

Pavilion Kuala Lumpur Online Dining Concierge Exclusively for Maybank Cardmembers

Dining Concierge Hours:

Self Pick-up: 11:00am - 7:30pm (Monday - Sunday)

Last Order: 5:30pm

Dining Concierge Redemption Guide:

1. Click 'Order Now' to browse and add food items into shopping cart, and proceed to checkout with your Maybank Points (TreatsPoints or Membership Rewards™ Points) or payment by card.
2. Upon successful redemption, an order confirmation email will be sent to your registered email address.
3. Food order to be picked up within 2 hours at the F&B outlet in Pavilion KL. For order collection, please present the order confirmation email at the F&B outlet.

For enquiries on food order, order collection and food ingredients, please contact:

Restaurant representative's phone number and/or email address. For example, contact no. for Tokyo Milk Cheese at 012-988 9687 / irene@tokyomilkcheesemy.com

Frequently Asked Questions

Q1: What is the minimum amount of order for Dining Concierge?

There is no minimum amount of order required.

Q2: When can I collect my food order?

You are advised to collect your food order from the F&B outlet within 2 hours after submitting your order. For food safety reason, F&B outlet will dispose the order 2 hours after food preparation. Payment via points or card will not be refunded into the Cardmember's account.

Q3: Where should I pick up my food order?

You may pick up your food order from the respective F&B outlet in Pavilion KL. Also, you may contact the F&B outlet to check on the food preparation status prior to pick-up.

Q4: How do I know if the F&B outlet receive my food order?

An order confirmation email will be sent to your registered email address once your food order has been submitted.

Note: If you can't find the email in your inbox, please check your 'Spam/Junk' folder or contact customer service (please refer to Q8 for contact details) should you require further assistance.

Q5: I have dietary restrictions/ food allergy. How do I provide the food instruction to the F&B outlet?

Please contact F&B outlet directly on whether special dietary requirements can be accommodated prior to your food order on Dining Concierge.

Q6: What if I wish to change or cancel my order?

All confirmed orders CANNOT be changed or canceled. Payment via points or card will not be refunded into the Cardmember's account.

Q7: Where do I park my car to collect my food order?

For order collection, you may park your car at Pavilion KL basement car park via access from:

- Gate A (from Jalan Raja Chulan, next to Pavilion Tower) or;
- Gate B (from Jalan Raja Chulan, next to Porte Cochere Entrance) or;
- Gate C (from Pavilion Hotel) or;
- Gate D (from Jalan Bukit Bintang).

There are ample parking spaces Level 1, 1M, 2, 2M, B1, B2 and B3. Handicapped and motorcycle bays are also available.

Q8: What are the other important information?

Order checkout related inquiries (prior to placing food order):

Please contact us at +603-8090 5066 from 9am to 6pm on Monday to Friday except public holiday.

Food/ order status/ self pick-up related inquiry:

Please contact the F&B outlet's representative as indicated in the product description.

For other inquiries on restaurant location, please call Pavilion Customer Service at +603-2118 8833.

Points balance inquiry:

1. Log in to www.maybank2u.com.my.
2. Select 'Cards'.
3. Scroll down to 'Rewards'. Total points balance will be reflected here.
4. Click 'View Details' to check the points balance for all cards.