

## FREQUENTLY ASKED QUESTIONS

### What is the Heineken® Hotel Takeover?

Heineken® is inviting consumers to immerse themselves at the Heineken® Hotel Takeover that will take guests on a journey that will redefine and elevate MUSIC, ART, WELLNESS and CULINARY experiences. The Heineken® Hotel Takeover aims to reignite the spark of discovery and exploration for all, right in the heart of KL.

As a celebration of first sips and new friendships, the Heineken® Hotel Takeover is a doorway to reinvent fresh experiences and create unforgettable moments.

### When and where is the Heineken® Hotel Takeover?

Heineken® Hotel Takeover will take place at KLoé Hotel over the last 2 weekends of July

23rd and 30th July (Saturdays): 2.00 PM – 2.00 AM

24th & 31st July (Sundays): 10.00 AM – 2.00 PM

### Where is KLoé Hotel?

KLoé Hotel is located in the buzzing Bukit Bintang, right across the street from Menara Yayasan Tun Razak, and a 10-minute walk from the Bukit Bintang MRT. You can find your way to the hotel here:

Waze: <https://www.waze.com/en/live-map/directions/kloe-hotel-jalan-bukit-bintang-227-kuala-lumpur?place=w.66650143.666632507.26126550>

Google Maps: <https://g.page/kloehotel?share>

### Will there be any accommodation packages?

Check out hotel room packages available for both weekends at <https://kloehotel.com/heineken-hotel-takeover/>

### Who can attend Heineken® Hotel Takeover?

Non-Muslims of 21 years and above can attend Heineken® Hotel Takeover.

### Where can I register?

Pre-register for the Heineken® Hotel Takeover here and receive a free bottle of Heineken® 325ml upon entry  
<https://www.heineken.com/my/en/campaigns/firstsip/hotel-takeover>.

The event is also open for walk-ins, subject to capacity limits.

### Do I have to bring a hardcopy or show a screenshot of my registration and/or hotel booking confirmation email?

This is not necessary. We will verify your registration through your registered details (Name, Phone Number, Email).

### Are the Heinekens free all night?

Each pre-registration entitles you to a 1x free Heineken®; this will be validated through your wristband. Beer will also be available for sale with prices listed below:

Heineken® Bottle @ RM18.00

Heineken® Bucket of 5 Bottles @ RM70.00

Heineken® 0.0 Bottle @ RM12.00

Heineken® 0.0 Bucket of 5 Bottles @ RM45

### Are other beverages available for purchase?

No. Only Heineken® and water is available on premise. However, water bottles will be available for purchase at RM5++

## CONTENT

### What is included in the Heineken® Hotel Takeover?

There are various programs available for you to enjoy.

- Music - Wide variety of music acts from House, to Hip Hop and EDM to be enjoyed in the lobby, pool area and basement. Join us for our Basement party in the Basement on Saturdays, 6pm to 2am featuring names like BAD HABITS . BASS AGENTS . BATE . MELISSA JO . JULIAN . MIKE ZOOKA . RAMSEY WESTWOOD . SHERRY ALYSSA . TCHUNO . THE CHOOBS

- Wellness - Join us for high-energy, adrenaline-filled HIIT, dance and yoga classes from Saturdays, 3pm - 5pm or Sundays, 10am - 11am, in partnership with Oxygen
- Curated Menu - We'll be serving hearty plates of gastronomic delights around the clock in the lobby, the pool area and in KLoé Monroe.
- Contemporary Art - Experience the Heineken® secret rooms that bring to life the five-star pillars of Heineken® through a series of art installations. The rooms will be opened from Saturdays, 2pm - 10PM, Sun: 10AM - 2PM\*

### Who's playing at the Heineken® Hotel Takeover?

Check out our list of performers in a range of music genres from Pop, R&B, Hip-Hop, Open Format, House, Hardstyle or EDM.

Check out our full lineup here!

<https://www.heineken.com/my/en/campaigns/firstsip/hotel-takeover>

### What is the itinerary?

Yes, we'll be putting the schedule up on this website soon. Stay tuned!

## BOOKINGS/RESERVATIONS/PAYMENTS

### How do I book a stay at KLoé Hotel?

You can book directly through KLoé Hotel's booking page:

<https://kloehotel.com/heineken-hotel-takeover/>

### How do I book a slot for the wellness sessions?

You can book a class through our fitness partner, Oxygen at <https://oxygenkl.com/>

Step 1: Select your preferred class on Oxygen's schedule page

Step 2: Sign up by filling out a form / log in through your existing Oxygen account credentials

Step 3: Class is booked!

