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HOTEL & CONVENTION CENTRE
SOREANG - BANDUNG

Hotel Directory

SUTAN RAJA HOTEL & CONVENTION CENTRE SOREANG

Jl. Raya Soreang Km.17 No.10, Cingcin Soreang - Kab. Bandung

Info & Reservation (022) 5897700 | Email: info@sutanrajasoreang.com

sutanrajasoreang | +62 8111 1123 230

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Kepada Tamu Yang Terhormat,
Dear Guest,

Kami mengucapkan terima kasih telah memilih Sutan Raja Hotel & Convention Centre Soreang – Bandung sebagai akomodasi pilihan anda dan dengan tulus kami menyambut dengan hangat kedatangan anda.
Warmest greetings, and welcome to Sutan Raja Hotel & Convention Centre Soreang – Bandung! Thank you for choosing us as your choice of accommodation. We do hope you enjoy your stay with us.

Kami berkomitmen untuk memastikan anda mendapatkan pelayanan terbaik selama menginap bersama kami.
We are committed to providing you with the best possible service during your stay.

Anda dapat menikmati berbagai fasilitas yang sudah kami persiapkan, mulai dari sarapan sampai dengan pelayanan pemesanan makanan di dalam kamar, Kolam Renang, Fitness Center, Tennis Court, Spa dan anda dapat menghubungi Layanan Kamar di Extension yang terdapat pada telepon kamar anda.
You can enjoy the facilities including breakfast in the restaurant or via room service, Swimming Pool, Fitness Center, Tennis Court, Spa and which you can contact directly on the extension number shown on your telephone.

Kami juga menyediakan akses internet tanpa kabel (WiFi) di seluruh area Hotel.
Wi-Fi service is available throughout the hotel.

Mohon dapat memberitahukan kepada kami apabila ada kebutuhan lainnya dengan menghubungi Front Office di Extension 0.
If you require any further assistance, please do not hesitate to contact Front Office on extensions 0.

Semoga anda mendapatkan pengalaman menginap yang menyenangkan bersama Sutan Raja Hotel & Convention Centre Soreang – Bandung.
We wish you a thoroughly enjoyable stay with Sutan Raja Hotel & Convention Centre Soreang – Bandung.

Hormat kami,
Sincerely,

General Manager

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HOTEL INFORMATION

Operator Telepon *Telephone Operator*	**0** *0*
Tata Graha, Binatu *Housekeeping, Laundry/Dry Cleaning, Loan Items*	**1050** *1050*
Layanan Kamar (24 Jam) *Room Service (24 Hours)*	**1021** *1021*

OTHER FACILITIES

Swimming Pool	**1st Floor**
Tennis Court	
Fitness Centre	
Wastukencana Restaurant	
Inner Court	
Coffee Shop Sapa Raja	
Clinic Center	
Brawijaya Meeting Room	
Padjajaran Convention Centre	
Siliwangi Function Hall	
Mosque	
Mini Theater	**2nd Floor**
Suryakencana Restaurant	
Spa	
Ken Dedes Music Lounge	
Sisingamangaraja Ballroom	**3rd Floor**
Linggajaya Meeting Room	
Mulawarman Meeting Room	
Purnawarman Meeting Room	
Syailendra Meeting Room	
Airlangga Meeting Room	
Hayamwuruk Meeting Room	

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Majapahit Meeting Room	**4th Floor**
Dharmawangsa Meeting Room	
Djayadewata Meeting Room	
Balitung Meeting Room	
Srijaya Naga Meeting Room	
Sriwijaya Meeting Room	

HOTEL INFORMATION

KARTU KREDIT/CREDIT CARD, QR CODE

Kami menerima pembayaran dengan kartu kredit dan qrcode
We accept the following major credit cards: Visa, Mastercard, BCA, QR Code

KEAMANAN/SECURITY

Dalam keadaan darurat/kebakaran, tamu disarankan untuk tidak menggunakan lift melainkan tangga darurat, silahkan melihat denah evakuasi yang tertera di balik pintu kamar anda.
In case of emergency guests are requested not to use the elevator, but to use emergency staircases. Guests are also advised to familiarize themselves with the evacuation map located behind the door.

DURIAN DAN HEWAN PELIHARAAN/DURIAN FRUIT AND PETS

Tidak diperkenankan membawa durian dan hewan peliharaan ke dalam kawasan hotel.
Durian fruit and pets are not allowed anywhere in the hotel.

