



Member of **isw** hospitality



## SERVICE APARTMENT MANUAL

The  
**Malibu**  
S U I T E S  
Balikpapan



## DEAR VALUABLE GUESTS

THANK YOU FOR CHOOSING AND STAY AT  
THE MALIBU SUITES – BALIKPAPAN

WE WELCOMED YOU AND WE ARE VERY HAPPY TO HAVE YOU STAY  
WITH US.

This Apartment manual handout is provided to all our guests in order to  
give an overview about the apartment and facilities. Please read this  
manual carefully while you stay at the apartment.

TO MAKE YOUR STAY MORE ENJOYABLE,  
PLEASE DO NOT TO HESITATE TO CONTACT ONE OF OUR  
UNIT MANAGER



+62 811 5400 218




[umco-tmbs@SissaeLiving.com](mailto:umco-tmbs@SissaeLiving.com)



## WHY IS THE APARTEMENT SERVICE LIMITED?

Because we are an apartment, we do not provide services such as:

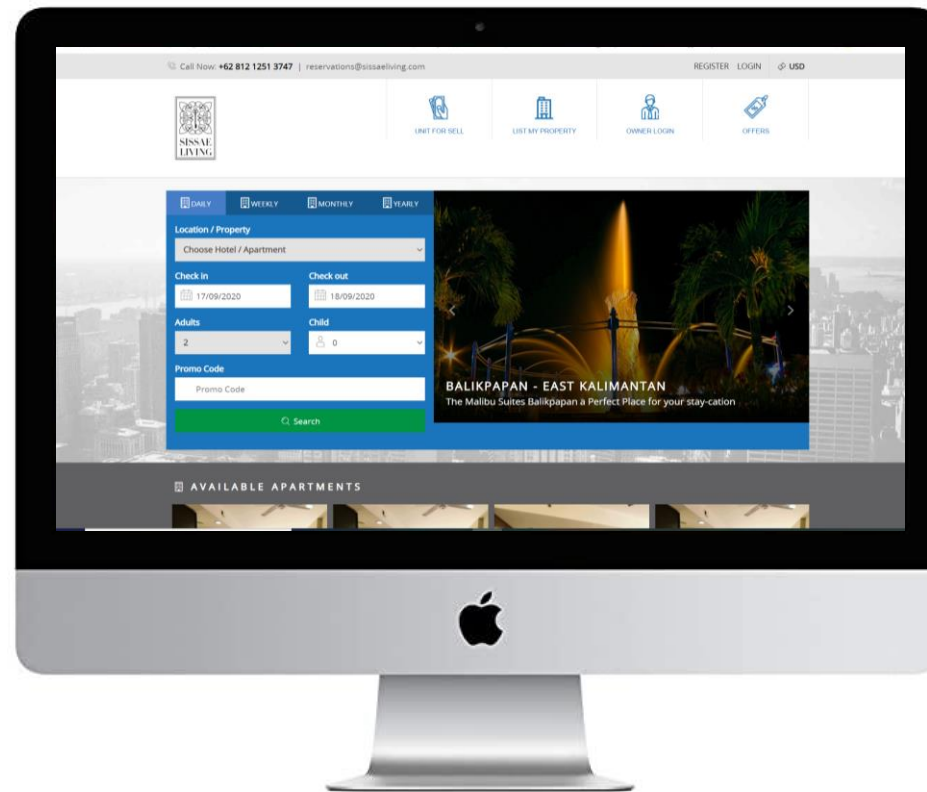
- Porter / Bellboy
- There is no room service, but there is a coffee shop near the lobby and also a mini market.
- There is no housekeeping service for additional facilities. Housekeeping service is only available on Monday, Wednesday and Friday. However, if you have requests outside those days, we can do it and with an additional fee will be charged.
- For daily rentals, the housekeeping will only clean up the room after the previous guests has checked out. For weekly and monthly rentals, the room will be clean up twice a week on Monday and Friday.
- An additional fee will be apply if there is a request for housekeeping service beside Monday and Friday
- If you need any further assistance, you can contact our Unit Manager at:  
 +62 811 5400 218

