



Care in Malaysia

Ms Kiran Kaur is the Manager in Malaysia and we have a team on the ground to assist you during your travel time. [Our service team](#) in Malaysia is led by our Customer Service Managers and their team will be assisting you throughout your holiday.

Your holiday includes all airport and medical transfers, including follow up appointments. If you would like Dental, LASIK, or pampering treatments, we will also assist you in making the appointments and transfer you to/from your appointments.

We will confirm all appointments during your holiday, as they will depend on your how you feel and your recovery. Please note that we ask you to give as much notice as possible for all appointments and transfers, as surgeons, dentists and other services are usually extremely busy.

Kiran and her team are contactable 24 hours for emergencies during your time in Malaysia, and you can also call our office in Australia – we have extended office hours, including weekends and evenings.

Arrival in Kuala Lumpur and Pick up

You will be arriving at Kuala Lumpur International Airport (KLIA). Please take the Aerotrain to the Immigration and Baggage Reclaim.

The airport is very modern and clean, and well signposted to finding your baggage and customs. In most cases, you will have to board a monorail to get to baggage reclaim and customs. This is just a couple of minutes, and is all very well signposted, just follow the signs (and other passengers!).

After you collect your baggage and go through customs, you will come out through doors with a lot of people holding signs. Look for our driver holding a sign with your name on it. He will normally be standing on the left hand side.

Please do not leave the area until we/you find us, if you are unable to locate our driver, please call your Customer Service Manager.

You may be approached by other drivers asking for you to get a taxi, just politely decline them, saying that you are being picked up. Take no notice if a driver says that your driver is late and you need to get a taxi, these drivers are just trying to get your business. Instead, please call our office or Kiran if you have any problems locating our driver.

It will take about 1 hour to get to your hotel.

IMPORTANT:

The new transfer service **only applies to arrivals in KLIA** . (Malaysia Airlines, Qantas Airways, Singapore Airlines, Thai Airways, Alitalia, KLM-Royal Dutch Airlines, Jetstar Airways etc.)

If you are arriving in via Air Asia, Thai AirAsia or AirAsia Indonesia, you will be land at **KLIA2** and will be met by our assigned driver. He will be holding a sign with your name on it.

Please do not leave the area until you have been met by our assigned driver. If you are unable to locate our driver, please call Kiran or our office. **You may be approached by other drivers asking for you to get a taxi, just politely decline them, saying that you are being picked up. Take no notice if a driver says that your driver is late and you need to get a taxi, these drivers are just trying to get your business. Instead, please call our office or Kiran if you have any problems locating our driver.**

Depending on the time that you arrive, your consultation could be immediate or after your hotel check-in. Please check your itinerary although sometimes changes are made at short notice.

- If your flight arrives before 3pm, your Customer Service Manager will call you at your hotel on arrival.
- If you arrive late at night, then your Customer Service Manager will call in the morning to let you know the time of your consultation and pick up. She will come to see you first for a 'Welcome to Malaysia' meeting and to go through everything with you before you go to your consultation.

Welcome Meeting

On the day that you arrive, or the following day, your manager will take you through your holiday – surgery, itinerary and other treatments that you would like.

Please use this time to confirm all details, times etc. as well as letting her know of other treatments or activities you would like to do so we can plan all appointments.

Accommodation package

Your holiday price covers your daily room (and breakfast only if specified), and hospital nights for the duration of your stay.

Extended stay in the hotel or hospital, additional meals, beverages, laundry, tour packages, pamper rejuvenation services or personal car hire will need to be paid directly to the hotel or service providers.

Photos

It is necessary to take before and after shots of the areas that are treated. These photos are a requirement for the surgeon's and GG records, so we can document your results. They will remain completely confidential. If you don't want them taken, or prefer them to be taken with

swimsuit or bra, let us know, but we recommend you have them taken, as it is good reference for you as well.

Medical Compression Garments

For your comfort and better support and results, we recommend you purchase a medical compression garment. These garments are recommended by the surgeon to give you the best results, as liposuction and abdominoplasty needs compression to reduce swelling and lumps and bumps.

These are not included in your package, as there are different choices for different procedures, and also because some people choose to bring their own brand or garment from home.

Our partner company supplies a very good brand – from the USA. These are lightweight and comfortable. A representative will visit you in the hotel or hospital to fit you with your garment, as recommended by the surgeon.

We also encourage you to preorder these to ensure that we have the garment in your size – you can do this easily by measuring yourself and [filling out the order form here](#) . This does not commit you to purchase should you change your mind when you get to Malaysia, but please be sure of giving the right sizes and details.