KOTAK DEPOSIT/SAFE DEPOSIT BOX

Anda dapat menyimpan uang, perhiasan, atau barang berharga di dalam kotak deposit yang ada di setiap lemari kamar. Hotel tidak bertanggung jawab atas kerusakan atau kehilangan barang berharga di kamar maupun di dalam kotak deposit.
Each room has its own safe deposit box. The hotel is not responsible for any loss of money or personal valuables inside the room or safe deposit box.

TEMPAT TIDUR TAMBAHAN/EXTRA BED

Anda dapat menghubungi resepsionis untuk mendapatkan fasilitas tempat tidur tambahan.
Kindly contact the Front Desk if you require an extra bed.

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PRIVASI/PRIVACY

Harap menggantungkan tanda do not disturb di handle pintu kamar. Bila tidak ingin menerima telepon silahkan menghubungi telepon operator (0).

Please hang the Do Not Disturb in your room if you do not want to be disturbed, and notify the operator (ext.0) if you do not want to receive incoming calls.

TRANSPORTASI BANDARA & STASIUN KERETA API/AIRPORT & TRAIN STATION TRANSFER

Layanan antar-jemput bandara dan stasiun kereta api dapat diatur melalui resepsionis, mohon untuk mendaftar sebelumnya serta menginformasikan jadwal kedatangan dan atau keberangkatan.

Airport and Train Station transfer can be arranged through the Front Desk. Advance booking is required. Please confirm your arrival or departure locations when making the booking.

BINATU/LAUNDRY

Layanan binatu tersedia setiap hari. Pengambilan sebelum jam 10 pagi, akan dikembalikan pada hari berikutnya.

Laundry collected before 10 a.m will be returned the next day.

PANGGILAN BANGUN/WAKE-UP CALL

Silahkan menghubungi operator (0) untuk mengatur panggilan bangun.

Please call the Operator (Ext.0) to request a wake-up call.

LAYANAN MEDIS/DOCTOR ON CALL

Apabila anda membutuhkan layanan medis, dokter dapat dihubungi selama 24 jam. Untuk keadaan darurat silahkan hubungi operator (0).

If you need medical attention, a doctor is on call 24 hours a day. For emergencies, please contact the Operator (Ext. 0)

BARANG PINJAMAN/LOAN ITEMS

Hotel menyediakan barang, seperti Al-Quran, sajadah dan pakaian shalat, dengan menghubungi operator (0).

Hotel provides items, such as Al-Quran, praying mat and robes, by dialing ext. (0) Operator.

SALURAN TELEVISI/TELEVISION CHANNEL

Nikmati layanan hiburan kami selama 24 jam yang tersedia di 35 saluran.

The hotel offers 35 channels of entertainment, available for your enjoyment 24 hours a day.

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TEMPAT WISATA/SIGHTSEEING

Silahkan menghubungi resepsionis untuk mendapatkan informasi mengenai tempat wisata.
Please contact our Front Desk for tourist-related assistance.

LAYANAN KEAGAMAAN/RELIGION SERVICE

Silahkan menghubungi resepsionis, apabila anda membutuhkan informasi mengenai tempat ibadah.
Please contact our Front Desk for information on places of worship.

SYARAT & KETENTUAN/TERM & CONDITION

1.Check-in dan Check-out

- Waktu Check-in 14.00 WIB
- Check-in at 14.00 WIB
- Waktu Check-out 12.00 WIB
- Check-out at 12.00 WIB

• Tamu WAJIB memberikan informasi satu (1) hari sebelumnya apabila ada permintaan Check-in lebih awal atau terlambat Check-out. Plhak SUTAN RAJA HOTEL & CONVENTION CENTRE SOREANG - BANDUNG akan memberikan izin dengan pertimbangan ketersediaan tempat.
• Guests have to inform one (1) day before if guests have a request for early check in or late check out. SUTAN RAJA HOTEL & CONVENTION CENTRE SOREANG - BANDUNG management will give a permission with consideration of availability.

• Check-out hingga pukul 16.00 WIB akan dikenakan tambahan biaya sebesar 50% dari harga kamar. Check-out lebih dari pukul 18.00 WIB akan dikenakan biaya penuh harga kamar.
• Check-out until 16.00 WIB will be charge 50% from room rate. Check out after 18.00 WIB will be considered as one night extend.

2.Ketentuan Usia Anak / Family Plan

• Anak berusia 5 tahun dapat tinggal dengan orang tuanya tanpa tambahan biaya dengan menggunakan tempat tidur yang tersedia.
• Children under 5 years old won't be charged and can use the same facility just like their.

• Bagi anak berusia 5 hingga 10 tahun akan dikenakan biaya 50% dari harga sarapan pagi.
• Children from 5 to 10 years old will be charge 50% from breakfast rate.

