

Frequently Asked Questions (FAQ)

Strawberry Park Resort Sdn Bhd (49438-P), Lot 195 & 196, Jalan Strawberry Park, 39000 Tanah Rata, Cameron Highlands
 Contact: 605-491 1166/9888 | Email: reservations@strawberryparkresorts.com | Web: www.strawberryparkresorts.com

Purpose & Scope

This FAQ is prepared to provide general information on Strawberry Park Resort’s facilities, services, policies and guest experience. The information herein addresses common guest and agent enquiries and is subject to availability, operational conditions and prevailing Resort policies. Certain services, facilities and arrangements may vary for group, corporate or institutional bookings and will be confirmed separately upon request.

PART 1: BOOKING, PAYMENT & CANCELLATION

1) Booking Channels & Reservation		
1.1	What booking channels are available?	<p>You may secure your reservation through the following channels:</p> <ul style="list-style-type: none"> • Direct booking via our official website • Resort Reservations at +605-491 1166 / 9888 • Kuala Lumpur Sales Office at +603-2282 6166 <p>We recommend booking directly with us for the best available rates and guaranteed confirmation.</p>
1.2	What is the official booking website of the Resort?	<p>You may access our booking engine at: https://strawberryparkresorts.com/</p>
2) Payment & Booking Guarantee		
2.1	Is payment required to secure a booking?	<p>Yes. All bookings require either a 50% deposit or full payment to secure the reservation. All payments are non-refundable.</p>
2.2	What payment methods are accepted?	<p>We accept credit/debit cards, FPX online banking, and QR payment methods.</p>
2.3	What should guests do after making a bank transfer or online payment?	<p>Guests are required to notify the Resort after making a bank transfer or online payment by submitting the payment slip with relevant booking details. Payment confirmation is subject to verification by the Finance Department.</p>
2.4	Can guests pay by cash?	<p>Guests may guarantee their booking via bank transfer. Full bank details will be provided in the booking confirmation email.</p>
2.5	Can a booking be confirmed without payment?	<p>No. All bookings must be guaranteed by payment; otherwise, the booking will be automatically released.</p>
2.6	Is payment required upon check-in if payment was not made earlier?	<p>Full prepayment or deposit is required before arrival. Rooms will not be held without payment guarantee.</p>
<p>Operational Note:</p> <p>For processing purposes, any payment submitted without a clear reference or official acknowledgement may require additional verification time. Guests are encouraged to ensure that all payment notifications include accurate booking details to avoid delays in confirmation.</p>		

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3) Cancellation, Amendment & Refund Policy		
3.1	What is the cancellation and refund policy?	All payments made are non-refundable . However, guests may postpone their stay within three (3) months from the original arrival date, subject to availability and rate differences .
3.2	How can guests cancel a direct booking?	For direct bookings, guests may contact the Reservations Team via phone or email. Cancellation will result in forfeiture of the amount paid .
3.3	How do cancellations work for OTA bookings?	Any cancellation or amendment for bookings made through online travel agencies (OTA) must be handled directly with the respective platform .
4) Booking Amendments & Upgrades		
4.1	Can guests change or upgrade their room after booking?	Yes. Changes or upgrades may be made at least ten (10) days prior to arrival , subject to availability and rate differences .
4.2	Can guests change their check-in date after booking?	Yes, with at least ten (10) days' notice prior to arrival. The new date must be within three (3) months of the original booking and is subject to availability.
4.3	Can guests change their check-out date after booking?	Yes, with at least ten (10) days' notice prior to arrival, subject to availability.
5) Special Rates & Promotions		
5.1	Are early bird rates available?	Early bird rates are not offered . However, special rates or packages may be available from time to time .
5.2	Are student rates available?	No , student rates are not available .
5.3	Are there special rates for senior citizens?	Room rates are standard . However, for selected dining occasions, senior citizens aged 60 and above enjoy children's rates .
5.4	Are there special rates for infants or babies?	Infants aged four (4) years and below stay free when sharing existing bedding with parents.
5.5	Are discounts available for government servants or corporate bookings?	Yes. Guests may contact the Sales Team for corporate or government rate enquiries .
6) Group & Long Stay Bookings		
6.1	Are group booking rates available?	Yes. Group bookings are handled by the Sales Department . Please contact sprklso@strawberryparkresorts.com or +603-2282 6166 .
6.2	Can all group rooms be arranged close to each other?	Room allocations are subject to availability . The Resort will do its best to accommodate such requests.
6.3	Are long-stay or weekly rates available?	Special weekly rates may be offered for stays of a minimum of seven (7) nights under a single booking. Weekend surcharges may apply depending on seasonality .
6.4	Are monthly rates available?	No , monthly rates are not available .