These garments are most important for liposuction and tummy tuck procedures. For breast surgeries, you can bring a sports bra (no underwire) from home.

Please make payment directly to the representative who visits you, either in cash or credit card.

Hospital Observation Care

Patients at Beverly Wilshire Medical Centre (BWMC) may purchase medical Ice Packs if needed. These are available at the Hospital for approximately AUD\$20

Weather

Malaysia doesn't differ that much in temperature year round. It hovers between 30-32 degrees and is usually very humid. However, everywhere is air conditioned, including taxis and the train, so the heat is not uncomfortable.

Packing

Tips for packing:

- Don't pack much, the shopping is great in KL and you if you purchase too much, you will have to pay excess baggage
- Malaysia is a conservative society, so cover up with light clothing: t-shirts and long shorts, long skirts. Natural fibres and casual clothing is best, such as long cotton shirts and skirts are best to keep you cool.
- The hotel, and most indoors (including trains), are all air-conditioned, so you can dress up when you go out.
- Cover-up is necessary to keep scars out of the sun: hats, sunscreen, scarves.

– If you are having any face treatments, bring a scarf for your head and face and big dark sunglasses for the first few days.

Visas

No Visa is required for stays under 3 months for the following passports:

- Australia
- New Zealand
- UK
- USA
- Canada

Passport Validity

Please ensure that your passport is valid for 6 months and over for entry into Malaysia. As a good practice when traveling to a foreign country, please ensure that you have a copy of your passport with you at all times, especially during admission to hospital.

Vaccinations

There is no requirement or need to have any vaccinations before you depart, and it is recommended not to have any unnecessary medications that may delay your recovery.

Malaysian Culture (please read – important)

Malaysians are extremely friendly people, and you will find they go out of their way to help you. However, you must be aware that their culture is different in some respects, especially in regards to the western understanding of time. You may find that they are not focused on specific appointment times, as they are people orientated rather than time orientated. Please be patient and understand that this is not a reflection on the quality, it is simply a cultural difference.

Along with this, your appointments may be changed at short notice, especially surgery consultations, due to emergency surgeries that the surgeon may have to do. Do not worry about this, your appointment may just be delayed, not cancelled, and you will always get your consultation as soon as the surgeon becomes available. All our surgeons are extremely flexible, working at night, although not on weekends for consultations but they often make allowance for this, so you will always be seen, although not always given a specific time. This flexibility is also beneficial to you, so you can make or change your appointment should you wish at short notice.

Important information on Surgeons

Consultation appointment will be the following day after arrival unless you have arranged a same day appointment due to your flight arriving very early.

There is a possibility that surgeon time and even date may change occasionally due to emergencies or sickness. Post surgery appointment times can change as well.

If you come during the major holidays – Chinese New Year (Jan/Feb for one or two days), Christmas, Easter, Hari Raya (Sept/Oct for one or two days) then please expect delays or less consultations than

normal. You may check with your manager regarding the exact days for each year as it varies year to year, or read this list of [public holidays in Malaysia](#). If you wish to have full services from GG and no interruptions, please DO NOT book around these days.

You may already have a list of questions that you wish to ask your surgeon. [Here's a list that we recommend.](#)

How to choose a surgeon:

Do not choose a surgeon purely based on price. There are other factors which may mean that you are better suited to some surgeons than others. Every surgeon has their own communication and working style, which you must be comfortable with. To get more information on each surgeon, please read this: <http://www.gorgeousgetaways.com/destinations/malaysia/surgeons/>

Before Surgery (advice from the surgeon)

Do not take Vitamin E, medication containing Aspirin (such as Motrin and Advil) which could result in excessive bleeding. Some dietary supplements – herbs, mixing herbal medications may cause similar problems.

It is important to stop smoking for at least 4 weeks before and 4 weeks after surgery. Smoking is known to delay healing since the blood supply to the skin is reduced. To minimize possible complications such as skin loss and big scarring, smokers must stop from using tobacco. Nicorette gum and nicotine patches release the harmful vasoconstrictor and cannot be used.

Do not eat or have any fluids the night before the surgery (you will be told by the surgeon what time you need to fast from).

Please read this [comprehensive list about pre-surgery preparation.](#)

Please note our Shared Responsibility policy: We will work with you to reduce risks and recover as fast as possible, but we will need your full cooperation. [Read more about this policy here.](#)

Pre and Post care for Surgery:

There are treatments, nutrition and supplements that you can take before and after your surgery to assist in healing, reduce swelling and bruising and obtain optimum results, and maintain it long term.