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• **Biaya Extra Bed Rp 300.000,00 / orang sudah termasuk sarapan pagi.**
• *Extra Bed cost: IDR 300.000,00 / person (breakfast included)*

3.Ketentuan Rombongan/Group Policy

Termasuk kategori rombongan apabila memesan lebih dari lima (5) kamar.
Will consider as a group if there are more than five (5) rooms books.

4.Ketentuan Deposit / Deposit Policy

Deposit akan dikenakan sesuai dengan harga kamar per satu (1) hari yang berlaku.
Deposit payment will be charge as same as room rate per day of the applicable.

5.Pembatalan / Cancelation

• **Pembatalan dapat dilakukan tiga (3) hari sebelum waktu check-in dan uang akan dikembalikan seluruhnya. Apabila tamu tidak datang dan tidak memberi informasi, uang yang telah dibayar tidak dapat dikembalikan.**
• *Cancellation can be done three (3) days before check in and payment money will be refund. If Guest didn't come without any information, all payment money cannot be refund.*

• **Khusus Lebaran, Natal dan Tahun Baru Pembatalan dapat dilakukan tujuh (7) hari sebelum waktu check-in dan uang akan dikembalikan seluruhnya. Apabila tamu tidak datang dan tidak memberi informasi, uang yang telah dibayar tidak dapat dikembalikan.**
• *Exception for Eid, Christmas and New Years, cancellation can be done seven (7) days before check in and payment money will be refund. If Guest didn't come without any information, all payment money cannot be refund.*

6.Pajak /Tax & Service

21% untuk Pajak & Service.
21% tax & service.

Should you require any further assistance, please do not hesitate to contact us on Ext. 0.

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Dilarang membawa barang-barang yang ada di dalam kamar seperti berikut ini, apabila Anda ingin memiliki, kami sediakan untuk pembeliannya. Silahkan menghubungi Hotel Operator kami apabila Anda ingin membeli nya dan tidak membawa barang-barang tersebut karena akan dikenakan biaya yang berlaku:

The following hotel items are not allowed to be taken from the room. However, if you wish to purchase them, please contact our Hotel Operator. Removing these items without permission will incur applicable charges :

BED SHEET TWIN	Rp 290.000
BED SHEET SINGLE	Rp 360.000
DUVET COVER TWIN	Rp 510.000
DUVET COVER SINGLE	Rp 650.000
PILLOW CASE	Rp 100.000
BATH TOWEL	Rp 185.000
HAND TOWEL	Rp 50.000
FACE TOWEL	Rp 50.000
POOL TOWEL	Rp 65.000
BATH MATH	Rp 150.000
BLANKET	Rp 150.000
BATH ROBE	Rp 460.000
INNER DUVET TWIN	Rp 811.000
INNER DUVET SINGLE	Rp 958.000
BED RUNNER TWIN	Rp 260.000
BED RUNNER SINGLE	Rp 350.000
PILLOW	Rp 190.000
CUSSON PILLOW	Rp 150.000
TRAY AMENITIES	Rp 150.000
HAIR DRYER	Rp 700.000
TUMBLER	Rp 50.000
ELECTRIC POT	Rp 800.000
MUG	Rp 60.000
GOBLED	Rp 100.000

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SUGAR BOWL	Rp 100.000
MACHINE COFFE	Rp 2.300.000
NODA	Rp. 200.000

KERUSAKAN/DAMAGE

Anda bertanggung jawab untuk setiap perbaikan dan kerusakan properti Hotel yang disebabkan oleh tamu atau anggota dari rombongan tamu selama tinggal di Hotel. Kami berhak untuk membebankan ke dalam tagihan Kartu Kredit atau Kartu Debit tamu jika hal-hal tersebut terjadi.
As a guest, you are liable for any damage or repairs to the Hotel's property caused by yourself or your accompanying party during your stay. In the event of any damage or repairs, we reserve the right to charge your credit/debit card accordingly.

TABLE LAMP	Rp. 2.000.000
STANDING LAMP	Rp 3.000.000
BED SIDE	Rp 2.000.000
MIRROR	Rp 1.000.000
TV	Rp 5.000.000
TELEPHONE	Rp 1.000.000
SOFA	Rp 5.000.000
MINI TABLE	Rp 3.000.000

PERUBAHAN/REVISION

Hotel berhak untuk mengubah dan mengatur isi dari syarat dan ketentuan jika diperlukan karena alasan pelayanan dan pengembangan yang lebih baik.
The Hotel reserves the right to alter, amend, or modify these terms and conditions at any time, as deemed necessary for the purpose of enhancing services and overall development.

