



PRESS RELEASE

THE BANJARAN HOTSPRINGS RETREAT A BESPOKE HOLISTIC SPA & WELLNESS DESTINATION *WHERE EVERY SECOND IS AN EXPERIENCE*

Sunway City Ipoh, Perak, Malaysia; - The Banjaran Hot Springs Retreat, Malaysia's first luxury natural wellness hot springs getaway, is nestled in a 22.7-acre valley cradled by lush tropical rainforest, geothermal hot springs, natural caves, cascading waterfalls and magical 260-million year old Paleozoic limestone hills. This award-winning sanctuary of bespoke wellness, managed by Sunway Hotels & Resorts, the hospitality division of Malaysian conglomerate Sunway Group, is a 15-minute drive from the city of Ipoh, in the northern state of Perak; and two (2) hours from Malaysia's capital city, Kuala Lumpur.

Since its opening in January 2010, The Banjaran which features a collection of 45 luxury Garden, Water and Lake Villas, a Spa & Wellness Centre offering authentic Asian holistic wellness and spa treatments, and a host of unique natural intrinsic features, has become an acclaimed self-contained hideaway for the ultimate in relaxation, renewal and rejuvenation.

At the heart of The Banjaran experience is its Spa & Wellness Centre. Here, a team of wellness practitioners comprising an Ayurvedic specialist, Yoga instructor and personal trainer are available, designing a more holistic, purposeful programme for guests. The Centre also offers more than 40 types of holistic treatments and therapies that are inspired by the traditional practices of Malay, Chinese and Indian cultures, using both pure and natural ingredients, as well as the purest extracts and essential oils from Aromatherapy Associates, known for its award winning blends and treatments. In addition to authentic Ayurvedic, Traditional Chinese Medicine and Malay treatments, colon hydrotherapy, antioxidant restorative therapy and hydrotherapy, energy healing treatments such as Reiki and Chakra Energy Balancing, and a variety of massages, foot reflexology, organic facials and body treatments are also available.

The Banjaran's Spa & Wellness Centre offers consultations with a variety of readings and assessments to cater to the needs of guests. The Wellness Consultation is a 30-minute session which involves assessing a guest's lifestyle before designing a treatment that will work best. The Consultation consists of a holistic assessment of health, functions of body systems as well as total wellbeing in terms of a guest's physical, mental and emotional health status. This also includes Fitness Consultation.

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Managed by Sunway International Hotels & Resorts
A member of Sunway Group

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Emphasizing natural therapies, the wellness retreat also provides Traditional Chinese Medicine Doctor Consultation and Ayurvedic Doctor Consultation, using well-established Chinese and Indian diagnosis and analysis of the body's well-being. Deeply rooted in culture and traditions, the retreat offers traditional massages of the Malaysian culture. Massage therapy is aimed at being preventive and restorative; aiding in relaxation, relieving tensed and sore muscles, improving circulation and assisting in restoring balance to the body system.

The Banjaran Signature Massage combines a rich tapestry of Malay, Chinese and Indian cultures, bringing together the therapeutic and healing effects of their massage therapies. This 90-minute fusion of Eastern massage treatments covers the head to the toes, commencing with an Indian head massage, followed by the "Urut", a traditional Malay body massage and concludes with Chinese Pressure Point Foot Therapy.

Deriving its technique from the Ayurvedic Science of Life which is a 5,000-year old Indian healing system of the body, mind and spirit, the head massage in The Banjaran Signature Massage improves blood circulation to the scalp and relieves tension. It also helps to stimulate the upper three chakras "Sahasrara, Ajna and Vishuddha" of the body leading to complete relaxation.

From the head to the body, the Traditional Malay Urut, a Malay massage technique designed to combine stretching, stepping, long kneading strokes and pressure with slow, flowing techniques of lymphatic manual drainage, is used to assist in the improvement of lymphatic circulation and enhancing the immune system. The Malay Urut technique is a method passed down from one generation to the next, including the recipe for its distinctive herbal massage oil prepared by boiling palm oil with herbs and spices containing warming and detoxifying properties.

The Signature massage ends with the Chinese Pressure Point Foot Therapy. A practice which is over 1,000 years old and recognized by the World Health Organisation (WHO), Traditional Chinese Medicine takes a holistic approach to health with an emphasis on prevention. Guided by the principle of achieving balance and harmony throughout the body, the Pressure Point Foot Therapy allows the therapist to diagnose problem areas which affect overall body functions and well-being. The foot massage at the end of the treatment therefore, promotes balance by applying pressure on key points on the soles of the feet and opens the body's meridians to relax, ease stress and tension, improve circulation and help release toxins.