**Will there be food for sale the entire night?**

Yes, there will be various types of food for sale subject to kitchen operating hours.

**What are the transaction methods?**

Only cashless payments will be accepted (e-wallet and debit/credit cards).

## **OTHERS**

**Are there lockers available?**

No, there will be no lockers available on-site.

**Once I've received my wristband, can I go outside of KLoé Hotel and come back later?**

You can leave the hotel grounds at any time and re-enter with your wristband. However, once the hotel grounds have reached maximum capacity, you may be denied re-entry.

**Is smoking allowed on the premises?**

Smoking is only allowed at designated Smoking Areas.

**Can I bring my camera in?**

Small digital cameras, DSLRs, Lomo Camera, etc are allowed inside the venue. However, please note that on-stage photography is **STRICTLY NOT ALLOWED** without the authorization of the organizer.

**What happens if it rains?**

We are a rain-or-shine event. Our venue has a drop-off area at our lobby, so you won't have to worry about getting wet when being dropped off. The pool area is an open space, so please bring your own sunscreen hats or waterproof jackets to protect yourself.

**Can I bring my own food and water in?**

Food & beverage (aside from bottled water) from outside the venue are **STRICTLY PROHIBITED**.

**Can I bring pets in?**

Sorry, we won't be able to accommodate any furry friends.

## What can't I bring to Heineken® Hotel Takeover?

This event strictly prohibits any possession of drugs, weapons, fireworks & sharp objects.

### DISCLAIMER

Open to non-Muslims, aged 21 years and above only.

1. Entrance to event is free and open to guests who have been invited or pre-registered on the Heineken® Hotel Takeover @ Kloé Hotel only.
2. Alcoholic beverages are strictly for non-Muslims aged 21 years old and above only.
3. Due to space limitations, health and safety reasons, entry to the event grounds on a first-come-first-served basis only, and subject to maximum capacity limit.
4. Entry checks; individuals with 'Low Risk' status on MySejahtera are allowed to enter and participate in the activities at the event space.
5. Individuals must wear a face mask at all times while at the event or when participating in activities, except while eating or drinking.
6. Attendees agree to submit to age checks, and bag and body checks by authorized personnel where necessary. In the event that an individual refuses to adhere to said checks, he/she may be denied entry.
7. Drugs, weapons, and/or any items deemed dangerous, or illegal are strictly prohibited.
8. Food and drinks purchased outside the event premises are prohibited in the venue.
9. Any vouchers and/or tokens distributed during the event are not exchangeable for cash and shall be valid only during the event.
10. It is the responsibility of the attendee to advise vendors of any food allergies they may have. The organizers and its business partners and/or agencies, will not be

liable for the adverse reactions to food consumed, or items one may come in contact with while eating.

11. Attendance and/or participation at this event shall be at the sole discretion and responsibility of the said individual. Therefore, all attendees are to indemnify the organizer and its affiliated business partners and/or agencies from any form of risk, personal injury, danger and/or losses.
12. The organizer and its business partners and/or agencies reserve the right to use attendees' any form of imagery, videography, photography and other, for its own marketing advertising purposes.
13. The organizer reserves the right to change and/or amend the event without prior notice.
14. The organizer shall not be held liable for any postponement and/or cancellation of any form of the content of the event due to unforeseen circumstances that are beyond the control of the organizer and its affiliated business partners and/or agencies.
15. The organizer reserves the right to refuse admission to any individual for any reason and/or if found to be violating the above terms. This includes individuals who are deemed to be in a disorderly conduct or behavior, causing damage to the venue, infrastructure or harm to the general public within the premises of the venue.

## **S.O.P**

### **COVID-19 SOP AND SAFETY MEASURES**

- 'Low Risk' status on MySejahtera are allowed to enter and participate in the activities at the event space
- Wear your face masks at all times within the premises when not eating or drinking.
- Sanitize your hands regularly, especially after touching products and shared surfaces.
- Practice social distancing at least 1 meter apart from others
- Don't touch your face unnecessarily, and sneeze or cough into your elbow if you must.

- Do not overstay your slot.
- Non-compliant customers, visitors, vendors will be denied entry or forced to exit.