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PART 2: ROOMS, OCCUPANCY & ACCOMMODATION

7) Room Inventory & Resort Overview		
7.1	How many rooms does the Resort have?	Strawberry Park Resort has a total of 146 guest rooms .
7.2	How many floors does the Resort have?	Guest room floors range between three (3) to four (4) levels , depending on the block.
7.3	Does the Resort have lifts/elevators?	No. The Resort does not have lifts.
8) Room Types & Capacity		
8.1	How many room types are available at the Resort?	The Resort offers five (5) room categories : 1. Studio Room (2 pax) 2. Tioga Deluxe Suite (2 pax) 3. Fresno Family Suite – 2 Bedroom (4 pax) 4. Shasta Family Suite – 2+2 Bedroom (6 pax) 5. Penthouse – 2 Bedroom (4 pax)
8.2	Does the room rate include taxes and fees?	Room rates are inclusive of applicable service charges and taxes. However, Tourism Tax and Pahang Sustainability Tax are excluded and will be collected separately , in accordance with prevailing government regulations.
9) Children, Infant & Extra Bedding Policy		
9.1	What is the Resort’s policy for children staying for free?	Children aged 5–12 years stay free without an extra bed. Breakfast charges apply separately, regardless of whether an extra bed is taken.
9.2	Are infants allowed to stay for free?	Yes. Infants aged four (4) years and below stay free when sharing existing bedding with parents.
9.3	Are baby cots available?	Yes. Baby cots are available free of charge , subject to availability.
9.4	Are extra beds available?	Yes. Extra beds are available at RM180 per bed per night , inclusive of breakfast. A maximum of one (1) extra bed can be accommodated per room.

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10) Room Configuration & Facilities		
10.1	What entertainment facilities are available in guest rooms?	All guest rooms are equipped with Smart TVs , allowing guests to access Netflix, YouTube and other streaming platforms using their own personal accounts. Live television channels are also available via the Smart TV system.
10.2	Do all rooms have private bathrooms and toilets?	Yes. All guest rooms are equipped with private en-suite bathrooms and toilets .
10.3	Are bathtubs available in guest rooms?	Only the Penthouse unit features a Jacuzzi bathtub . All other room types are fitted with standing showers.
10.4	Do all rooms have windows?	Yes. All guest rooms have windows.
10.5	Can windows be opened by guests?	Yes. Windows may be opened. Guests are advised to exercise caution due to the highland location and to prevent insects from entering the room.
10.6	Do rooms have private balconies?	Yes. All room categories feature private balconies with seating , offering various views depending on the room type.
11) Room Requests & Allocation		
11.1	Can guests request a specific room location or view?	Yes. Guests may request a preferred location or view during booking or prior to arrival. All requests are subject to availability and may require an upgrade to a higher room category.
11.2	When should special room requests be made?	Requests may be submitted during booking or before arrival. Final room allocation is subject to availability upon check-in.
12) Accessibility & Connecting Rooms		
12.1	Does the Resort offer handicapped-accessible rooms?	Yes. One (1) handicapped-accessible room is available under the Tioga Deluxe Suite category. Guests are encouraged to contact the Resort in advance for availability and arrangements.
12.2	Are connecting rooms available?	Yes. Connecting rooms are available only at Studio Room but limited to four (4) pairs , subject to availability.

