

GUEST TERMS & CONDITIONS

Terms, conditions and privacy policy

1: ROOMS AND AMENITIES:

Guests are responsible for maintaining the condition of the room and amenities during their stay. Any **damage or loss** will result in charges to cover repair or replacement costs. A \$50 fee will be charged for unreturned keys.

2: CHECK- IN AND CHECK-OUT:

Standard **check-in** time is **2:00 PM** and Standard **check-out** time is **12:00 PM**

Early check-in and Late check-out must be arranged in advance, and is subject to availability, and is charged as follows:

Bungalows: \$5 per hour

One-Bedroom Villas: \$10 per hour

Two-Bedroom Villas: \$15 per hour

Guests arriving early (from 7:00 AM) or staying on the property after checking out (until 11:00 PM) are welcome to enjoy the spa, restaurant, gym, and pool. Luggage can be safely stored at reception until room access is available or after check-out.

3: VISITORS:

For safety reasons, **guests must report** and register all visitors at reception. Visitors are required to provide ID upon registration and must **leave the hotel by 11:00 pm**. Any stay beyond 11:00 pm requires authorization from management.

4: SMOKING POLICY:

Smoking is **prohibited** inside the rooms and in designated non-smoking areas. **A cleaning fee (\$100 - \$350)** will be charged for any violation of this policy.

5: PROHIBITED SUBSTANCES

The use, possession, or distribution of **illegal drugs** is strictly prohibited on all areas of the hotel property. Violations will result in immediate eviction without a refund and may involve law enforcement.

6: BEHAVIOR AND CONDUCT:

All guests are expected to behave in a manner that does not disturb others or damage resort property. The resort reserves the right to **evict guests** who violate this policy without a refund.

7: NOISE POLICY

To ensure a peaceful environment, quiet hours are observed from **10:00 pm to 7:00 am**. Guests are asked to keep noise to a minimum during these hours. Loud gatherings are not permitted.

8: LOST OR STOLEN ITEMS:

The resort is **not responsible** for lost or stolen items. We advise guests to use the **in-room safes** provided for valuables.

9: RESTAURANT OPENING HOURS

The restaurant opens at 7:30 am, with the last order taken at 10:30 pm. **Breakfast is served between 7:30 am and 11:00 am** in the restaurant and is not available for room service. Lunch and dinner can be ordered via room service; however, during busy periods, delivery may take longer.

10: PET POLICY

Pets are not allowed on the premises unless specifically authorized by management. Guests found with unauthorized pets may be subject to cleaning fees or additional charges.

11: POOL AND GYM USAGE

Guests using the pool and gym facilities are required to follow the posted safety guidelines. **Children must be supervised** by an adult at all times. The hotel is not liable for any accidents or injuries sustained while using these facilities.

12: LIABILITY WAIVER

The hotel is not responsible for any injuries, accidents, or losses occurring on the property.

Guests are required to vacate their accommodation and settle any outstanding balances at checkout.