

TERMS & CONDITIONS (MATTA FAIR, 3-5 APRIL 2026)

e-Room Voucher

1. The e-Room Voucher is for **room only** and amenities for **TWO (2) persons** only, and is redeemable for **ONE (1) night** stay.
2. The e-Room Voucher(s) is **non-refundable** and **not redeemable for cash**. The e-Room Voucher(s) may only be redeemed **ONCE**.
3. Room reservations must be made minimum of **SEVEN (7) days** in advance; The e-Room Voucher number(s) or voucher copy must be provided during booking. Rooms are subject to availability.
4. A print-out of the redeemed e-Room Voucher(s) must be presented upon check-in and must match the voucher number(s) used during booking. The Hotel reserves the right to refuse check-in if the printed e-Room Voucher(s) is not presented, or if the voucher presented does not match.
5. Where applicable, a surcharge of **RM100 - RM200 nett** per room, per night, applies for guaranteed-view rooms, subject to availability. Please refer to our Reservations Team for details on applicable surcharges.
6. In accordance with the Federal Government of Malaysia Gazette, **Tourism Tax (Rate of Tax) Order 2017**, a tourism tax of **RM10.00 nett** per room, per night, applies to all **non-Malaysians and foreign passport holders**. This amount will be collected by the Hotel on behalf of the government upon check-in. All Malaysian nationals and permanent residents are exempted.
7. In accordance with the Negeri Sembilan State Government's directive, a **Fi Lestari (Sustainable Fee)** of **RM4.00 nett** per room, per night, will be implemented effective **November 2025**. This fee applies to all guests, both local and international, and will be collected by the Hotel on behalf of the government upon check-in. Kindly note that the Fi Lestari (Sustainable Fee) is not included in your total room cost and is to be paid upon check-in.
8. For hotels in Penang, the Penang State Government has implemented a mandatory **Heritage Tax** of **RM3.00 nett** per occupied room, per night for hotel accommodation (effective **1 June 2014**). Please be advised that the Heritage Tax is not included in your total room cost and is to be paid upon check-in.
9. All applicable surcharges must be paid to complete the room booking.
10. Once confirmed, bookings cannot be amended, and the e-Room Voucher(s) used for the booking will be voided in the event of a no-show.
11. The validity period of the e-Room Voucher(s) may be extended in the event of a gazetted, government-mandated travel ban or restriction imposed by the Malaysian Government. Information on validity extensions, if applicable, will be available at **shop.lexis.my**
12. All amounts shown are nett rates and nett surcharges. Notwithstanding the above, the Hotel reserves the right to revise the room rates quoted herein should there be a revision and/or imposition of any new tax/levy by the government. Such tax/levy shall be borne by the guest and collected upon check-in.

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13. The e-Room Voucher(s) may not be resold via Online Travel Agents (OTAs) or on retail/resale platforms, including (but not limited to) **Shopee, Lazada, Carousell**, etc. The e-Room Voucher(s) may also not be resold on social media sites, including (but not limited to) **Facebook, Instagram, Twitter/X, TikTok**, etc. Failure to comply will result in the e-Room Voucher(s) being voided.

14. Lexis Hotel Group and its subsidiaries shall not be held responsible for the loss of any e-Room Voucher(s) or for any losses or damages suffered by the bearer arising from or in connection with the loss or use of the e-Room Voucher(s).

15. Kindly be informed that extra beds/rollaway beds are not available at all hotels.

16. The maximum occupancy allowed is **FOUR (4) persons** per room. For the third and fourth persons, amenity charges apply. Guests under 18 years of age must be accompanied by an adult.

17. All guests must be declared and registered at the Front Desk upon check-in. If number of guests per room exceeds hotel policy, an additional room may be required and is subject to charge.

Any additional persons exceeding the maximum occupancy as per hotel policy are chargeable at the Hotel's discretion.

18. No pets are allowed. Cooking in the rooms, outside food, raw food ingredients, durians, mangosteens, and cooking appliances are prohibited. No smoking or vaping is allowed in the rooms.

19. Room decorations by third parties are not permitted. Special decoration packages by the Hotel are available upon advance request and are subject to additional charges. A refundable deposit of **RM150 nett** is required for guests checking in with their own decorative items (including banners, balloons, glitter, confetti, and any other decorations). Guests are required to remove all such items upon check-out. The Hotel Management reserves the right to withhold the deposit as cleaning fees for rooms with leftover decorations that cause excessive litter or damage.

20. At Lexis Hibiscus Port Dickson, fishing is **NOT** allowed, as the waters are protected by local environment authorities. Fishing rods are not permitted within the Hotel premises.

21. The validity of the e-Room Voucher(s) is **ONE (1) year** from the date of purchase.

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Breakfast Voucher

1. Each Breakfast Voucher is for **ONE (1) person** dining.
2. The Breakfast Voucher(s) is valid at the following outlets:
 - **Roselle Coffee House – Lexis Hibiscus Port Dickson**
 - **Roselle Coffee House – Grand Lexis Port Dickson**
 - **Roselle Coffee House – Lexis Suites Penang**
 - **Aqua Coffee House – Lexis Port Dickson**
3. The Breakfast Voucher(s) is **non-refundable** and **not redeemable for cash**. The Breakfast Voucher(s) may only be redeemed **ONCE**.
4. Please present the original voucher to the staff on duty upon arrival at the outlet, otherwise the Hotel may deny entry and redemption.
5. Not valid for room service or takeaway.
6. Lexis Hotel Group and its subsidiaries shall not be held responsible for the loss of any Breakfast Voucher(s), or for any losses or damages suffered by the bearer arising from or in connection with the loss or use of the Breakfast Voucher(s).
7. The validity of the Breakfast Voucher(s) is ONE (1) year from the date of purchase.
8. Breakfast charges at the outlets are as follows:

Participating Hotels	Ringgit Malaysia (nett)*		
	Adult	Child (7-12)	Child (3-6)
Imperial Lexis Kuala Lumpur	98	49	23
Lexis Hibiscus Port Dickson	75	45	23
Lexis Suites Penang	65	35	23
Grand Lexis Port Dickson	65	35	23
Lexis Port Dickson	50	35	23

* All prices are stated in Ringgit Malaysia and are nett, inclusive of prevailing Sales and Service Tax.