



SERVICE DELIVERY POLICY

Koperasi Kakitangan Taman-Taman Sabah Berhad, KOKTAS (“KOKTAS”) are dedicated to providing top-class tourism-oriented hospitality business. This Service Delivery Policy (often referred to as ‘Policy’) outlines the terms and conditions related to the coordination of our services. By using our products and services, you agree to comply with this Service Delivery Policy.

1. Services Provided

KOKTAS runs a range of business activities including but not limited to:

- a) Operation of food and beverage business, includes restaurants, cafes, food kiosks, vending machines, and event and hall catering services;
- b) Operation of land transportation services via 7-seater MPVs, 12-seater vans, and a large coach bus;
- c) Operation of souvenir and retail shops;
- d) Operation of accommodation properties in the forms of chalets, lodges, budget rooms and hostels, and
- e) Operation of COOP Mart, a convenience store established under KOKTAS’ affiliation with an initiative by The Malaysian Ministry of Entrepreneur and Cooperatives Development (KUSKOP).

These business activities are operated within the vicinity of the areas of, agreed to or affiliated to the Sabah Parks and its gazetted parks.

2. Booking and Scheduling

KOKTAS’ range of business usually accepts walk-ins. However, for products and services like catering services, accommodation property booking, and early reservations, customers are required to comply to the following Policy terms.

2.1 Booking

- For catering services and early reservations, booking can be made via the contact information provided on www.koktastravel.com/contact
- For accommodation properties, booking can be made via <https://koktas.cooptourism.my/> or directly contacting reception officers on desired properties via addresses, phone numbers, and emails, all as provided also on www.koktastravel.com/contact

2.2 Scheduling

- For accommodation properties and transportation services, your booking will be organized and will ensure that no other booking is ongoing on the date of your selection.
- In case of any change in booking, we will remind you via conversation on WhatsApp, email, or verbal communication if possible or necessary.

3. Product and Service Delivery

3.1 Food and beverage business

- Our food and beverages, consisted of cooked delicacies, fast foods, and beverages (served hot, warm and cold) are mainly served through operations of restaurants, cafés, food kiosks, and vending machines. In an event of catering services, we focus on providing delicious meals to one's desired area of event; while maintaining the importance of aesthetics and hygiene.

3.2 Transportation services

- This service is centralized at Kinabalu Park, Ranau where our drivers will be transporting Mount Kinabalu climbers from the park counter to the starting point at Timpohon Gate which spans about 4.3kms from the counter. Passengers will be commuted via, either a 7-seater MPV, 12-seater mini bus, or a 24-seater coach bus depending on requirements and number of passengers in need of commute. In other cases (eg. Transportation services outside of Kinabalu Park), you will be picked up by our driver at your desired location.

3.3 Accommodations

3.3.1 Booked or reserved stays

- When arriving, customers are required to show their proof of booking at any of our accommodation properties. Upon successful verification, you are required to provide, either your Malaysian NRIC or passport, and your phone number to proceed with your stay.
- In some cases, whenever your payment does not get through via booking, you are required to make payment at the reception counter before proceeding with your stay.

3.3.2 Walk-ins

- When arriving, you are required to inquire to our staff at the property's reception for room availability. Once set, you are required to provide, either your Malaysian NRIC or passport, your phone number, your stay period, and payment to proceed with your stay.

3.4 Souvenirs and retail shops, and COOP Mart convenience store

- Purchases are made through our physical walk ins to our stores during designated business hours referring to our website, www.koktastravel.com.

4. Confidentiality and Privacy

All purchases, orders, bookings and reservations are confidential and conducted in accordance with our Privacy Policy.

5. Cancellation and Rescheduling

5.1 Cancellation by client or customer

- You may cancel a catering, transportation, and property booking or reservation with at least 7 days' notice to receive a full refund of your purchase.
- Cancellations within 7 days are not eligible for refunds.

5.2 Rescheduling by client or customer

- You may reschedule a booking or reservation with at least 7 days' notice without any additional charges.
- Rescheduling made within 7 days of the supposed date will be considered on a case-by-case basis.

5.3 Cancellation by KOKTAS

- In the event of our need to reschedule a booking or reservation (usually occurs to accommodation bookings), you will be notified as soon as possible.

5.4 No-Show

- For booked accommodation properties: if you do not show up to our premises without prior notice during the scheduled arrival time (no-show), your stay will be considered as checked-in and no refund will be present.

6. Service Quality

It is our utmost priority to ensure that our services meet the present standards of professionalism, quality, and high value.

Any concerns can be submitted directly to us via the provided contact information:

MARKETING UNIT

KOPERASI KAKITANGAN TAMAN-TAMAN SABAH BERHAD

1st Floor, Lot 57, Block G,
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88800 Kota Kinabalu, Sabah, Malaysia.
Tel: +60 88-253 443
Email: marketing_koktas@hotmail.com
Website: www.koktastravel.com

In other cases, suggestions, improvements, and complaints can also be submitted via the provided digital survey link at our premises.