

MALL & STORE ENTRY

YOUR QUESTIONS, ANSWERED

DO I NEED TO BE **FULLY VACCINATED** TO ENTER THE MALL?

You can enter the mall if you are **fully / partially / not vaccinated**. However, your MySejahtera profile status must be '**Low Risk**' or '**Casual Contact, No Symptoms**'.

DO I NEED TO BE **FULLY VACCINATED** TO ENTER THE SHOPS?

You are required to be **fully vaccinated** to enter any of the non-essential stores or to dine-in.

However, entry to essential stores is open for all. Essential stores include supermarket & convenience stores, healthcare & wellness, banking & money changers, optical stores, pet stores, telecommunication services, hardware stores and only takeaways from F&B outlets

CAN I BRING MY CHILDREN TO THE MALL?

Children below 12 years old will need to be accompanied by guardian (registered as dependent in your MySejahtera App)

Adolescents 12 – 17 years old who are fully / partially vaccinated can enter the mall without guardians. Otherwise they need to be registered as dependent in your MySejahtera App to enter.

WHICH RESTAURANTS ALLOW FOR **DINE-IN**?

All our F&B outlets allow dine-in for **fully vaccinated patrons ONLY**.

CAN I **DINE-IN** WITH MY CHILDREN?

For children below 12 years old and adolescents (12 - 17 years old) who are not / partially vaccinated, you need to register them as dependent in your MySejahtera App to dine-in.

GENERAL MALL OPERATIONS

YOUR QUESTIONS, ANSWERED

WHAT ARE THE MALL'S BUSINESS HOURS?

The mall's business hours are from
10am to 10pm daily.

However, some stores may observe
earlier opening and later closing hours.

You may refer to the full list:

<https://www.midvalley.com.my/food/early-bird/>
and

<https://www.midvalley.com.my/food/night-owl/>

DO YOU PROVIDE LOAN SERVICE FOR WHEELCHAIR / BABY JOGGERS / POWER SHOPPERS?

Yes, we do.

Our wheelchair / baby jogger / power shopper service
is available free of charge on a first-come-first-serve basis.

Our team sanitises each item before and after
each loan. Visit our information counters at
North Court, Ground Floor or **Centre Court, First Floor**
to register for the service.

IS THE SURAU OPEN? WHAT ARE THE OPERATING HOURS?

Yes, our Surau has reopened for **fully vaccinated**
patrons only. **Please wear your mask at all times.**

Our Surau operating hours :

1.00pm - 3.30pm

4.00pm - 6.00pm

7.00pm - 9.30pm.

Telekung & prayer mats will not be provided
due to hygiene purposes.

CAR PARK

YOUR QUESTIONS, ANSWERED

WHAT IS THE MALL PARKING RATES?

Our parking rates are:
Monday to Friday (Weekday):
RM2 for the first 3 hours.
RM1 for every subsequent hour.

**Saturday, Sunday (Weekend) and
Public Holiday:**
RM3 for the first 3 hours.
RM1 for every subsequent hour.

HOW DO I PAY FOR MY PARKING?

We operate a **cashless parking system** and only accept Touch 'n Go, debit / credit cards.

Simply tap your card at the barrier terminals for entry and exit.

For Touch 'n Go users, please be sure that your card has sufficient credit before exiting.

WHERE CAN I RELOAD MY TOUCH 'N GO?

Reload of Touch 'n Go can be done at the self-service kiosk at **Level P1 in Zone A and Zone B, at no surcharge.**

You may also reload at **Watsons, Mynews.com, Guardian, NZ Magazine or Jaya Grocer.**

IF I SPEND 5 MINUTES IN THE MALL ON SOME QUICK ERRANDS, DO I GET CHARGED FOR MY PARKING?

There is a **grace period of 15 mins** for you to run quick errands. You must **validate your card** (Touch 'n Go, credit/ debit card) at the **Auto Pay Station** located at **Zone A / B / C, Level P1** before exiting.