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PART 3: FACILITIES, RECREATION & GUEST CONVENIENCE

13) General Facilities		
13.1	Does the Resort offer room decoration services for special occasions?	Yes. Room decoration services for occasions such as birthdays, anniversaries or honeymoon stays may be arranged upon request , subject to availability and advance notice. Charges apply. Guests are advised to contact the Resort directly for details and confirmation.
13.2	What facilities are available at Strawberry Park Resort?	The Resort offers a range of facilities including tennis and pickleball courts, ping-pong, indoor swimming pool (room temperature), gym, self-laundry, chess board , and a kid's corner . Certain facilities may require advance booking, refundable deposits or applicable charges , subject to availability and operational conditions.
13.3	Is Wi-Fi available at the Resort?	Yes. Complimentary Wi-Fi is available. Guests may connect to "GUEST INTERNET" and complete a one-time login. No password is required.
13.4	Is parking available at the Resort?	Yes. Parking is provided at each accommodation block on a first-come, first-served basis . Parking spaces are not allocated to specific room units . Parking areas are open-air, and guests are advised to park at their own risk.
14) Swimming Pool		
14.1	Does the Resort have a swimming pool?	Yes. The Resort features an indoor swimming pool (room temperature) located at LG-1 from the Lobby .
14.2	What are the operating hours of the swimming pool?	The swimming pool operates from 9:00am to 7:30pm , subject to maintenance and operational requirements.
14.3	Is the swimming pool supervised by a lifeguard?	No. The swimming pool is unsupervised and intended for guest use only. Parental or group supervision is required at all times.
15) Brunswick Gym / Fitness Room		
15.1	Is there a gym at the Resort?	Yes. The Resort provides an in-house gym for guest use.
15.2	What are the operating hours of the gym?	The gym operates daily from 7:00am to 9:00pm , subject to maintenance and operational requirements.
15.3	Are there any rules for gym usage?	Guests are advised to use the gym with proper sports attire and footwear . Usage is subject to house rules and safety guidelines displayed at the facility. Gym usage is unsupervised. Guests are advised to exercise responsibly.

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16) Tennis & Pickleball Courts		
16.1	Are tennis and pickleball courts available at the Resort?	Yes. The Resort offers tennis and pickleball courts for guest use.
16.2	What are the operating hours for the tennis and pickleball courts?	The courts operate daily from 8:00am to 7:00pm , subject to weather conditions and availability .
16.3	Is advance booking required?	Yes. Advance reservation is required , and court usage is subject to availability.
16.4	How long can each session be booked?	Each reservation is limited to a maximum of two (2) hours per session .
16.5	Are there any charges for court usage?	For in-house guests , the first 30 minutes are complimentary , with subsequent usage subject to hourly charges . Charges apply for non-resident guests . Details will be provided upon reservation.
16.6	Is sports equipment available?	Rackets or paddles are available subject to a refundable deposit . Tennis balls are available for purchase .
16.7	Are there attire requirements for court usage?	Yes. Guests are required to wear proper sports attire and sports shoes . Slippers, sandals and non-sports footwear are not permitted on the courts.
16.8	What happens in case of bad weather?	Court activities are weather-dependent . If rain occurs, usage and charges will be handled in accordance with the Resort's replacement or charging policy, which will be explained upon booking.
16.9	Is there a damage or liability policy?	Damage fees may be imposed for any damage to the court or equipment. The minimum damage charge is RM200 , subject to assessment. The Resort shall not be held responsible for injuries resulting from inappropriate attire or misuse of facilities .
17) Family Fun & Recreational Activities		
17.1	Are family or children's activities available at the Resort?	Yes. The Resort organises Family Fun & Activities , which may include nature walks, giant snakes & ladders, junior chef activities, kite flying, kids' Zumba , and vegetable harvesting , subject to schedule and availability.
17.2	Are these activities complimentary?	Some activities are complimentary , while others may incur nett charges per person . Details will be provided upon registration.
17.3	Do guests need to book these activities in advance?	Yes. Advance booking is required at least one (1) day prior , and guests are required to pre-register at the Lobby Reception Area .
17.4	Are these activities available to all guests?	Activities are exclusively for in-house guests and are subject to availability, weather conditions and operational requirements .
17.5	Are there age or supervision requirements?	Yes. Children below 12 years old must be accompanied by parents or guardians at all times .

