

Package Terms & Conditions

1. Travel period is from 04 April 2022 till 31 March 2023. Any unused package will be void after 31 March 2023.
2. Applicable for Deluxe Plus Room for Sunway Hotel Clio, or, Deluxe Room for Sunway Hotel Pyramid. Subject to room availability upon reservation made.
3. Package includes a One (1) night stay at Sunway Hotel Clio or Pyramid with breakfast, two (2) persons Sunway Lagoon entrance voucher and one (1) packet of animal feed kit for feeding at the Wildlife Park.
4. Surcharge of RM80 per package for check in on weekends (Friday & Saturday), eve of PH and PH.
5. This package is non-refundable, non-exchangeable for cash and not applicable with other on-going offers, events and/or promotions.
6. Pre-purchase of any add-on or enhancement is non-refundable and non-exchangeable for cash.
7. No cancellation will be allowed upon confirmation of purchase.
8. Prior booking is required and confirmation is subject to availability. Please call +60374951990 or email to srhs.reservations@sunwayhotels.com for reservation.
9. Hotel check in time is 1500 hours and check out time is 1200 hours.
10. Customer must produce the e-Voucher Confirmation upon check in.
11. Additional charges required per room per night for room upgrade to higher room category.
12. Sunway Lagoon entrance ticket includes 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.
13. Sunway Lagoon operation hours is Monday to Sunday, 1000 hours to 1800 hours, closed on Tuesday (except Public Holidays & Malaysia School Holidays).
14. Sunway Lagoon entrance 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.
15. Guest should evaluate their risk in determining whether to attend. By visiting Sunway Lagoon, you voluntarily assume that there will be an elevated risk of exposure to Covid-19 in a public space.
16. As part of our 'Play With Confidence' safety procedure, please maintain social distancing and you are encouraged to wear face masks while in our park.
17. With the purchase and/or use of the online ticket(s), you are agreeable to the terms and conditions and general rules and regulations of Sunway Lagoon, Sunway Hotel Clio and Sunway Hotel Pyramid.
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.

Animal Food Terms & Conditions

1. Please feed the purchased food item ONLY to the correct animal. Feel free to ask our wildlife rangers in the park for further clarification.
2. Animal Feed Kit shall ONLY be redeemed at Rimba.
3. DO NOT throw the food container/packages into animal enclosures or at other parts of Sunway Lagoon unless in a rubbish bin.
4. We encourage to offer food items to the whole group of animals rather than only one individual animal to prevent overfeeding and fighting among the animals.
5. Please be mindful of fingers and keep a safe distance from the mouth of animals to prevent any injuries.