



**GAYA CENTRE HOTEL**

**Chong Fui Properties Sdn Bhd (T.83032-W)**  
 Jalan Tun Fuad Stephens, 88843 Kota Kinabalu, Sabah, Malaysia.  
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**TRAVEL AGENT CONTRACT RATES YEAR 2024 / 1<sup>ST</sup> January – 31<sup>ST</sup> December 2024**

**Greetings from Gaya Centre Hotel Kota Kinabalu, Sabah!**

We would like to thank you for your interest in our hotel and pleased to submit our contract rates valid immediately upon signing until 31st December 2024 based on the terms and conditions as outlined below:

<b><u>Room Type</u></b>	<b><u>Bed Type</u></b>	<b><u>Room Price</u></b>	<b><u>Remarks</u></b>
Standard	Twin Bed	155.00	Breakfast Included
Superior	Twin / Queen	170.00	Breakfast Included
Family	Two Queen Bed	280.00	Breakfast Included

Basis: Standard / Superior Twin, Queen is inclusive of two (2) breakfasts per day  
 : Family Room Inclusive of four (4) breakfasts per day.

**\*\*All reservation made are subject to following Terms & Conditions**

**Article 1: Hotel Policies & Guest's Benefits**

**GUEST'S BENEFITS:**

- 2 complimentary breakfast at our restaurant (from 6:30 – 10:00) is included in room rate, except for Studio Suite which is for 4.
- Free 2 bottles of Bottled Water in room daily.
- Complimentary internet access to guest room
- Complimentary Wi-Fi in public areas such as the lobby, meeting room and restaurant.
- Computer with access to the Internet is available in the lobby.

**CHILDREN POLICY:**

- No additional charge (room only) for children up to 11 years old sharing room with parents, utilizing the existing bedding. (Maximum 2 children up to 11 years old per room)
- Any additional bed will be charge at RM 70.00nett inclusive of breakfast per room per night (Maximum 1 Extra Bed in 1 room)
- Breakfast will be charged at RM28.00nett/ adult age 12 and above, and RM23.00nett /child from 4 up to 11 years old. Breakfast rate is subject to change with/without prior notice.

**CANCELLATION & NO SHOW POLICY (FIT) 1 – 10 ROOMS:**

- No-show will be charged 100% of room revenue and other requested service. This is also applied departure /shorter stay.
- One night penalty charge for all room reserved will be applied for any cancellation within seven (7) days prior notice of scheduled arrival.
- Full penalty charge for all room reserved will be applied for any cancellation within three (3) days prior notice of scheduled arrival.



- All reservation to be fully confirmed and paid within seven (7) days prior to arrival date (FIT Booking).

#### **GROUP 10 ROOMS AND ABOVE (GIT):**

- Any group (10 Rooms and above) amendment to reduce number of room or total room night within 21 days since the cut off date will get penalty charge of 50% of room night charge for room amended/ cancelled.
- Any group (10 Rooms and above) cancellation within 14 days – prior notice of scheduled arrival will be charged at cancellation fee equally to one room night charge for all room reserved.
- Full penalty charge for all room reserved (for group 10 rooms and above) will be applied for any cancellation within seven(7) days prior notice of scheduled arrival.
- All reservation to be fully confirmed and paid within fourteen (14) days prior to arrival date (GIT booking).

