

Terms and conditions of reservation and payment (for individuals)

Preamble

Use of the present website implies full adherence to our Terms and Conditions. By using this website, you certify being legally capable and of age, and guarantee that the information you provide is true and correct. Any misuse or fraudulent use in your own name or on behalf of a third Party may deprive you of access to our services or entail financial liability on your part. The present Terms and Conditions apply to any use of our website as well as to any booking or payment made on this website for a stay in one of the hotels affiliated to Hotel Pintar in Malaysia (Parit Raja). The offers and Terms & Conditions displayed are valid on the day they are consulted. They are periodically updated; nevertheless any reservation made will be honoured after confirmation to you within 12 hours of the reservation being made. No same-day bookings or purchases may be. To be entitled for 10% savings, bookings have to be made 72 hours prior to 12noon of the check-in date. Room reservation is from midday to midday (local time). Hotel Pintar hotels are accessible 24hours thanks to automatic credit card payment system (make sure you have your credit card and your reservation number where applicable). Please pay attention as our hotels may be close at 10pm (local time). A later arrival may be possible, please check directly with us.

Reservation

For each reservation you will be given a confirmation. (Pay attention: when payment is made on-line, neither cancellation nor modification nor reimbursement is possible). For any reservation made on our website, we request your credit card number (and expiry date) during payment. The means of payment accepted (apart from cash) are as follows: • Visa, American Express, MasterCard.

Cancellation conditions

Once booking is made, we will confirm the reservation within 12 hours and after confirmation of your booking via email/ SMS, no cancellations, and modifications are possible. If your reservation made is less than 72 hours prior to 12noon of the check-in date, we have the right to reject your confirmation as the "save10" promo code requires a minimum of 72 hours booking prior to check in date.

Rates

Rates on our website are in Malaysian Ringgit [MYR]. They are inclusive of all taxes. We may modify our rates at any time. This does not apply to already made reservations, save where applicable taxes are modified by law.

Special offers

Our website may display special offers for which neither cancellation nor modification is possible. You are informed that, you do not have the benefit of withdrawal for these promotions.

On-line payment

Our website displays a number of offers, relating to hotels located in Malaysia, for which only on-line payment is available. PAY ATTENTION: in such case, no modification, cancellation or reimbursement is possible. The amount of the whole stay will be charged on your credit card. The right of withdrawal does not apply. Payment on-line is made by credit card (Visa, MasterCard) and through a secure payment system. You will be asked your credit card number, its expiry date and the three digit code on the back of your card. Any irregular, inefficient, fraudulent or incomplete payment on the part of the customer will entail cancellation of the reservation to the expense of the client, without prejudice to any civil or criminal action. Any transaction follows the following stages: • you indicate the criteria of your request • we present you with one or more offers • you choose the offer which suits you • details and price of your order appear • you check and correct if needed • you confirm your order after having acknowledged our Terms and Conditions • you proceed with the secured on-line payment • a detailed confirmation of your order is displayed on the screen (to be printed and kept) • you receive, within 12 hours, a detailed confirmation of your order at the e-mail/ SMS address you gave us. The reservation is final only after your credit card is effectively debited and you receive confirmation of your order. The booking confirmation is deemed the agreement between the Parties; any claim must, to be taken into account, be made by registered mail within 8 days. In case of claim, the data kept in our information system is deemed good proof.

Pets

Hotel Pintar does not allow pets indoors.

Claims

Any information request or claim must be sent to the relevant hotel or to Hotel Pintar, Customer Relations Department (DC Avenue, 33 JALAN SRI HARTAMAS 17, 50480 KUALA LUMPUR, MALAYSIA), which shall mediate between the Parties. We would like to bring your attention to the fact that the hotels are managed by entities which are legally independent from Hotel Pintar to which they are linked only by a Franchise Agreement. They are therefore alone liable towards the customers for any damage. Hotel Pintar and the hotels are covered for their professional liability by an insurance policy with a notoriously solvent insurance company. Any claim relating to a stay must, to be taken into account, be sent within 14 days after the end of the stay. The customer will be expected during his/ her stay to have pointed out the problem to the reception in order to limit his/ her own damage.

Accommodation off site

Should a hotel not capable of honouring a booking for reasons beyond its control, it shall make its best efforts to re-accommodate you in a nearby hotel of equal or superior standard.

Protection of your personal data

Please see our Terms & Conditions notice.

Liability and warranty

The customer acknowledges is aware of the risks linked to use of the Internet. Hotel Pintar shall make its best efforts to ensure with its suppliers that the site functions correctly but cannot guarantee that the site is exempt of any malfunction or anomaly. Hotel Pintar may therefore not be held responsible for damages resulting from use or total/ partial impossibility to use the site. In particular its liability may not be engaged in case of non-performance or misuse by a customer, a third Party of in case of force majeure.

Applicable law

The present Terms and Conditions are subject to Malaysian law and to the jurisdiction of the Malaysian Courts. The Parties however engage to make their best efforts to settle any litigation amicably.

Final dispositions

Should Hotel Pintar not invoke one of the sections of the present Terms and Conditions cannot be deemed a waiver of such section. Should one of the sections be declared void, it shall be considered as such and shall not affect the validity of the other sections, unless it is essential and determining. In case of force majeure, including interruption, of means of telecommunication, strikes, the hotel shall be dispensed of its obligations and the undelivered services shall, in case of payment on-line, give rise to reimbursement to the exclusion of any damages. We have offers and solutions for groups, meetings, seminars, etc. For any information please contact +60.13.3337800 or bookings@hotelpintar.my.

Best Price Guaranteed Online

Did you find a night's stay at a Hotel Pintar hotel cheaper on another site?

Hotel Pintar will refund you the difference, subject to the following conditions:

A reservation booked on www.hotelpintar.my guarantees that you will get the lowest available rate online. This guarantee applies to all Hotel Pintar hotels, in Malaysia, which display the icon RM on www.hotelpintar.my.

The rates to which the best price guarantee applies must be accessible to the public and be open to reservations. The following are excluded:

- Rates reserved for groups/ seminars;
- Rates reserved for companies;
- Rates reserved for partners of Hotel Pintar;
- The cheaper offer must be identical to the one used by the customer on www.hotelpintar.my, namely:
 - In the same hotel (same name and same address)
 - On the same dates and for the same number of nights
 - In the same type of room (single, double, triple)
 - For the same number of people
 - In the same currency
 - With equivalent conditions of sale

The best rate guarantee applies to accommodations only (room only), and excludes taxes, gratuities, restaurants and other charges.

Once the request is validated, the refund will be made by cheque within thirty business days from the effective date of stay.

Hotel Pintar provides customers with an online request form.

Customers must complete all the obligatory fields and submit them online within 24 hours of making the reservation and at least 72 hours before scheduled arrival at the hotel. Incomplete requests will not be accepted.