Please read here for more information on pre and post surgery care:

<http://www.gorgeousgetaways.com/pre-and-post-surgery-care/>

What to take for your Hospital Stay

Wear loose, comfortable clothing

Bring with you:

- Nightgown
- Toiletries: toothbrush and paste, towel
- No valuables, small amount of money needed only for snacks and drinks

- Reading material – magazines
- Any medications
- Contact lenses or glasses
- Healthy snacks
- Bottled water

Currency and Payment

Malaysia's currency is the Ringgit.

Prices: All surgery and treatment prices quoted are for planning purposes only to assist you in budgeting. These prices are for standard, non-complicated cases, based on the information that you have given. Prices can change if you have not given an accurate picture of yourself, if you have not provided accurate medical information which will affect your surgery, or if you change your surgery treatments. Please take into consideration that any different or additional surgery, nights in hospital, medications, personal nursing must be paid to the hospital at the time of care.

Payment: Full payment is required direct to the hospital after your consultation. Payment can only be made with Malaysian Ringgit or Visa/Mastercard Credit Card. Your bank may impose its own credit card fees and/or currency conversion rates. Please contact your credit card issuer to find out more information about these charges.

If you are planning to pay by credit card, please check with your bank before traveling that you have enough credit, and also inform them that you are traveling so they do accept the transaction. This will smooth the payment process for your own peace of mind, and also ensure that your surgery goes ahead as planned. If payment in full is not made the hospital reserves the right not to go ahead with surgery. There are no fees placed on credit cards by the hospital, although your bank may impose its own credit card fees and/or currency conversion rates. Please contact your credit card issuer to find out more information about these charges.

The prices are all inclusive of the surgical procedure and hospital costs and follow up consultations. Take home medication at the time of discharge is included in the package, however if you require any diagnostic tests or additional medication, including additional cream for applying at the surgery site, sleeping medication or hypertension or diabetic medication or antibiotics, please pay for these direct to the hospital.

If you stay longer in the hospital than advised, you will also be required to pay for additional hospital nights.

International money transfer – the quick, easy and cheap way to pay for your surgery! We have partnered with Forex company to provide you the best way to send money internationally to avoid bank and credit card charges. [Please read more information and contact them today.](#)

IMPORTANT! *Please read carefully:*

Payment for your surgery has to be made in Cash or Credit Card. If you are doing bank transfers, the money has to be cleared 7 days before your surgery day. If your payment is not available on surgery day, your surgery will be canceled or postponed. *Please note we do not accept personal cheques.*

Exchange rate: The final amount that you pay in your currency is subject to the exchange rate of the day. Please check the exchange rate regularly before departure to budget for your surgery. As we don't take deposits or payment for surgery, GG only offers an exchange rate at the time of booking, which may differ from the time that you make actual payment. The hospital and GG are not responsible for differences in exchange rates with what is originally quoted at booking to the time that payment is made.

You can [check this online currency converter](#) before you depart to budget for your surgery.

Change only a small amount of money before your surgery, just to cover small expenses, your garments, and meals you want in the first days. After your surgery you can change more money at the hotel or in the shopping centres. Nearly everywhere takes credit card – Visa or Mastercard – for shopping, however you will need cash shopping in the markets or taking taxis or the monorail.

Please note that American Express (AMEX) may not widely accepted in the shops, except major shopping malls.

Hospital rooms and upgrades

Your package price includes your hospital stay, in a single, private ward. You may choose to upgrade to a better room before you depart.

In this case, simply contact your manager and let them know what grade of room that you would like. This will then be added to your package price when you pay direct to the hospital.

Non-surgical treatments

There are lots of other treatments that you can have throughout your holiday. Most prices for these are 50-75% of the prices that you pay at home.

Dentistry and Non-Surgical Treatments:

We strongly recommend that you seek professional advice before travelling for your different dentistry and non-surgical needs. Sometimes these procedures may not be straightforward, so it is always better if you come prepared with some advice and second opinions to prepare you for your consultation in Malaysia. With dentistry in particular, the better you come prepared – with x-rays etc. the quicker and easier your diagnosis and treatment will be.

IMPORTANT:

Due to the complexity that dental can be, we cannot give you a guarantee of the amount of days that you need to travel – this will only be given to you after a thorough consultation with the surgeon. We suggest that you remain flexible with your travel plans in case you need to stay longer away eg. purchase a flexible air ticket. Gorgeous Getaways cannot be responsible for extension costs on your flights and accommodation if the dentist requires you to stay longer to complete your treatment plan.