## **CONTENT**

- **RESERVATION**
- **CHECK IN PROCEDURES**
- **CHECK OUT PROCEDURES**
- **OUR ROOM**
- **FACILITY CORDINATOR**
- **APARTMENT FACILITIES**
- **PARKING SPACE & CHARGES**
- **TRANSPORT AND TAKING FOOD ORDER**
- **EMERGENCY CONTACT NUMBER**
- **PROHIBITED ITEMS**




# MAKE & SECURE YOUR RESERVATION IN OUR WEBSITE



BEST PRICE GUARANTEED IF YOU BOOK DIRECTLY WITH US AT

**[www.SissaeLiving.com](http://www.SissaeLiving.com)**

OR YOU MAY CONTACT OUR CENTRAL RESERVATION AT

 +62 812-1251-3747



[reservations@SissaeLiving.com](mailto:reservations@SissaeLiving.com)





## CHECK IN PROCEDURES

When you arrived at The Malibu Suites Apartment, please proceed to our reception desk.

Check in time at 2.00 p.m – onward

Our Unit Manager will assist you and ask your booking number if you have made a reservations

A guest registration card will be submitted to you for sign.

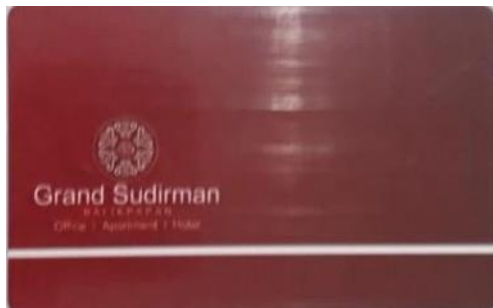
A security deposit is required by our Unit Manager.

After all, our Unit Manager will give you the access card for you to access the lift and your room.

Please take care your access card and do not handed over to any body else.

The access card can also be used to access the Fitness Centre.

Please contact our Unit Manager for any assistance you need, you may call at +62 812-1251-3747.





# CHECK OUT PROCEDURES



Your check out time is at 12.00 p.m. If you want check out before 7.00 a.m. Please Let us know. So we can prepare to return your deposit in advance.

Please return the access card to our Unit Manager

Late check out is available depend on room availability and with an extra charge

Please review your stay experience with us and hope you enjoyed, and we be happy to served you in another time.



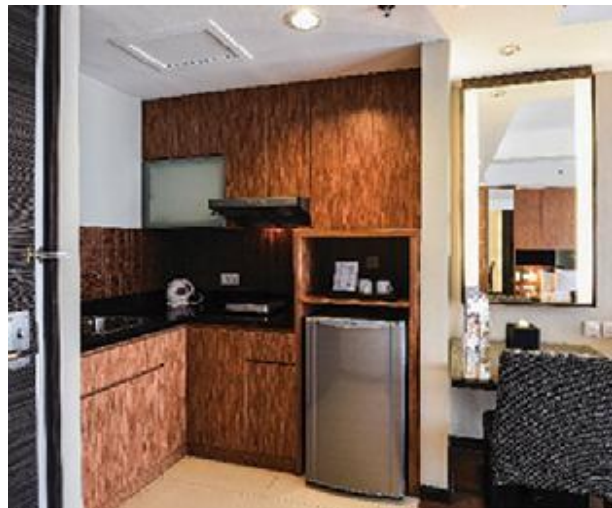


# STUDIO ROOM APARTEMENT



## FEATURES & FACILITIES

- Spacious room of 39 sqm with key card access
- Comfortable Queen-sized bed
- 32' TV with more than 50 channels
- WiFi connection
- Airconditioning
- Kitchenet & Refrigerator
- Cutleries & Glassware
- Mineral Water
- Sofa and table
- Working desk and chair
- Standing shower with hot water
- Toiletries Amenities





