

## **General Terms and Conditions**

- Rates are quoted in Malaysian Ringgit (MYR) on a per room per night basis.
- Rates are subject to prevailing taxes.
- Hotel guests are subject to the Malaysian Tourism Tax of MYR10 net per room per night in accordance with the Tourism Tax Act 2017. Malaysian nationals and permanent residents holding MyPR cards are exempted upon presentation of the ID card upon check in.
- Check-in time is from 15:00 hours and Check-out time is up to 12:00 hours.
- Early check-in and late check-out are subject to availability.
- Late check-out from 12:00 hours to 16:00 hours will be charged 50% of the Best Available Rate of the day.
- Late check-out from 16:00 hours will be charged 100% of the Best Available Rate of the day.
- Reservations will be cancelled at the hotel's discretion without prior notice should an invalid credit card be submitted.
- Credit card information provided does not require a signature for bookings made online and constitutes approval by the cardholder to guarantee the booking per our cancellation policies. Letter of authorisation and signatory is required for bookings made via email, telephone or fax.
- Guest who has prepaid for the room must present the same credit card used to make the booking upon check in.
- No pets are allowed.
- No durians are allowed to be consumed in the hotel's public area or guestroom.
- The Resort respectfully request that hotel guests do not smoke the in rooms and instead use the dedicated outdoor smoking areas. Anyone found to be smoking or having smoked in the guest room shall be subject to a cleaning fee of RM 1,000.00 per night.
- This offer cannot be combined with other promotions, voucher and gift certificates.
- This offer is not valid for group bookings (more than 10 rooms).
- Any unfinished or unused portion from this package is not transferable and will not be refunded to your hotel bill.
- Must present Enrich card for verification upon check in.

## **Cancellation Policy**

Reservation requires full payment. It is non-cancellable, non-refundable and no changes allowed. Your credit card will be charged 100% of the total reservation cost upon making reservations.