

Terms & Conditions:

1. Travel period is from 01 February 2021 till 31 December 2021. Any unused package will be void after 31 December 2021.
2. 2 Play Again! Package includes a two (2) night stay at Sunway Pyramid Hotel or Sunway Clio Hotel with pre-packed breakfast, one (1) Sunway Lagoon theme park voucher consisting of one (1) day admission tickets and Quack Express for two (2) adults and one (1) packet of animal food for feeding at the Wildlife Park, which will be issued upon check in. There will be a Surprise Lucky Draw redeemable at Sunway Lagoon theme park membership counter (one per package).
3. Playdate Package includes a One (1) night stay at Sunway Pyramid Hotel or Sunway Clio Hotel with pre-packed breakfast, one (1) Sunway Lagoon theme park voucher consisting of one (1) day admission tickets and Quack Express for two (2) adults and one (1) packet of animal food for feeding at the Wildlife Park, which will be issued upon check in. There will be a Surprise Lucky Draw redeemable at Sunway Lagoon theme park membership counter (one per package).
4. Room type arranged will be Deluxe Room (Sunway Pyramid Hotel) or Deluxe Plus Room (Sunway Clio Hotel). Additional charges required for upgrading into higher room categories.
5. Surcharge of RM 80.00 per package for Playdate Package and RM 120 per package for 2 Play Again! for check in on Weekends (Friday and Saturday), Eves of Public Holiday, Public Holidays.
6. The Hotel can only accommodate to a maximum of two (2) adults in a room.
7. Hotel check in time is 1500 hours and check out time is 1200 hours
8. Confirmation of rooms subject to availability upon hotel reservation made.
9. Package is only redeemable at Sunway Pyramid Hotel or Sunway Clio Hotel.
10. For reservation of rooms, please contact the Hotel's Reservations at srhs.reservations@sunwayhotels.com or +603 7492 8000.
11. Sunway Lagoon theme park voucher will be issued upon check in based on the number of guests in a room (not more than 2 adults)
12. The Sunway Lagoon admission tickets include entry to ALL parks, including all rides, activities and attractions within the theme park. Not applicable for pay-per-ride activities: Bungy Jump, G-Force X, Go Kart, and Scuba Diving.
13. Sunway Lagoon theme park voucher is only valid during the stay period. Kindly present the theme park voucher at Sunway Lagoon's Ticketing counter on your selected day of visit for redemption.
14. Sunway Lagoon operation hours: Monday to Sunday, 10am to 6pm (closed on Tuesdays except Public Holiday & Malaysia School Holiday).
15. Package price is inclusive of prevailing service tax, where applicable.
16. The package is non-refundable, non-exchangeable for cash and not applicable with other on-going offers, events and/ or promotions.
17. Pre-purchased of any add-on or enhancement is non-refundable and non-exchangeable for cash.
18. In the event whereby the Hotel is unable to provide the room accommodation as previously confirmed in the package for whatsoever reason, it will undertake to relocate guests to a comparable alternative hotel at its absolute discretion with no additional cost to the guest. However, if the guest wishes to choose another hotel other than the alternative hotel being offered under this condition, the guest is required to pay for any rate / price difference.