The Spa & Wellness Centre also features a range of other treatments inclusive of facials, body treatments, Personalised Fitness Programmes and Retreat Programmes. All programmes take a holistic path to wellness by incorporating meals, exercise as well as spa and wellness treatments. Retreat Programmes include Detoxification, Weight Loss, Fitness, Rejuvenation and Longevity programmes. Tailor-made programmes are also available for guests who prefer a treatment customised according to their needs.

Furthermore, holistic exercise disciplines like Yoga, Qi Gong and Tai Chi are performed on the Open Deck, overlooking the hot springs lake against the breathtaking backdrop of its natural setting. The Banjaran's wellness programmes integrate preventive medicine and detoxification therapy along with daily access to the retreat's distinct offerings.

Characteristic features have been created taking advantage of its surrounding environment, each presenting a benefit in wellbeing, in line with offering guests a truly holistic wellness experience. These include the Geothermal Hot Springs Dipping Pools, a Thermal Steam Cave, Ice Bath, Meditation Cave, Crystal Cave, Garra Rufa Doctor Fish Pool, Jungle Walk, Foot Reflexology Pool, Fitness Centre, Yoga Pavilion and a landscaped free-form geothermal heated Swimming Pool.

A natural and relatively rare phenomenon, The Banjaran's geothermal hot springs water flows naturally at the base of its hills. This fresh hot springs water billows up at a rate of three (3) million litres per day or approximately 2,000 litres per minute from the ground below. Its source is a deep underground reservoir fed by rainwater that slowly percolates downwards through the limestone hills and underlying granite. While cascading through the rocks, the water collects minerals and dissolved ions; making it ideal to supply the retreat's hot springs dipping pools, feed the steam cave, fill the hot springs lake and warm-up the swimming pool.

The Geothermal Hot Springs Dipping Pools provide a relaxing soak that also aids in alleviating stressed muscles and tired joints. Whereas, the Thermal Steam Cave which is fitted with a platform overlooking the body of crystal clear hot springs water with temperatures of 65°C to 70°C, presents a natural sauna that allows for restorative therapy to soothe, relax and detoxify.

Following the Steam Cave, guests may take a plunge into the Ice Bath. Dousing in the freezing water helps increase circulation throughout the body, reduces blood pressure and strengthens the parasympathetic and sympathetic nervous systems. The limestone hills at The Banjaran are made up of deep-marine sediments that have been deposited since approximately 260 million years ago during an age called Permian by geologists.



Having been dissolved by freshwater to form natural caves, these cave formations have further been embellished to present a Meditation Cave and Crystal Cave at The Banjaran.

The Meditation Cave features limestone that is light grey with dark grey sedimentary laminations appearing as streaks. Its deepest part also holds remnants of a river which once flowed through the cave, producing cave walls with a polished appearance. The cave with natural wall “paintings” that are awe-inspiring, offers ideal seclusion to focus the mind in silence for complete relaxation and contemplation. In the Crystal Cave on the other hand, amethyst and quartz crystals facilitate metaphysical healing. It is also the perfect setting for private energy healing treatments like Reiki.

A Doctor Fish Pool contains exotic Garra Rufa fish which provides a tingling yet relaxing sensation to the legs. Inspired by the treatment originating from Turkey, dipping legs into the pool helps eliminate dead skin cells, rejuvenates the skin and is aimed at alleviating psoriasis.

For the more adventurous, guests may take off on a Jungle Walk trail through the dense, deep limestone hill forests of the Lost World of Tambun. The Jungle Walk trail allows for exploration and appreciation of unique flora and fauna like the uncommon, luminescent green, single-leafed plants called the *Monophyllaea horsfieldii* which only grow on limestone-derived soils, swift-flowing waterfalls and mysterious caves. Private guided trekking is also available, if so desired. The 20-minute trail leads guests to a private entrance of the Sunway Lost World of Tambun; guests staying at The Banjaran receive complimentary access into the theme park.

To keep guests enthused and motivated towards reaching their fitness and lifestyle goals, The Banjaran’s purpose-built, modern design fitness centre accommodates the latest fitness movements. It is equipped with a full range of quality fitness and training equipment for a total body workout. Otherwise, leisurely laps can be enjoyed wading through the freeform Swimming Pool which harmoniously blends in to the unique locale and landscape. The geothermal-heated pool’s warm water is also perfect for healing, relaxing and rejuvenating.