#### **Article 2: TERMS & CONDITIONS:**

- The Contract rates valid until **31<sup>st</sup> December 2024**
- Rooms are in Nett price (inclusive of SST 6%) / Rates are subject to change without prior notice.
- Payment by cash / credit card / Debit Card / Cheque / Online Transfer.
- Reservations to be made via email [travelagent@gayacentre.com](mailto:travelagent@gayacentre.com) or fax (088) 239734
- Room deposit of RM100 per room to be collected either from Travel Agent or Guest upon Check-in. Full deposit and will be refunded upon Check-out.
- All incidental / miscellaneous charges to be settle by Guest / Agent upon departure by cash / credit payment or deduction from Room Deposit.
- Check in time is 1500 Hrs. and check out time is 1200 Hrs. Early check-in or late check-out is subject to the hotel availability upon check in.
- This contract is confidential and not to be disclosed to any third party for any purpose or any reason.
- All reservation to be fully confirmed and paid within seven (7) days prior to arrival date (FIT Booking) and fourteen (14) days prior to arrival date (GIT booking).
- **Peak Season surcharge is applicable for all rooms category at RM 20.00nett per room per night on gazette Public Holiday's.**
- **The Hotel reserves the right to adjust the contract rates and its terms & conditions without prior notice in the event of unforeseen circumstances or tax alteration by government and service charge amendment.**
- **Effective from 1st September 2017 under the request of the Malaysia Government, ALL THE FOREIGNER GUESTS are requires to pay a TOURISM TAX of RM10NETT per room per night UPON CHECK IN by cash.**

Once again, we thank you for your interest in our hotel and we look forward to long mutually beneficial partnership with you. Please sign each page of the contract agreement signifying your acceptance of the terms and conditions and return to us via e-mail or fax within 14 days, failing which this contract will be deemed void.

Meanwhile, if any require further clarification, please do not hesitate to contact us at telephone number (088) 245567 or by fax (088) 239734

Yours Sincerely,



Marina Malagayo  
(Assistant Hotel Manager)



I hereby confirm acceptance of this offer and all of its terms & conditions.

Brian Yapp

Name

Assistant Commercial Manager

Position



Signature & Co Stamp

22/2/2024

Date

### **SABAH & NATIONAL PUBLIC HOLIDAYS FOR YEAR 2024 (01<sup>ST</sup> JANUARY – 31<sup>ST</sup> DECEMBER 2024)**

<u>DAY</u>	<u>DATE</u>	<u>HOLIDAYS</u>	<u>APPLICABLE TO</u>
Monday	1 <sup>st</sup> Jan 2024	New Year	All (except Johor, Kedah, Kelantan, Perlis & Terengganu)
Saturday	10 <sup>th</sup> Feb 2024	Chinese New Year	National
Sunday	11 <sup>th</sup> Feb 2024	Chinese New Year	National
Monday	12 <sup>th</sup> Feb 2024	Chinese New Year	National (expect Johor, Kedah, Kelantan & Terengganu)
Friday	29 <sup>th</sup> Mar 2024	Good Friday	Sabah & Sarawak
Wednesday	10 <sup>th</sup> Apr 2024	Hari Raya Aidilfitri	National
Thursday	11 <sup>th</sup> Apr 2024	Hari Raya Aidilfitri	National
Wednesday	1 <sup>st</sup> May 2024	Labour Day	National
Wednesday	22 <sup>nd</sup> May 2024	Wesak day	National
Thursday	30 <sup>th</sup> May 2024	Harvest Festival	Sabah & Labuan
Friday	31 <sup>st</sup> May 2024	Harvest Festival	Sabah & Labuan
Monday	3 <sup>rd</sup> Jun 2024	Agong's Birthday	National
Monday	17 <sup>th</sup> Jun 2024	Hari Raya Haji	National
Sunday	7 <sup>th</sup> July 2024	Awal Muharram	National
Monday	8 <sup>th</sup> July 2024	Awal Muharram	National (expect Johor, Kedah, Kelantan & Terengganu)
Saturday	31 <sup>st</sup> Aug 2024	Merdeka Day	National
Monday	16 <sup>th</sup> Sept 2024	Prophet Muhammad's Birthday	National
Monday	16 <sup>th</sup> Sept 2024	Malaysia Day	Sabah
Saturday	5 <sup>th</sup> Oct 2024	Sabah Governor's Birthday	National
Tuesday	24 <sup>th</sup> Dec 2024	Christmas Eve	National
Wednesday	25 <sup>th</sup> Dec 2024	Christmas Day	National

- Hotel reserves the right to adjust / change the public holidays date without prior notice
- Public Holidays Surcharge RM 20.00nett per room per night

