

# COMPLIMENTARY SHUTTLE SERVICE FROM THE AIRPORT

Please contact us at least 2 working days prior the arrival date with below details:

1. Full Name & Passport Number of Patient
2. Full Name & Passport Number of Companion (1 pax only)
3. Date & Time of Arrival
4. Flight Number
5. Mobile Number of Patient/ Companion

## Terms & Conditions:

- This service is not applicable to patients who are unable to walk independently or require special medical services, such as ambulance service.
- Should patients need an ambulance service, please contact hospital Accident & Emergency Department for arrangement prior arrival.
- Drivers and the pick-up staff are not allowed to lift immobile patients into the van as to avoid any mishaps or accidents occurred to patients.
- Once landed, passengers are to immediately head out to the arrival gate.
- Only cabin size luggage is acceptable.
- Passengers are require to wait for the hospital van at the airport whenever there is an early arrival.
- The waiting time for the pick-up service is only up to 1 hour from the reported arrival time.
- Penang Adventist Hospital reserves the right to refuse the pick-up request that received after the office hour.

### Contact Info:

Email : [enquiry@pah.com.my](mailto:enquiry@pah.com.my)

Tel : +604-222 7611 / 12

WA : +6012-497 4701 OR +6012-407 5133

### Working Time:

Mon - Thu : 8.00 am – 4.00 pm

Fri & Sun : 8.00 am – 12.00 pm

### Pick-up time:

Mon - Thu : 8.00 am – 4.30 pm

Fri & Sun : 8.00 am – 12.30 pm

### Representative in Jakarta

Monnie

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