

Your Questions, Answered

Mall & Store Entry

? **Do I need to be fully vaccinated to enter the mall?**

A 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**'.

For entry to shops, it may vary. You are required to be **fully vaccinated** to enter non-essential stores or to dine-in.

? **Do I need to be fully vaccinated to enter the shops?**

A 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?**

A 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?**

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

? **Can I dine-in with my children?**

A 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

? **What are the mall's business hours?**

A 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.midvalleysouthkey.com/food/early-bird/> and <https://www.midvalleysouthkey.com/food/night-owl/>

? **Do you provide loan service for wheelchair/ baby joggers/ power shoppers?**

A 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 any of our **Information Counters** at **Ground Floor** to register for the service.

? **Is the Surau open? What are the operating hours?**

A 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.

Carpark

? **What is the mall parking rates?**

A 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?**

A 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?**

A Reload of Touch 'n Go can be done at the self-service kiosk at **LG South ATM area**, at **no surcharge**.

You may also reload at **Watsons, Mynews.com, Guardian** or **Fix It All**.

? **If I spend 5 minutes in the mall on some quick errands, do I get charged for my parking?**

A Yes, you will still be charged as per parking rates. There is no grace period upon entering our car park.