



GENERAL

1. What is glamping?

Glamping is an outdoor experience you can get with camping without sacrificing creature comforts like toilets, electricity, water supply and food. However, guests must be well aware that in Boulder Valley Glamping site (“the site”), we offer outdoor experiences with a stay in a tent. Thus, it is not a chalet, resort or hotel with the typical full services. It is still a call to the wild. Be prepared for a certain degree of challenges/discomfort/risks in a natural environment setting. See The Tents for more details.

The management takes measures and precautions to ensure your safety while preserving wildlife, flora and fauna in their natural environment. However, it is not possible to eliminate risks as the site is in nature. Please exercise caution when staying, entering, visiting or driving to the site.

2. Is there any Internet connection?

We have WiFi available in the common area.

3. Is there electricity and water supply to the site?

Yes, our site is equipped with electricity and water supply as per national standard.

4. Is the site wheelchair accessible?

Our property is surrounded by natural, jungle terrain. Thus, it is not wheelchair accessible. We do not have wheelchair facilities.

5. Are pets allowed?

No, pets are not allowed on the premise. We practice a no-pets policy.

6. Can cars access the site directly from the main road?

Yes, vehicles can access the site directly from the main road, Jalan Teluk Bahang. Guests arriving by own car must exercise caution when driving on Boulder Valley Glamping private driveway.

SITE SAFETY AND SECURITY

1. How is the site security, is the site fenced up?

The site is entirely fenced up. The driveway and walkways are adequately illuminated.

2. Any insects and other animals?

So far, we have not had any animal-related incidents. We work routinely to control the insect population. We do, however, strongly advise guests to switch off all lights and shut the doors when they leave their tent in the evenings. Nocturnal insects and mosquitoes are attracted to light. Guests are advised to spray insect repellent and encouraged to wear suitable attires like long sleeves, pants, and light-coloured clothes to prevent mosquitoes. As a measure to protect you from mosquito bites, we provide fans. It is not advisable to bring infants below 3 years old to the site.

WHAT TO BRING WHAT NOT TO BRING

1. What to bring?

Guests are advised to bring suitable attire, e.g. suitable backpack luggage instead of suitcase luggage, long sleeves tops and pants in light colours, comfortable shoes, and insect repellent.

2. What not to bring?

Valuables including jewellery are not encouraged to bring. Also, no outside food and own cooking utensils allowed.

CHECK IN-CHECK OUT

1. What is the standard check-in/check-out time?

You can check-in from 3 pm on the day of arrival and must check out at noon (12 pm) on the day of departure.

2. Can we check in after 6 pm?

Yes, you can check in after 6 pm. Prior arrangement needs to be made with the management as our reception operating hour is from 9 am to 6 pm. Guests are advised to check in before 6 pm to avoid getting lost on the way. See [Location](#).

RESERVATIONS AND CHARGES

1. Children policy

It is not advisable to bring infants below 3 years old to the site. An adult must accompany and supervise their children at all times.

ACTIVITIES

1. What can I do up there?

Most guests choose Boulder Valley Glamping to unwind and relax; to have gatherings with family and friends by overnighting for a glamping experience or just for the dining experience in the wilds. See [Facilities](#) for things you can do on the site.

To plan your stay with other activities outside the site, you can refer to the map in Location for some nearby ecotourism attractions. Teluk Bahang–Balik Pulau is situated at an agro-eco tourism belt with plenty of recent new concept attractions ranging from the national park, extravagance theme parks, green trail, farms and orchards visits and more.

DINING

1. What meals are provided?

Subject to change. [Download Menu Here.](#)

2. Is the food at Boulder Valley Glamping halal?

We serve only pork-free dishes.

3. Can we bring our own food and utensil for BBQ or Steamboat?

Sorry, we do not allow that. You cannot bring outside food or own utensil to the site. Due to tent hygiene/cleanliness, fire safety, environment control issues, Guests are strictly not allowed to cook inside/outside the tent/any other area within the site with their own utensil/food. The management shall reserve the right to act accordingly if a person fails to comply with any of the rules.

OTHER INFORMATION YOU NEED TO KNOW

1. What will Boulder Valley Glamping do with any photos or videos taken of me and my friends or family at the site?

The Glamping Site captures moments of fun, and this includes photography and videography of guests within site. The Boulder Valley Glamping staff may use your images on Boulder Valley Glamping Website, Facebook page, and in other media produced. By entering the site, you provide your consent for your image to be used as seen fit by the management team for marketing purposes.

2. I would like to pluck some plants as mementos from the Site. Can I do so? What other limitations should I be aware of?

Guests are not allowed to disturb or damage the natural settings they are in. Do not pick live plants. Limit water

use when showering. Guests are liable for any damages caused, including but not limited to, the property, tents and plants.

3. Are there any smoking corners at the Site?

Smoking and fire are strictly not allowed in the tents and non-fire area. Be careful with matches and naked flames.

4. What actions will the management take to ensure the utmost safety of the guests at Site?

The management reserves the right to deny the admittance of any person to the site without providing a reason. We reserve the right to require a person already in the site to leave, without refund or compensation, for any reason, including but not limited to, failure to comply with any of the safety rules set by the management or in the opinion of the management any offensive or dangerous behaviour.

Once you've entered the Boulder Valley Glamping site, it is deemed that you have read, understand and agreed to the above.
