

Child Ticket Policy

Children aged 3 years and above, with a height up to 1.3m, are required to purchase a Child Meal ticket.

Children taller than 1.3m are required to purchase an Adult Meal ticket.

For the comfort of all guests, infants under 3 years old are not recommended to attend, as the performance features live music and rituals that may disturb their rest.

Children must be accompanied by an adult and will follow the same seating category as the accompanying adult (e.g., Elite).

No alcohol will be served to minors.

Additional Information

Dress Code: Please observe our Smart Casual dress code. Torn jeans, shorts, collarless t-shirts, sweatshirts, singlets, sports attire, slippers, or flip-flops are not permitted.

Dine-In Only: Our experience is dine-in only; takeaways are not available before or during the performance.

Menu: Menu items are for reference only and may vary according to seasonal availability. Equivalent replacements of the same value will be provided when necessary. The actual dishes served on site shall prevail.

Food Allergies: Some dishes may contain seafood or other common allergens. Kindly inform us of any dietary restrictions upon reservation, and we will do our best to accommodate your needs in collaboration with our culinary team.

Pets are not allowed.

Please note that performance times may be adjusted as needed.

The Management reserves the right to make changes at any time without prior notice.”

Guests are required to arrive at least 20 minutes before the show. Late arrivals may be admitted during intermissions, subject to availability and at the discretion of the organizer. No refunds will be issued for missed shows.

Liability & Disclaimer

The organizer and venue shall not be held responsible for any personal injury, loss, or damage to personal property occurring before, during, or after the dining experience, except in cases of proven gross negligence.

Guests participate in the performance and dining experience at their own risk.

Guests are responsible for their own belongings. The management will not be liable for any loss or theft.

Code of Conduct & Right of Admission

The organizer reserves the right to refuse entry or remove any guest who is intoxicated, causes a disturbance, or behaves inappropriately, without refund or compensation.

Guests are expected to maintain respectful behavior towards staff and performers at all times.

Flash photography, video recording, or live streaming during the performance is strictly prohibited unless authorized.

Pricing, Payment & Surcharges

All prices are quoted in Malaysian Ringgit (RM) and are subject to prevailing government taxes and service charges.

The management reserves the right to adjust menu prices, performance dates, and seat availability without prior notice.

Special surcharges may apply during festive seasons, public holidays, or private events.

Photography & Media Rights

By entering the venue, guests consent to being photographed or recorded for promotional and archival purposes.

The management reserves the right to use such images and recordings in any media without further notice or compensation.

Force Majeure & Operational Adjustments

The organizer reserves the right to cancel, postpone, or modify the performance in the event of unforeseen circumstances such as severe weather, technical issues, performer illness, or government directives.

In such cases, tickets may be rescheduled to another available date at the discretion of the organizer. No refunds will be issued.

Health & Safety Notice

The performance may include flashing lights, loud sound effects, or incense smoke. Guests with medical sensitivities (e.g., asthma, epilepsy) are advised to inform our team in advance.

Sensory & Emotional Disclaimer

The performance may include immersive visual, audio, and ritual elements designed to evoke emotional responses. Guests who may find such experiences uncomfortable are advised to consult our team prior to booking.

Cultural Respect Clause

Umi Umi integrates artistic and cultural rituals in its dining experience. Guests are requested to observe respectful behavior and avoid actions or remarks that may be considered disrespectful towards cultural elements.

Intellectual Property

All visual designs, set decorations, costumes, and brand elements are the intellectual property of The Three Time Traveller Sdn. Bhd. Unauthorized use, duplication, or imitation is strictly prohibited.