# ONE BEDROOM DELUXE APARTMENT



## FEATURES & FACILITIES

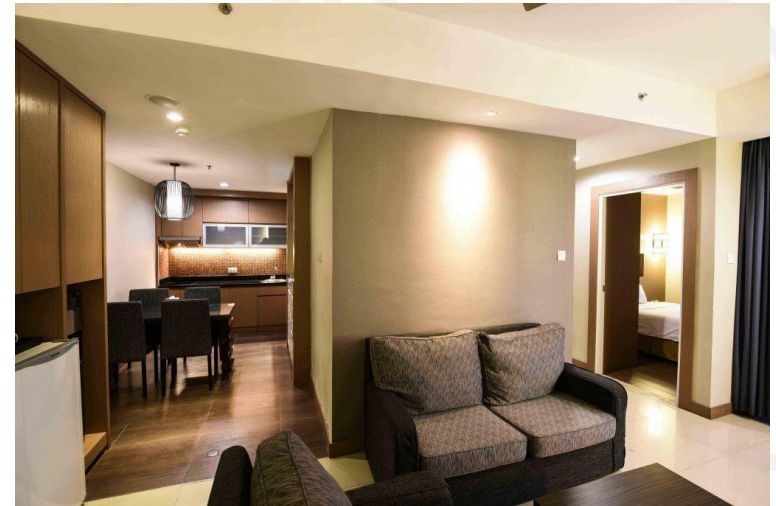
- Spacious room of 54,55 sqm with key card access
- Comfortable Queen-sized bed
- 32' TV with more than 50 channels
- Airconditioning
- Wifi connection
- Dining area with Kitchenet & Refrigerator
- Cutleries & Glassware
- Mineral Water
- Family living area
- Sofa and table
- Working desk and chair
- Nice view balcony
- Standing shower with hot water
- Toiletries Amenities



# TWO BEDROOM JUNIOR SUITES APARTMENT

## FEATURES & FACILITIES

- Spacious room of 79 sqm with key card access
- Comfortable Queen and single-sized bed
- 32' and 40' TV with more than 50 channels
- Airconditioning
- WiFi connection
- Kitchenet & Refrigerator
- Separate family living & dining area
- Cutleries & Glassware
- Mineral Water
- Working desk and chair
- Nice view balcony
- Standing shower with hot water
- Toiletries Amenities





# THREE BEDROOM EXECUTIVE SITE APARTMENT

## FEATURES & FACILITIES

Spacious room of 124 sqm with key card access with 1 master bedroom and 2 single bedrooms

Comfortable Queen sized in master bedroom and 2 single sized bed in the second and third bedrooms

