

ALVILLA KAMPUNG CINA

Frequently Asked Questions (FAQ)

1. What time is check-in and check-out?

Check-in is available from 3:00 PM onwards.

Check-out is before 12:00 PM.

2. Do you have a 24-hour reception?

No. Our reception operates daily until 10:30 PM.

For guests arriving after reception hours, self-check-in arrangements can be provided. Kindly inform us of your estimated arrival time in advance.

3. Is there a refrigerator in the room?

All guest rooms are not equipped with a refrigerator.

However, a shared refrigerator is available in the common area for guests' convenience during their stay.

4. Is parking available?

Yes. Public parking is available in the vicinity of the hotel.

Parking charges, where applicable, are payable directly to the respective parking operator.

5. Is there a lift?

Yes. The hotel is equipped with a lift for the convenience and comfort of our guests.

6. Is breakfast provided?

Breakfast is not available at the hotel.

However, a variety of local cafés, kopitiam, and popular Terengganu breakfast spots are conveniently located within walking distance.

7. Do you have laundry facilities?

Yes. A paid self-service laundry is conveniently located on the ground floor of the building.

8. Are smoking rooms available?

No. Alvilla Kampung Cina is a strictly non-smoking property.

Smoking is prohibited in all guest rooms and public areas. A cleaning fee may be imposed if evidence of smoking is found in the room.

9. Are pets allowed?

Pets are not permitted on the property.

10. Can I request an early check-in?

Early check-in is subject to room availability and may incur additional charges.

Guests are encouraged to contact the hotel in advance should they require this arrangement.