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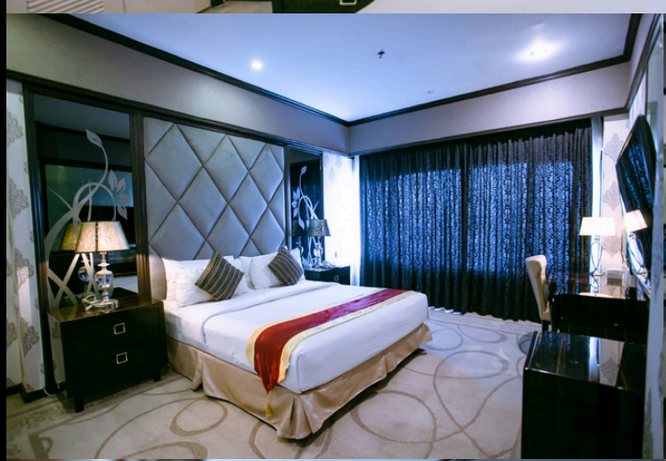
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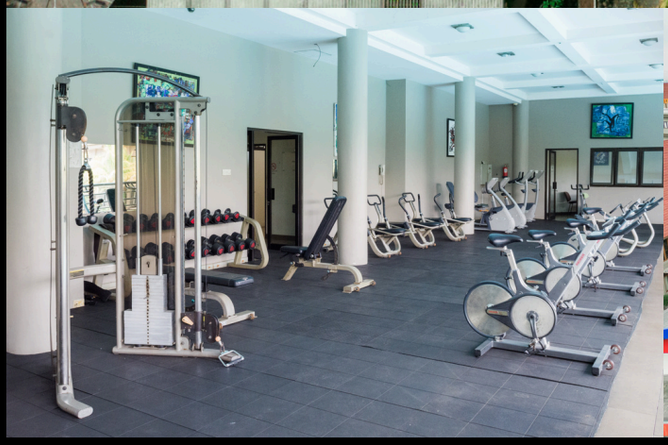
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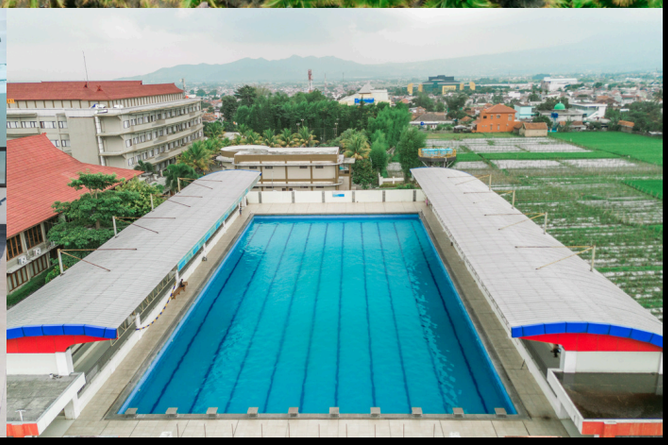
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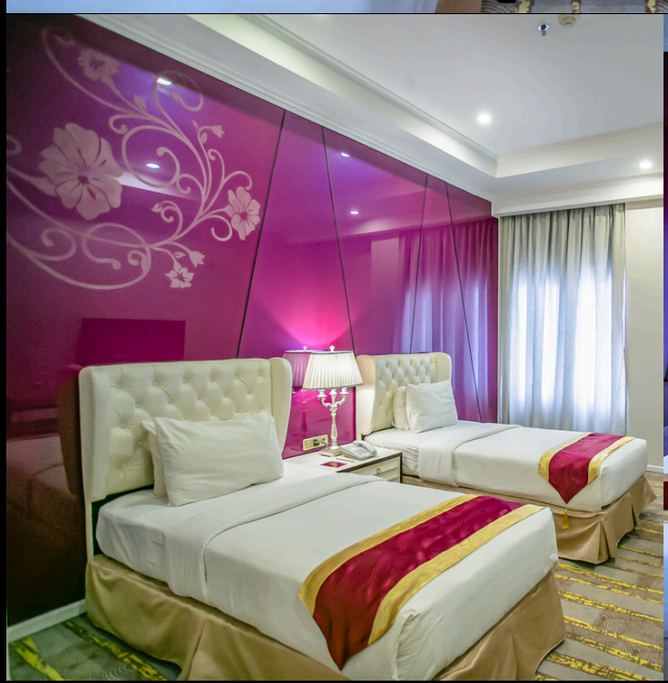
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