



DEWAN FILHARMONIK PETRONAS
KUALA LUMPUR, MALAYSIA

DFP Hall Tour

Frequently Asked Questions

1. I've lost my tickets. What should I do?

Please contact DFP Box Office at +60323317007 and provide the following information:

- Date/time of tour
- Number of tickets purchased
- Date/time of purchase
- Name of purchase

Do note that where applicable, a replacement fee for lost ticket(s) may be chargeable.

2. Do I have to purchase a ticket for my child?

Yes. A minimum age requirement for children is 3 years and above.

3. Can I bring my camera or video camera into the hall tour?

Yes, camera audio and video recording equipment is allowed during the tour.

4. Where is the meeting point for the tour?

The tour meeting point is at the Box Office, Ground Floor, Tower 2, KLCC.

5. What time do I need to arrive before my tour?

Please arrive 15 minutes before your scheduled tour.

6. Can I bring a bag to the tour?

Please consider leaving your bags at home. If you do bring one, please note that bags larger than A4 size must be stored at the Box Office before you can proceed on the tour.

7. If I am late for my tour, what can I do?

We strongly advise you to be punctual and arrive 15 minutes before your scheduled tour. The tour will start on time, and arriving late may result in missing parts of the tour.

8. Will we go inside all the suites during the tour?

You will have the opportunity to visit one of the corporate suites during this tour.

9. Can I make a booking for 15 people or more?

You can refer to the booking schedule on the website and plan the number of people to join this tour, it is advisable to email contactus@dfp.com.my if you want to book for 15 people or more.

10. Do I need to book in advance?

We encourage you to purchase your tour in advance online or over the phone to receive a confirmation email. Kindly bring this confirmation email with you and present it during check-in at the Box Office.