

FAQ TINGKAT VALLEY

1) Are we allowed to bring family members, friends to visit during our stay?

Only stay-in guests are allowed to enter Tingkat Valley and it is strictly prohibited to bring external guests. This is to ensure our stay-in guests' privacy, avoid crowdedness.

2) What time do we check in/check out?

- Check in is after 3.00 PM
- Check out is by 12.00 PM

3) Are early check-in and check-out allowed?

Due to high occupancy, we are not able to allow guests to check out late. However, early check in is considerably depending on the availability of the room.

4) Are we allowed to bring pets?

Pets are strictly not allowed in our place.

5) Do you have Wi-Fi?

We do not provide Wi-Fi, however the stable line coverage is Maxis, Digi, Celcom.

6) Can we fit more people inside Tingkat Valley if we are taking the whole area?

Our place is limited to 40 persons ONLY including kids maximum.

7) Can we do personal / wedding / branding photoshoots?

The rate starts from RM600 for 5 hours with 8 persons maximum.

8) What activities can we do here?

- Outdoor games : Badminton, archery and ball games.
- Board games : Monopoly, chess, dam haji, carrom, uno card and family card.
- Private river

**A deposit of RM50.00 is required for the board games and will be refunded after check out if all items are in good condition. Payment must be paid during check-in at the reception counter.*

9) How many Units do you have?

- Orkid Room (1 unit for 2 persons)
- Tanjung Room (1 unit for 2 persons)
- Keladi (1 unit for 6 persons)
- Senduduk Glamping (2 units for 2 persons each unit)
- Teratai Glamping (3 units for 4 persons each unit)

- Kemboja Glamping (2 units for 4 person each unit)

10) What are the differences between Kemboja and Teratai?

- For Kemboja, private outdoor bathroom are provided.
- For Teratai, public shared bathrooms are provided

11) Are all rooms provided with air-conditioning?

Yes. All of the rooms are provided with air-conditioning, unless stated otherwise.

12) Is breakfast provided?

Yes, all of our packages are included with breakfast.

13) How about Lunch, Hi-Tea and Dinner?

As there are none restaurant inside the area, we provide options for the guests:

Option 1: BBQ by yourself – only halal food is allowed

What will be provided: BBQ Pit set usage (Plate, cup, bowl, frying pan, jug water and knife)

**A deposit of RM50.00 is required and will be refunded after check out if all items are in good condition.*

Option 2: Food Delivery

You can order your own food by food delivery through food panda, grab food, McDelivery and KFC.

Option 3: Kitchen usage - only halal food is allowed

Our kitchen is very well equipped with cooking facilities such as refrigerator, knives, gas stoves, cutlery sets, cutting board, plates and cups, sponge and dish washing liquid.

Option 4: Go to nearest town

Since we are easily accessible by road, guests are given the option to go to the nearest town which is only 20 minutes, 7 minutes away from Jelapang and only takes as long as 5 minutes to reach the mini market as well as the food courts.

14) Can we use/bring our own tent or glamping?

External tent or glamping equipment is not allowed as we do not provide a camping site.

15) Do you have a hall or seminar room?

We do have an open hall space (including PA systems) which is suitable for events and private gatherings. It can fit up to 100 persons and available on weekdays only. Please contact us for more info about Private Gathering Package.

16) Is any parking space provided and how much is the fee?

We provide parking space outside and inside of Tingkat Valley for in-house guests and no fee will be charged.

17) Do you provide drinking water?

Yes, we provide drinking water in each room and tents.

18) Do you have a day trip package?

Available for Private Gathering Package ONLY (Up to 100 persons and available on weekdays)

19) Where is Tingkat Valley located?

Tingkat Valley is located at lot 320064, Taman Meru, 30020 Ipoh, Perak.

Use “Waze or Google Maps“ in your smartphone – key in “Tingkat Valley”.

WAZE : <https://waze.com/ul/hw0zfedq7t>

GOOGLE MAPS : <https://goo.gl/maps/i66sv7iuuLpWG3Jc8>