



HOMEBOUND MOON FESTIVAL 2026

FREQUENTLY ASKED QUESTIONS (FAQS)

1. What is the Mid-Autumn Festival and what are the offers?

Celebrated on 25 September 2026 (15th day of the 8th lunar month), this festival symbolises reunion and togetherness under the full moon.

Red Chinese Cuisine presents 11 mooncake flavours:

- Signature Musang King Snow Skin
- 6 Baked Skin varieties
- 4 Snow Skin varieties

3 gift boxes:

- Lantern Grove Gift Box (premium)
- Moonlit Blossom Gift Box
- Musang King Durian Gift Box (premium)

2. Where can I purchase the mooncakes?

- WhatsApp: +6016 290 3864
Email: restaurants@pullman-klcc.com
- Online Orders via hotel e-commerce website or deals page



- Hotel Lobby Counter:
Daily, from 3 August 2026, 12PM – 8PM
- 1 Utama (Ground Floor, Centre Court):
16 – 27 September 2026, 10AM – 10PM
- Mid Valley Megamall (Ground Floor, North Court):
4 – 25 September 2026, 10AM – 10PM

3. What are the new mooncake flavours?

- **Baked Skin:** Pistachio White Lotus with Single Yolk, Black Tea with Single Yolk, Traditional Red Bean Paste, Pandan Lotus Paste
- **Snow Skin:** Valrhona Chocolate, Black Sesame Cracker Lotus, Osmanthus Charcoal Lotus, and Salted Egg, Custard and Cheese

4. Offering Period

- Sales: **20 July – 25 September 2026**
- Early bird: **20 July – 31 August 2026**
- Collection: **1 September – 25 September 2026**
- Early bird discount available for prepaid orders

5. Pricing Details (Nett)

ITEM	SELLING PRICE
Individual baked/snow skin mooncake	RM42
Individual Musang King snow skin mooncake	RM68
Musang King Gift Box (4 pcs + 2 plates)	RM290
Lantern Grove Gift Box (4 pcs + 2 plates) (RM42/pc upgrade for Musang King)	RM268
Moonlit Blossom Gift Box (4 pcs) (RM42/pc upgrade for Musang King)	RM208



6. Storage Guidelines

- **Baked Skin:** Store at room temperature (avoid sunlight), best before November 2026
- **Snow Skin:** Keep refrigerated, best consumed within 2 weeks of purchase. If kept in the room temperature, it can be last for less than 30 minutes
- **Musang King Snow Skin:** Keep frozen, best consumed within 2 weeks of purchase. If kept in the room temperature, it can be last for less than 30 minutes

7. Mooncake Weight

Baked Skin: 180g | **Snow Skin:** 160g



8. Tasting Availability

- All 10 flavours available at the hotel lobby
 - All 6 baked flavours available at 1 Utama and Mid Valley booths
- Note: Musang King Snow Skin Mooncake is not available for tasting*

9. Mooncake Gift Boxes Information

Gift boxes sold in sets of 4 mooncakes

10. Box Material Details

Lantern Grove Gift Box: High-grade cardboard, paper bag, ceramic plate

Moonlit Blossom Gift Box: Sustainable chipboard and artcard, paper bag

11. Payment Methods

Cash, credit/debit cards, e-wallets, bank transfers

12. Can I pre-order mooncakes?

To contact Red Chinese Cuisine, call **+603 2170 8200** or through the hotel's e-commerce website via the QR code



13. Is a deposit required?

Full payment is required to confirm your order

14. Collection Timing

- For Lantern Grove, Moonlit Blossom and Musang King Gift Boxes – collection date is from **1 to 25 September 2026**

15. Delivery & Courier Options

- Delivery via Lalamove (charges as per Lalamove)
- Door-to-door delivery available with additional charges
- Courier to West Malaysia: RM 40/ box, East Malaysia: RM 60/ box

16. Discounts & Bulk Purchase

One discount per transaction (with mooncake box purchase)

EARLY BIRD PRICING	
<i>(Early Bird promotion until 31 August 2026)</i>	
GIFT BOX	EARLY BIRD PROMO PRICE (NETT)
Musang King Gift Box	RM238
Lantern Grove Gift Box	RM188
Moonlit Blossom Gift Box	RM166.40

Discount applies after 31 August 2026

ELIGIBLE GROUP	DISCOUNT
Pullman KLCC Heartist, Accor Heartist, In-house Guests, AccorPlus Members	25% off
Credit/Debit Cardholders of CIMB, Maybank, BSN, AmBank, RHB, Public Bank, HSBC, Hong Leong, Affin, Alliance, Bank Rakyat	20% off
Musang King Gift Box <i>(For Pullman KLCC Heartist, Accor Heartist, In-house Guests, AccorPlus Members, Credit/Debit Cardholders of CIMB, Maybank, BSN, AmBank, RHB, Public Bank, HSBC, Hong Leong, Affin, Alliance, Bank Rakyat)</i>	15% off

BULK PURCHASE	DISCOUNT
30 – 100 boxes	25% off
101 boxes and above	30% off

17. Cancellation Policy

All paid orders are non-refundable