32' and 40' TV with more than 50 channels

Airconditioning

Wifi connection

Kitchenet & Refrigerator

Spacious family living room & dining area

Cutleries & Glassware

Mineral Water

Working desk and chair

Balcony overlooking the ocean

Standing shower with hot water

En-suite Bathtub in master bedroom and standing shower at the single rooms

Toiletries Amenities

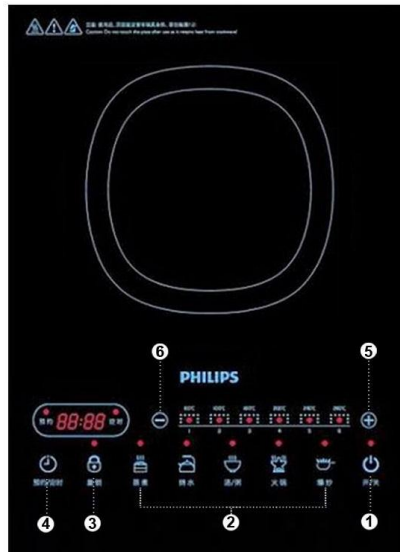




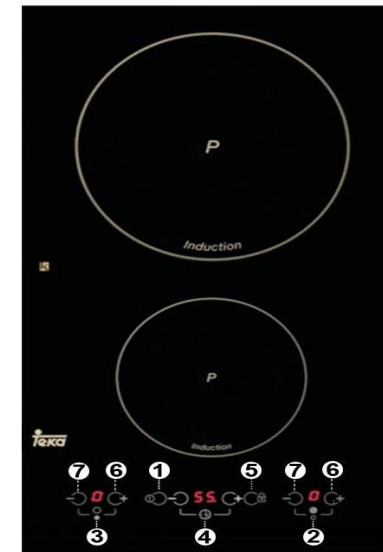
## GUIDE TO USE THE INDUCTION ELECTRIC STORES

Each unit apartment facilitated with 1 induction electric stove with a different type of brand, namely Philips and Teka. Before using it, please make sure what type of induction stove is available in your unit apartment .