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18) Recreation Facilities Usage		
18.1	Are deposits required for recreational facilities?	Yes. Certain facilities such as tennis, pickleball, ping-pong, and chess board require a refundable deposit for equipment usage.
18.2	Are outdoor activities weather-dependent?	Yes. Outdoor activities are subject to weather conditions, particularly due to the Resort's highland location.
19) Resort Layout & Accessibility		
19.1	Where are the main facilities and restaurants located?	All restaurants, outlets and indoor facilities are centrally located within the Lobby Block for ease of access.
19.2	Does the Resort have different accommodation blocks?	Yes. Guest rooms are located across multiple blocks within the Resort compound. Walking distance may vary depending on room location.
19.3	Are there designated pick-up or drop-off areas?	Yes. Designated tour and transport pick-up areas are available near the Lobby Block .
20) Parking, EV & Convenience Facilities		
20.1	Is EV charging available at the Resort?	Yes. An EV charging station is available, subject to availability and operational conditions.
20.2	Are vending machines available?	Yes. Vending machines are available at designated areas within the Resort.
20.3	Is parking available for guests with disabilities?	Yes. OKU parking spaces are available near the Lobby area, subject to availability.
21) Guest Convenience & On-Property Services		
21.1	Is self-laundry available at the Resort?	Yes. Self-laundry facilities are available at designated areas. Usage is subject to operating hours and applicable charges.
21.2	Is healthcare or medical assistance available on-site?	Yes. MYCLNQ healthcare services are accessible from guest rooms during operating hours. Service charges apply.
21.3	How can guests contact the Resort for assistance?	Guests may contact the Reception (24 hours) or Housekeeping during operating hours. Assistance is also available via WhatsApp, subject to service availability.

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PART 4: DINING, FOOD & BEVERAGE

22) Restaurants & Dining Outlets		
22.1	Are there restaurants or cafés at the Resort?	Yes. Strawberry Park Resort features several on-site dining outlets , offering a variety of local, international and specialty cuisine. Availability of outlets is subject to operational requirements.
22.2	What dining outlets are available at the Resort?	The Resort offers the following dining outlets: <ul style="list-style-type: none"> • Brasserie '85 (Lobby Level) – All-day dining serving local and international cuisine • The Lantern Chinese Restaurant (LG-1 Level) – Chinese cuisine • Coffee Bar & Lounge (Lobby Level) – Light meals, beverages and desserts • Tudor Grill (Mezzanine Level – One Floor Up) – Western fine-dining cuisine • Tudor Lounge (Mezzanine Level – One Floor Up) – Beverages and light snacks • The Deck (Block A Area) – Afternoon tea Outlet availability and operating hours are subject to operational schedules .
22.3	Where are the dining outlets located?	Most dining outlets are centrally located within or near the Lobby Block , except The Deck , which is located at Block A .
23) Breakfast		
23.1	Is breakfast included in the room rate?	Breakfast inclusion is subject to the room package booked . Guests are advised to refer to their booking confirmation for details. Breakfast may be added upon request , subject to availability, at the following rates: <ul style="list-style-type: none"> • RM51 nett per adult • RM30 nett per child
23.2	Where is breakfast served?	Breakfast is generally served at Brasserie '85 , subject to operational arrangements.
23.3	What type of breakfast is served?	Breakfast is typically served in buffet format . The serving style may vary depending on occupancy levels and operational conditions .
24) Halal & Dietary Information		
24.1	Is the food served at the Resort halal?	Yes. All food served at the Resort is prepared using halal-certified ingredients , is strictly pork-free , and the Resort holds the BeSS (Clean, Safe & Healthy Eating) Certification issued by the Ministry of Health Malaysia.
24.2	Can the Resort accommodate special dietary requirements?	The Resort will endeavour to accommodate special dietary requests such as vegetarian or non-spicy meals, subject to prior notice and availability .
24.3	Are outside food and beverages allowed?	Outside food and beverages are generally not permitted in dining areas. Exceptions may be considered for infants, medical or special dietary needs , subject to management discretion.