The Banjaran’s natural surroundings provide guests with a myriad of mesmerising venues to “Dine and Dream” – the retreat’s signature destination dining programmes. Guests can choose to dine at the Star Deck which comes complete with a telescope, the ethereal cave chamber of the Jeff’s Cellar or in the privacy of the villa; and choose options of menus that range from a 7-course gourmet selections to miniature BBQ for two persons. For an elegant afternoon tea, sip on a glass of champagne with sweets and savouries at the Lobby Pavillion which overlooks a tranquil pond.



The Banjaran's holistic wellness experience is completed with local and international cuisine offered by Pomelo, its all-day dining restaurant which seats up to 88 persons, presenting a cozy indoor dining as well as al fresco dining within any one of the three gazebos that extend over the hot springs. Pomelo which acquires its name from the fruit that Ipoh is famous for, features a flavorful and refreshing menu.

For a night of unwinding, swirl, sip and savour any of the magnificent Jeff's Cellar's rare wines. The private wine cellar's setting within magnificent cave chambers with some of the most spectacular cave concretions, makes it one of the most unique wine bars in the world. It was named as one of the five (5) most magnificent bars in the world by CNN Greece, alongside other remarkable bars located in Germany, Namibia, South Africa and Jamaica; and also listed in Malaysia Tatler's Top 20 Restaurants in Malaysia 2020. Its entrance is disguised in a medieval fashion with a deep well, and high steel grated gates bearing double crests. Beyond the entrance, an ethereal feel immediately welcomes to an intimate cave interior with natural water features which also give it a cooling effects, transporting guests into another realm for a whole new encounter and indulgence.

For a breathtaking view overlooking the geothermal hotsprings lake, the SkyBar presents a cosy upper deck bar and a lower deck offering an exclusive whiskey lounge inside a cave. The bar serves refreshing signature cocktails and beverages with a fine and delightful light bites, gives guests the best hints for an unforgettable experience.

Apart from rejuvenation and relaxation, The Banjaran is also ideal as a venue for private meetings, novel events and destination weddings. Refreshing ideas can be sparked in a small-group business reviews, strategy meetings or brainstorm held at the meeting room. Similarly, for private events and parties, Jeff's Cellar's exclusive ambience adds stylish appeal and extravagance to significant occasions, launches and gatherings held in the limestone cave chambers. For a celebration of nuptials, guests can opt for the Star Deck to exchange vows and make it an unforgettable destination wedding.

The environment and philosophy of The Banjaran are designed to encourage renewal towards wellness. In addition, it is built on eco-friendly practices with conservation given high priority. Melding into its natural surroundings, the retreat is committed to sustainable practices that include energy and water conservation, proper waste management and chemical reduction.



For accommodation, a collection of 45 Garden, Water and Lake villas are nestled in a secluded cove, allowing nature to play host and providing vistas of the towering limestone hills that envelopes the valley floor. This hideaway has been intrinsically designed around the natural topography where no trees were compromised; and structures and facilities blend seamlessly, further enhancing the natural beauty of this magical hot springs destination.

Each Garden villa is cleverly hidden behind a veil of lush tropical foliage while the Water villa is perched over the tranquil waterways and the Lake villa which are located in the west side of the sprawling retreat, overlooks a pristine lake, each leading guests closer to complete relaxation. The Garden villas features its own secluded tropical courtyard, whereas the Water villas rest over the banks of a water canal and the Lake villas, features a master bedroom with an en-suite bathroom, an outdoor plunge pool, hot tub and balcony that captures the tranquil landscape. Each villa accommodates two (2) adults. A triple-sharing option is available, accommodating up to three (3) adults that includes an extra rollaway bed.

Tucked under a lofty peaked roof and surrounded by sliding doors and large windows, each villa is designed to blend the indoors and the outdoors open-concept living areas, taking on bright, casually luxurious feel, accented by warm neutral tones, relaxed furnishings and eclectic art installations. Each abode encompasses an outdoor terrace that bears a plunge pool, living and dining areas, and several cosy nooks, most ideal for a snooze or just cuddle-up with a good book. Stepping in, the sumptuous bedroom suite comprises an oversized custom-made king-size bed with “feather-bed” topped mattress, a high-definition LCD-screen television with satellite channels, complimentary in-room and public area Wi-Fi access as well as other luxurious and modern conveniences. Each villa has a sumptuous seating area, while the large en-suite bathroom is complemented by twin vanities, a walk-in closet, private indoor and outdoor rain showers, outdoor sunken hot tub with natural geothermal hot springs water and a range of aromatherapy bath and body care amenities.