### PHILIPS

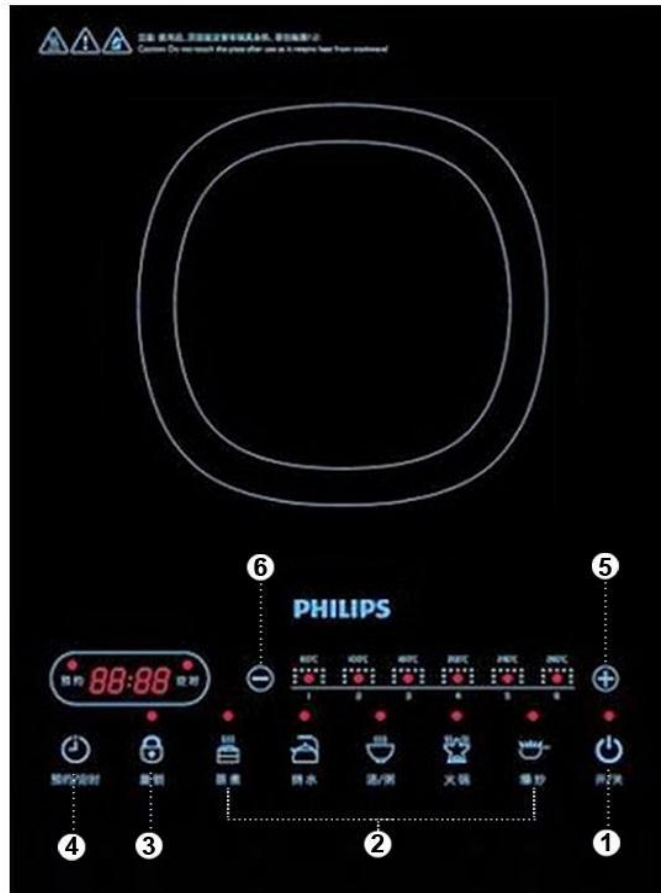


### Teka





## GUIDE TO USE THE INDUCTION ELECTRIC STORES



## PHILIPS

1. On / Off button
2. Heat Indicator Lock Sensor
3. Time indicator
4. Heat Enhancer Heat Reduction

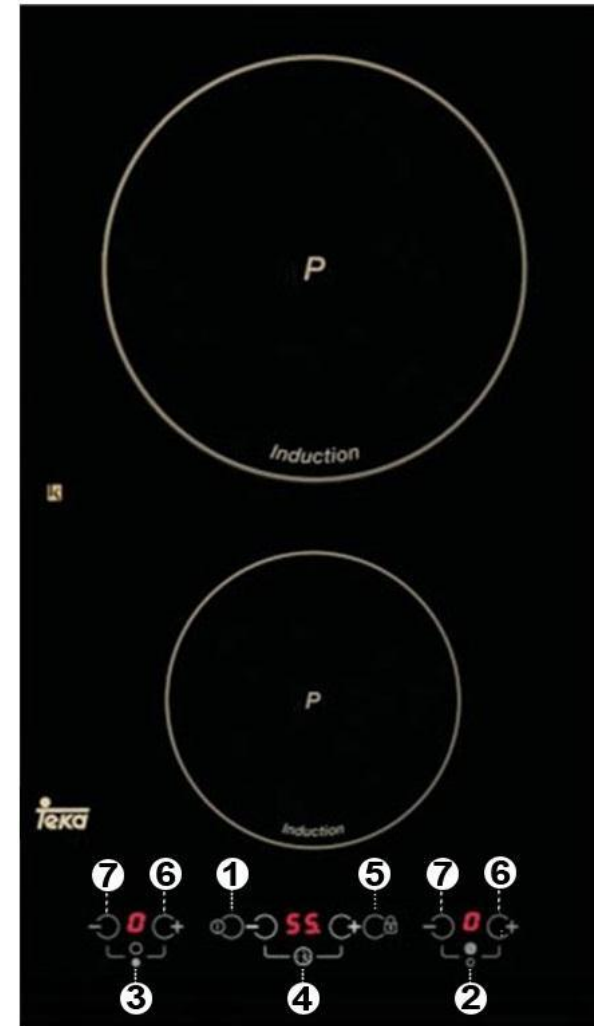


## GUIDE TO USE THE INDUCTION ELECTRIC STORES



There are 2 circles on an induction electric stove. Namely 1 large circle for a large pot and 1 small circle for a small pot.

1. Button to reduce time
2. The indicator is used for a small pot. (small circle)
3. Indicator used for large pans. (large circle)
4. Time indicator
5. Time increase button
6. Heat increase indicator button
7. Indicator





## **FACILITY COORDINATOR**

The Facility Coordinator and the Room Attendance will clean up your units and make sure that the cleanliness is always in high hygienist standard to host the next guests

# APARTMENT FACILITIES



Lobby



Office Tower



Fitness centre



Infinite Swimming Pool



Tennis Court



The East Café Shop



Seventh Street Irish Pub



Yova Mini Market



## PARKING SPACE & CHARGES



The Parking lot is available at the Basement 1 & 2

Parking charge Rp.13.000,- / per day

Monthly parking charges is available with charges:

Vehicle Rp.245.000/month + Onetime access card Rp.75.000

Motorcycle Rp.165.000/month + Onetime access card Rp. 75.000





## TRANSPORT & FOOD ORDER

Online taxi is available in  
Balikpapan  
Taxi with meter cost is also  
available

As the policy of the building  
management, all food order  
from outside should be pick  
up at the basement

**ONLINE TAXI, OJEK & FOOD is available at:**



In order for you to order your transportation or food from Gojek or Grab  
market place here is our address:

The Malibu Suites – Balikpapan  
Grand Sudirman  
Jl. Jenderal Sudirman No.7 - Balikpapan





# EMERGENCY CONTACT NUMBERS

In case of emergency you may contact those numbers:

## Guest Line Service

+62 811 5400-218 (available from 07.00 – 23.00)

+62 811-5410-001 (available after 23.00 – 07.00)

## PUBLIC SERVICES

POLICE +62 542-421111

AMBULANCE 118

PERTAMINA HOSPITAL +62 542-734020



# PROHIBITED ITEMS



**NO SMOKING**



**NO DURIAN**

www.shutterstock.com - 319454303





## **SISSAE LIVING**

16th Floor T9

APL Tower Podomoro City

Jl. Let Jen. S. Parman Kav. 28

Jakarta 11470 - INDONESIA

Call Center: +62 812 1251 3747

e: [reservations@SissaeLiving.com](mailto:reservations@SissaeLiving.com)

w: [SissaeLiving.com](http://SissaeLiving.com)

# THANK YOU FOR YOUR STAYING WITH US

