

## **TALLHOUSE HOUSE RULES**

### **Damage Policies Section**

#### **DAMAGE AND / OR THEFT OF HOTEL PROPERTY:**

You are chargeable for any damage caused, whether it is intended, cause of negligence, or reckless act to the apartment premise or property caused by you or anyone with you.

At Tallhouse Hotels and Resorts, we have the right to retain your credit card and/or debit card details, or forfeit your security deposit of \_\_\_\_\_ as presented during check-in. This is a deem necessary to compensate or make good the cost or expenses incurred by Tallhouse Hotels & Resorts due to the negligence.

If this damage discovered after the guest has departed, we reserve the right to charge your credit or debit card for any damage incurred during your stay. This is including and without limitation for all property damage, missing or damaged items, cleaning fee, guest compensation, etc.

At Tallhouse, we make every effort to rectify any damage internally prior to make the repairs, and therefore it is our right to keep any costs that the guest would incur to a minimum.

#### **DAMAGE DISCOVERED AFTER CHECK-OUT:**

We will make every effort to maintain the aftermath cost of negligence to a bare minimum. Guest apartment/rooms found with appalling damage will be charged accordingly as; maintenance deep cleaning fee, administration fee and amenities fee including third part fee.

#### **DAMAGE TO APARTMENT:**

Damage to rooms, fixtures and furnishing with equipment will be charged at \_\_\_\_ as per full/new replacement value in additional to handling and shipping charges. This will be charged based on the registered guest in each apartment.

**DAMAGE TO MATTRESSES & BEDDING:**

At Tallhouse, hygiene and cleanliness are very important in maintaining our reputation. Damage to the linen from the use of any unremovable materials; body oils, make-up substances or any polishing materials will be charged at \_\_\_\_\_ for special cleaning purposes or replacement of the above damaged.

**DAMAGE ON KITCHENETTE:**

Our apartments are equipped with full pledge of kitchen amenities such as fridge, microwaves, and sink area. You are allowed to warm up food in the microwave, or using our stove. You can also use our fridge to keep your food or medications but make sure you do not leave any leftovers in the fridge to avoid any odours.

There is no direct heat or open flame cooking allowed in any of the apartment for the health and safety of all guests on site. No grilling or BBQs are allowed in any unit.

Damage to the kitchen amenities will result to the immediate termination of your rental agreement. No refunds will be given if you violated our kitchen policy.

**DAMAGE ON INFESTATION:**

The cleanliness of the apartment is an essential feature to our hotel. Guest is responsible for all costs and expenses including immediate loss of the property and infestation as mentioned above.

## **TALLHOUSE HOUSE RULES**

### **Guest Policies Section**

#### **CHECK-IN REQUIREMENTS:**

Guests must be at least 18 years old to confirm your registration at the hotel. To avoid any possible fraud, guests are required to confirm their identity by providing their valid identification card during check-in process.

#### **CHECK-IN TIME:**

3:00 pm

#### **CHECK-OUT TIME:**

10:00 am

#### **CHECK-OUT PROCEDURE:**

At Tallhouse, check-out time is only allowed latest by 10 am. Please check-out at our front desk so that housekeeping may begin cleaning the rented unit as soon as possible.

Note: If you require a later check-out, please contact our front desk before 10:00AM on the date of your departure and we will do our best to accommodate your request. A charge will be applied for late check-out.

#### **DEPOSIT PAYMENT:**

At Tallhouse, we required the guests to present RM 300 cash during registration, this deposit is refundable upon no lost or damaged items from the occupied unit.

#### **PAYMENT METHOD:**

We accept payment via Cash, Visa and Master Card. Payment should be made before the guest occupy any unit.

#### **SPECIAL REQUESTS:**

All special requests can only be accommodated if the guests notified us on the reservation's details. However, the availability of these items cannot be guaranteed in advance.

#### **HOUSE 3; KIDS ROOM:**

As the parents and guardians of children aged 12 and under, you are personally and legally responsible for, and must always supervise them.

For the bunk beds, weight limit can only be accommodated up to 100 kg. For safety reasons, please only accommodate the bunk beds only for the kids.

## **TALLHOUSE HOUSE RULES**

### **Lost & Found Policies Section**

It is your sole responsibility to take care of your valuable belongings. We are not responsible for any item that are misplaced, lost, or damaged. If this happened, kindly call us immediately at \_\_\_\_\_

#### **FOUND ITEMS:**

As mentioned above, we are not responsible for any item left behind at each unit. If any items found after the guests' departure, kindly notify us within 14 days. We will make the reasonable efforts to search the items. Perishable items will just be discarded.

#### **RETURN ITEMS:**

We would be happy to return your lost item to you. You also will be charged of 15% handling fee. We are also not responsible for any item lost or misdirected during the shipping process.

## **TALLHOUSE HOUSE RULES**

### **Room Policies Section**

#### **ADDITIONAL BEDDING:**

We only provide upon special and advance request. Please note that not all rooms can be furnished with extra beds due to the different room layout and orientations.

#### **DO NOT DISTURB & ACCESS TO ROOMS:**

At Tallhouse, we always strive for an exceptional service and clean hotel experience, hence we provide daily housekeeping. Our staff will honour the “Do Not Disturb” sign as an indicator that the room is occupied.

#### **HOUSEKEEPING / ROOM INSPECTION:**

Housekeeping is provided daily between the hours of 9:00AM to 6:00PM. Each unit will be entirely cleaned and inspected.

We always rented each unit to our guests in appropriate condition without any prohibited odour. Thus, we strictly prohibit any smoking or drinking activities in any of our apartment. If we conclude that you have smoked, or brought any prohibited item, fees will be assessed, and you may not get any refund.

#### **ROOM KEYCARDS:**

Access cards are issued to the registered guests and only be issued to the guests above 18 years old. Valid government issued photo identification (Passport or IC) is required if it is lost. All access card obtained need to be presented upon check-out. Failure to do so will result in a penalty.

#### **CHANGES & MODIFICATION TO THE HOTEL POLICY / HOUSE RULES:**

At Tallhouse, we reserve the right to amend, modify, change, cancel, vary, or add to these Hotel Policies / House Rules or the arrangements without prior notice. A copy of this Hotel Policies / House Rules can be obtained here \_\_\_\_\_ (link) and upon request from our front desk.

## INDEMNITY

Injuries

Damages

This Version	Previous Version	Prepared By:	Reviewed By:	Approved By:
VER02	VER01			
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