

## **Check-In Guideline**

*Thank You for choosing Eaton Residence by Sutera@KLCC!*

Please follow the following guidelines for a smooth Check-in Experience

### **1. Security Deposit**

Security Deposit is required before check-in and can be paid via Credit Card, Debit Card or Bank Transfer. If you prefer to pay via Credit Card or Debit card, you may do so with the assistant from our Guest Service Assistant.

#### **Deposit amounts per unit :**

RM300 – 1 or 2 Bedroom Unit

RM500 – 3 or 4 Bedroom Unit

For bank transfer, please make payment to this account:

Account Name : GSH Facilities Management Sdn Bhd

Account No : 514927000639

Bank Name : Malayan Banking Berhad (Maybank)

Swift Code : MBBEMYKL

**Note : We do not accept cash payment**

The Unit Number / Passcode will be provided once the Security Deposit is received.

### **2. Refund of Security Deposit**

Security Deposit will be refunded within 7-14 working days after check-out, minus charges for any damages or missing items in the unit.

### **3. Access to Eaton Residence**

Present the booking details to the Security at the Guard House for access to the residence. If you are arriving during daytime, please proceed to the Day Care – “Waiting room” and register with the Concierge.

### **4. Check-in & Check-out Time**

Check-in time is at 3.00pm and check-out is at 11.00am. (Do take note that we do not provide luggage storage if you arrive early).

### **5. Early Check-In**

Early check-in subject to availability with additional charge.

### **6. Check-In After 8.00pm**

If you arrive after 8.00pm, proceed to the mail box room and collect your lift access card from the mail box. Please refer to security if you need any assistant.

### **7. Check-Out**

Drop your access card and parking card in your unit mail box and take a picture of them, and then send the picture to us for confirmation.

\*There is penalty for missing cards.\*

### **8. Late Check-Out**

Late check-out after 11.00am is chargeable at RM100 per unit/hour. (Do inform us if you require a late check-out and it's subject to availability)

### **9. Parking**

One covered parking lot is provided per unit for 1 & 2 bedroom unit and two covered parking lot is provided per unit for 3 & 4 bedroom unit. Please park at the designated lot to avoid vehicle being clamped by security.

### **10. Residence Unit Number & Access Code**

Your unit number and the unit access code will be sent to you on your arrival day via WhatsApp. You may contact us via WhatsApp at the number given below.

**11. Collect your Lift Access & Parking Access Card**

Your lift and parking access cards will be placed in the mail box. Proceed to the mail box room for collection. Your mail box number & passcode will be given to you on your arrival day via WhatsApp.

**12. Wi-Fi Access**

Wi-Fi is available for FREE in your unit.

**13. Entering the lift lobby via Side Entrance when Checking in**

Please use the side entrance (located next to mail box room) when checking in to enter to the lift lobby. Please refrain from using the main lobby entrance, to avoid disturbance / obstruction at the main lobby area, which is reserved for residences.

**14. Waiting Area**

If you are waiting for your transportation to arrive or waiting for someone, please use the Day Care – “Waiting Room”, for this purpose. Please refrain from waiting at the main lobby area, which is reserved for residences or crowding the driveway.

**15. Additional cleaning Service**

Additional cleaning service is available with a charge. Do let us know if you need this service.

**House Rules @ Eaton Residence**

1. Heavy cooking is not allowed in the units.
2. Do not bring durian or any other pungent food or fruits into the units.
3. Pets are not allowed into the units and anywhere around the residences.
4. All units are strictly non-smoking.
5. Washing machine detergent are not provided due to sensitivity to certain fabrics and allergies to certain people.
6. Garbage to be disposed at Automated Waste Collection System (AWCS) room, located next to the lift. Please throw the rubbish into the chute. Do not leave/throw rubbish outside your unit or at the corridor.
8. Swimming Pool attire. Only Lycra, Polyester, Spandex material swimming suits are allowed when swimming at the infinity pool. Please dry yourself before taking the lift. Do not walk at the corridors with towels or in swim attire. Muslims female guests are to ensure scarfs are of the material mentioned.

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Contact us at this number on your arrival day via WhatsApp / WeChat to receive your check-in detail (Unit No & Pass Code).

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|-----------------|-------------------|
| Operation Hours | : 9.00am – 8.30pm |
| General Line    | : +6019-833 3271  |
| WeChat          | : SuteraKLCC      |
|                 | : gsa_suteraklcc  |
|                 | : gsa2_suterakl   |