If you would like a consultation, please ask your manager at your welcome briefing. Our managers can make you appointments for:

- Dental
- LASIK
- Chiropractor
- Skin treatments – peels, Botox, Thermage, Laser
- Optical – glasses
- Beauty – hair, wigs and hair extensions, waxing and laser hair removal, facials and massages, reflexology etc.

Please note:

- There is usually a consultation fee charged, around 50-100RM (approx \$20-\$40) for specialist consultations.
- You will be chauffeured to your appointment, but Customer Service Managers do not accompany to non-surgical appointments, only surgical.
- Before beginning any treatment, the specialist will provide you with a formal quote which you need to agree with before starting. If you don't get one, please request this. It is important to confirm the price before treatment begins.

Photos

It is necessary to take before and after shots of the areas that are treated. These photos are a requirement for the surgeon's and GG records, so we can document your results. They will remain completely confidential. If you don't want them taken, or prefer them to be taken with swimsuit or bra, let us know, but we recommend you have them taken, as it is good reference for you as well.

Post-Operative “Depression”

After surgery, it is completely natural to have a couple of ‘down’ days. A lot of our patients experience times of sadness or anxiety in the recovery period. They begin to second guess and wonder if it was the right decision to have the surgery. Also, you may have expected to feel and look better immediately but instead after surgery you will have some definite ‘ugly’ days! These feeling are completely normal, they don't last for long, and you are not alone in your feelings.

You may experience a period of depression or marked sadness after your surgery due to the anesthesia or medications. Added to the fact is that you are bedridden, bruised and swollen. Also, the period of adrenaline prior to surgery is now gone, so some people are drained after the anticipation stress goes.

Every person differs with their pain and discomfort, but most people will have a hard couple of days immediately after surgery. There are some remedies that can help you get on your feet and feel better again. Drinking plenty of water helps greatly with recovery, as does the herbal supplement “Arnica”.

Finally, just being aware that you will go through these feelings will make you better able to cope in the difficult first days, so if you feel depressed, understanding that this is a “natural” phase of the healing process may help you to cope with this emotional state. It is important to keep things in perspective and prepare your mind and understand that this is just a low that you are going through temporarily. If you need extra support, speak with our support team, or your surgeon.

GG Warranty and Disclaimer

Most clients feel quite nervous before they travel and they start to relax when they see the quality of the hospital, and also meet our team, surgeons and nurses.

In general, if you have realistic expectations about your surgery, if you understand that some side effects are usual eg. scarring, swelling and pain, and if you also have a healthy body opinion, then you will be pleased with your surgery results.

Preconditions and Risks:

Please be aware that all surgery carries a risk, you must be aware of these risks before embarking on any type of surgery. Please read about surgery risks here: <http://www.gorgeousgetaways.com/risks-of-surgery/>

At any time there is no obligation to go through with your surgery and there are no cancellation fees. We offer this peace of mind as this is a personal decision and each patient is responsible for the risks of surgery, so you are free to cancel at any time.

Terms and Conditions:

You must take the risks of the outcome of the surgery, as GG are an organiser of tours. While every effort is ensured that care is taken, we cannot be responsible for service providers or surgery outcomes. Please do read our Terms and Conditions which you will be asked to sign prior to surgery: <http://www.gorgeousgetaways.com/about-us/terms-and-conditions/>

Your Story

As you will be well aware of now, embarking on a surgery holiday is fraught with nerves and anxieties, and most people love to read past accounts of people who have traveled with us on a surgery holiday.

We would appreciate it if you could answer some questions about your experience so other people can read your story. You are able to change your name, but you would need to agree to the publishing of your before and after photos (which you can select, no nudity is required). Your story and will only published to the Gorgeous Getaways website, CHANGE TO Your story will only be published on the Gorgeous Getaways website and our Beautiful You Holidays website (owned by the same company) and sent out to people who are interested in booking a similar surgery holiday. Your details will not be given or sold to any other company. without your prior consent.

Contact numbers:

Please make a note of these contact numbers and give them to your family and friends:

Malaysia office:

Phone No: +603 2141 3379

Office Manager:

Ms Kiran Kaur: +6016 666 0436

Customer Service Managers:

Juliana: +6016 2120 435

Mari: +6016 2101 468

Kumari: +6016 2120 436

Nursing:

Mari: +6016 2101 468

Kumari (Dressing): +6016 2120 436

Transport:

Richard: +6016 229 2556

Han: +6016 292 7583, +6012 292 7583

For accommodation:

Swiss Garden Residences: +603 2141 3333

St Mary's Residences: **Call our KL Office +603 2141 3379 during local office hours**

The Doubletree by Hilton: +603 2172 7272

If you have any more questions please email info@gorgeousgetaways.com