliated hotels and resorts room confirmation be cancelled within 24 hours before the check-in date?**

A: Yes, this will be allowed however the surcharges and the deduction of the entitlements will be fully forfeited.

**Q – Am I allowed to check-in guest with my name on the Confirmation Slip/ Hotel Voucher?**

A: No, members are only allowed to assign their entitlement to guests' use and the guest name must be stated on the confirmation slip/hotel voucher at the point of making booking(s) or amend the booking to guest use within the amendment period. As for affiliated hotels & resorts booking that are manually processed please notify in writing to BVC of your guest name at the point of booking or within the amendment period.

Members are not allowed to check-in their guests on members' behalf or allowing the guests to check-in using the members' confirmation slip or the hotel voucher. This is for security reasons as per the hotels rules and insurance policy. If there is a breach of this rule, penalty will be imposed on the members and the Company will not be responsible for any untoward incidences that may happen, including rejection of insurance claim.

**Q – Can I cancel my booking after the permitted cancellation period?**

A: Yes, cancellation can be done by sending us an official email to [bvcresevation@berjaya.com.my](mailto:bvcresevation@berjaya.com.my) where the deducted entitlement of the booking will be forfeited.

**Q – Request for security room deposit by the hotels & resorts from members/ members' guests upon check-in.**

A: Yes, this is a regulation imposed in all hotels and resorts that either a pre-authorisation of guests' Credit Card or Cash deposit is collected by the Receptionist upon check-in. This amount is to cover should there be any incidental charges incurred during your stay and will be refunded upon check-out if there are no incidental charges.

**Q – Can members / members' guests check-in without any Check-in Voucher or Hotel Confirmation Slip?**

A: Members and guests are encouraged to have their confirmation slip available upon check-in otherwise a soft-copy that can prove the booking is for him/her when requested by the hotel Receptionist.

**The Management**  
**BERJAYA VACATION CLUB BERHAD**