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25) Lunch, Dinner & Other Dining Services		
25.1	Are the dining outlets open for lunch and dinner?	Yes. Selected dining outlets operate for lunch and dinner , subject to outlet availability and operational schedules.
25.2	Is afternoon tea available at the Resort?	Yes. Afternoon tea is available at The Deck , subject to availability and weather conditions. Alternatively, it may be served at Brasserie'85 .
26) Group Dining & Reservations		
26.1	Can the Resort arrange group meals or private dining?	Yes. Group dining arrangements may be organised for group, corporate or institutional bookings, subject to prior arrangement, minimum numbers and menu confirmation .
26.2	Can customised or set menus be arranged for groups?	Yes. Set menus or customised menus may be arranged for group bookings upon request, subject to availability and confirmation by the F&B team.
26.3	How do guests make a dining reservation?	Guests may contact the Resort at +605-491 1166 (ext. 780) or email reservations@strawberryparkresorts.com to make a dining reservation, subject to availability.
27) Food Safety & Hygiene		
27.1	Does the Resort follow food safety and hygiene standards?	Yes. Food preparation and handling are conducted in accordance with HACCP food safety standards , with regular hygiene and pest control measures in place.
28) Events, Meetings & Function Spaces		
28.1	Does Strawberry Park Resort offer event or meeting facilities?	Yes. Strawberry Park Resort offers three (3) dedicated event and meeting venues , suitable for meetings, conferences, workshops and private functions, subject to availability and prior arrangement.
28.2	What event or meeting rooms are available at the Resort?	<p>The Resort's event and meeting venues include:</p> <ul style="list-style-type: none"> • Ballroom • Camarosa Room • Board Room <p>These venues support various setup configurations such as theatre, classroom, boardroom, U-shape, workshop and banquet-style arrangements, depending on event requirements.</p>
28.3	What is the maximum capacity for events or meetings?	Depending on the venue and setup configuration, event and meeting spaces can accommodate up to 180 persons .
28.4	Are meeting or event packages available?	Yes. Meeting and event packages , including venue setup and catering arrangements, may be organised upon request and will be confirmed separately based on requirements.
28.5	How can event or meeting enquiries be made?	All event and meeting enquiries are handled by the Sales Team . Guests or organisers are advised to contact the Resort directly for availability, capacity details and customised arrangements.
28.6	Who should be contacted for event or meeting quotations?	For event or meeting quotations, guests or organisers are advised to contact the Sales Team directly at 603-2282 6166 or via email at sofia.sales@strawberryparkresorts.com . Alternatively, enquiries may be directed to reservations@strawberryparkresorts.com for assistance.

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PART 5: POLICIES, HOUSE RULES & SAFETY

29) General Resort Policies		
29.1	What time is check-in and check-out?	Check-in time is from 3:00pm , and check-out time is by 12:00 noon . Early check-in or late check-out requests are subject to availability and applicable charges .
29.2	Is smoking allowed at the Resort?	Smoking is not permitted in guest rooms and indoor areas . Smoking is allowed only at designated outdoor smoking areas .
29.3	Are pets allowed at the Resort?	No. Pets are not allowed at the Resort.
30) Noise, Behaviour & Guest Conduct		
30.1	Are there quiet hours at the Resort?	Yes. Guests are requested to observe quiet hours after 10:00pm to ensure a comfortable stay for all guests.
30.2	What is the Resort's policy on disruptive behaviour?	The Resort reserves the right to take appropriate action if guest behaviour causes disturbance, safety concerns or discomfort to other guests.
31) Safety, Security & Emergency		
31.1	Does the Resort have security measures in place?	Yes. The Resort maintains 24-hour security presence , CCTV monitoring in public areas, and controlled access to guest areas.
31.2	What should guests do in case of an emergency?	Guests should contact the Reception immediately or follow emergency instructions displayed in guest rooms and public areas.
31.3	Are fire safety measures in place?	Yes. The Resort is equipped with fire detection and alarm systems , emergency exit signage and evacuation procedures in accordance with local authority requirements.
32) Medical & Health Matters		
32.1	Is first aid assistance available at the Resort?	Basic first aid assistance is available. Guests may contact Reception for assistance.
32.2	Is medical or healthcare service available on-site?	Yes. MYCLNQ healthcare services are accessible from guest rooms during operating hours. Service charges apply .