The Banjaran prides itself with a team of butlers, trained to anticipate guest needs, delivering a gracious blend of warm Malaysian hospitality and charm.

The Banjaran strives to deliver the best in class and have had the privilege to receive numerous accolades that include *Winner of the Best Resort Development* category for two (2) consecutive years in the FIABCI Prix d'Excellence Awards in 2011 and 2012. It has been consistently recognised by TripAdvisor Travelers' Choice Award in 2013, 2014, 2015, 2016, 2017 and most recently in 2020, in the Top Small Hotels in Malaysia, Top Luxury Hotels in



Malaysia, Hotels with Exceptional Service in Malaysia and Hotels for Romance in Malaysia categories. The Banjaran was also recognised as the Best Spa and Wellness Centre by Malaysia Airlines' Going Places Readers' Choice Awards in 2015, 2016 and 2017.

The Banjaran offers numerous packages incorporating villa stays, spa and wellness treatments and dining, aimed at rekindling romance, relaxation, or rejuvenation. These stay packages include the Spa Escape, Celebrate Love, Secret Getaway, Tee Up and Experience More. All getaway packages incorporating villa stays at The Banjaran are inclusive of complimentary welcome fruit basket, yoga session, turndown service, butler services and full access to The Banjaran's unique features that includes Geothermal Hot Springs Dipping Pools, Meditation Cave, Crystal Cave, Thermal Steam Cave, Ice Bath, Garra Rufa Doctor Fish Pool, Free-Form Swimming Pool, Jungle Walk, Fitness Centre and complimentary access into Sunway Lost World of Tambun via a private entrance.

Also available is The Banjaran's Day Spa programme which provides guest access and usage of the retreat's facilities at a nominal day rate.

To maintain the promise of tranquillity and exclusivity, The Banjaran welcomes guests 12 years of age and over.

For guests who choose to fly into Ipoh, several commercial flights service the Sultan Azlan Shah Airport (IPH), located six (6) kilometres from the Ipoh city centre and just 20-minute drive from The Banjaran. Direct flights are available from Singapore Changi Airport on FireFly and Tiger Air (SIN - IPH - SIN) and from Johor's Senai International Airport on Malindo Air (JHB - IPH - JHB). Guests arriving from Kuala Lumpur International Airport (KLIA), Kuala Lumpur International Airport 2 (KLIA2) or Penang International Airport (PEN) may continue their journey to The Banjaran by road or by train to Ipoh.

Reaching The Banjaran by train is a scenic 2.5-hour journey to Ipoh on the Electric Train Service (ETS) Train. Daily services are available from Kuala Lumpur Sentral Station to the Ipoh train station. Ipoh is on the Singapore-Kuala Lumpur-Penang-Bangkok route, so there are also trains to and from Penang and all the way to and from Bangkok.

For more details on chartered helicopter services and helipad facilities, please refer to The Banjaran's Sales & Marketing Department.



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For the latest news and offers at The Banjaran Hotsprings Retreat, please connect via the hotel's Facebook page at <https://www.facebook.com/banjaranhotsprings> or Instagram @thebanjaranhotsprings.

The Banjaran Hotsprings Retreat is located at 1, Persiaran Lagun Sunway 3, Sunway City Ipoh, 31150 Ipoh, Perak, Malaysia. For general enquiries, please call: +60 5 210 7777 or e-mail: tbhr.info@sunwayhotels.com.

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ABOUT SUNWAY HOTELS & RESORTS:

Sunway Hotels & Resorts, the hospitality division of leading Malaysian conglomerate, Sunway Group, operates and manages 11 hotels and resorts in Malaysia, Cambodia and Vietnam, representing a collection of over 3,300 guestrooms, suites and villas. The hotel group's diverse portfolio of hospitality assets and services includes ownership and management of cluster of hotels with large scale convention, meeting and exhibition facilities in an integrated resort city, to private villa destination, a wellness retreat and a portfolio of 5, 4 and 3-star hotels in mixed-use developments. For more information, please visit <https://www.sunwayhotels.com>

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