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33) Personal Belongings & Liability		
33.1	Does the Resort provide in-room safes?	In-room safes are available in selected room categories . Guests are advised to keep valuables secured at all times.
33.2	Is the Resort responsible for loss or damage of personal belongings?	The Resort shall not be held liable for loss or damage of personal belongings unless otherwise required under applicable laws. Guests are encouraged to take reasonable precautions.
33.3	What is the Resort's Lost and Found policy?	In accordance with the Innkeepers' Act 1952 , items found within the Resort premises will be securely kept for a period of up to six (6) months . Shipping arrangements may be made upon request, subject to the following charges: <ul style="list-style-type: none"> • Local shipping: RM50 • International shipping: RM200 All shipping charges are payable by the guest.
34) Group, School & Institutional Bookings		
34.1	Are there additional rules for group or school bookings?	Yes. Group, school and institutional bookings may be subject to additional guidelines , including supervision requirements and activity arrangements, which will be communicated prior to arrival.
34.2	Is adult supervision required for minors?	Yes. Adult supervision is required at all times for minors, particularly when using recreational facilities.
35) Amendments & Resort Rights		
35.1	Can Resort policies be amended without notice?	Yes. The Resort reserves the right to amend policies, operating hours and facilities usage without prior notice due to operational or safety requirements.
35.2	Where can guests obtain the latest policy updates?	Guests may refer to Reception or official Resort communication channels for the most up-to-date information.

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PART 6: ADDITIONAL INFORMATION & CONTACT DETAILS

36) Contact & Support		
36.1	How can guests reach Strawberry Park Resort?	Strawberry Park Resort is accessible by road and located approximately 3 hours from Kuala Lumpur , subject to traffic conditions. Detailed driving directions or navigation assistance may be obtained via online map services or by contacting the Resort directly.
36.2	How can guests contact the Resort for assistance?	Guests may contact the Reception (24 hours) for general assistance during their stay.
36.3	How can guests contact Resort departments internally?	Guests may contact the Reception, Housekeeping, or Food & Beverage teams via the in-room telephone. Department extensions will be advised upon check-in or provided by Reception.
36.4	How can reservations or booking enquiries be made?	For reservations or booking-related enquiries, guests may contact the Reservations Team via official Resort communication channels.
36.5	How can group, corporate or institutional enquiries be arranged?	Group, corporate and institutional enquiries are handled by the Sales Team . Specific arrangements and confirmations will be communicated separately upon request.
37) Use of This FAQ Document		
37.1	What is the purpose of this FAQ?	This FAQ is intended to serve as a general reference for guests, travel agents, schools, corporate and institutional partners regarding the Resort's facilities, services and policies.
37.2	Does this FAQ form part of a contractual agreement?	No. This FAQ does not constitute a contractual agreement and is provided for informational purposes only.
37.3	Can information in this FAQ be subject to change?	Yes. Information contained in this FAQ may be updated or amended due to operational, safety or regulatory requirements without prior notice.
38) Validity, Updates & Acknowledgement		
38.1	What is the validity of this FAQ document?	This document is issued as FAQ Version 2026.1 and remains valid until superseded by a revised version.
38.2	Where can guests obtain the latest information or updates?	Guests may refer to the Reception or official Resort communication channels for the most up-to-date information.
38.3	Who should guests contact if clarification is required?	For any clarification not covered in this FAQ, guests are encouraged to contact the Resort directly for assistance.

This FAQ is intended to provide general information for reference purposes only. While every effort has been made to ensure accuracy, details contained herein are subject to change based on operational, safety or regulatory requirements. Strawberry Park Resort reserves the right to amend or update this information without prior notice.