

# Resort Policies

**Check-In Time** : 2:00 P.M. until 6:00 P.M.

**Check-Out Time** : 9:30 A.M. until 12:00 P.M.

- Please notify the Front Office in advance if you wish to check out before 9:30 A.M.
- Late check-out is charged at RM100.00 per hour after 12:00 P.M. (subject to room availability).
- A full charge will be applied if guests check out after 3:00 P.M.

Please do not bring pets to the resort vicinity.

Please do not bring illegal, explosive, flammable items (e.g., firecrackers), or any other dangerous items to the resort.

**Deposits** : RM100.00 refundable cash security deposit to be collected upon arrival.

**Lost Key** : RM50.00 fee will be charged for a lost room key.

**Broken Key** : RM10.00 fee will be charged for a broken key.

## **Buggy Car Service**

- Buggy car is available for check-in, check-out and special needs only (free of charge).
- Guests may request buggy service at a **charge of RM 30.00 per room, limited to 4 trips only.**
- The buggy service is **available until 8:00 P.M.**

## **Littering Policy**

- Guests are not allowed to dispose of rubbish, food or drinks within the resort area, including the stream. Please use the provided rubbish bins for disposal.
- A minimum charge of RM500.00 will be applied if found in violation of this rules.

## **Non – Plucking Plants, Flowers, Mushrooms, and Trees Policy**

- Damaging, removing or plucking plants or parts of plants in Boulder Valley Glamping is not permitted.
- A minimum charge of RM500.00 will be applied if found in violation of this rule.

## **No Animal Feeding & Disturbing Policy**

- Disturbing and feeding animals (including birds, fish, cats, monkeys and etc.) is not allowed.

## **Swimming Pool Rules:**

- The swimming pool is open from 9:00 A.M. to 9:00 P.M.
- Proper swimming attire is required to use the swimming pool facility.

## **Room Capacity**

- **Only checked in guests are allowed to walk/go inside room area.**
- Total number of occupants in room shall not exceed maximum number of occupants permitted for each room - only one additional adult is allowed per room.
- Guests are not allowed to gather in a room exceeding the maximum occupancy limit, especially for group gatherings.
- Any additional person must complete a form at the reception counter (applies to visitors).
- Visitors are allowed until 8:00 P.M. A charge of **RM150.00** per person will apply if visitors stay beyond the allowed time.

## **Noise Policy**

- Please refrain from making loud noises after 10.00 P.M. to ensure a peaceful environment for all guests.
- Please show common courtesy to fellow guests. Do not use profanity or engage in unsafe, illegal, disruptive or offensive behavior.
- Please supervise children at all times. Do not leave them unattended in resort area.

## **Food And Drink**

- No cooking is allowed (including BBQ or steamboat) on the resort premises, especially in tents or balcony areas.
- RM500.00 cleaning/hazard fee will be charge to each room.
- Guests are allowed to bring ready – cooked food into the resort (halal only).
- Guests are not allowed to consume strongly scented or stain-inducing foods in the room, particularly durian and mangosteen. These foods are only permitted to be consumed in designated outdoor areas or within the restaurant.
- Soft drinks in the minibar are chargeable in the room.
- Please note that Restaurant & Room Service, the last order will be taken at 5:30 P.M. and the final serving will be at 8:00 P.M.

## **Alcohol Policy**

- If you bring any alcoholic beverages, you are required to declare to our Front Office staff.
- A corkage fee of **RM30.00 per bottle** and **RM30.00 per crate** will be charged for guests bringing their own alcoholic beverages onto the premises.
- We will impose “**Vomit Charge**” of **RM100.00 per pax** if we found you or your guests do so.

## **Non – Smoking Policy**

- Smoking is strictly prohibited throughout the Boulder Valley Glamping area **except in the designated smoking area near the Boardroom** (Please inquire with our security guard or Front Office staff for the exact location).
- **RM500.00** cleaning fee will be charged to any guest who violates the smoking policy.
- **RM500.00 on-the-spot fines** will be issued to anyone found smoking in non-smoking area.
- Smoking includes **tobacco cigarettes, electronic cigarettes (vape), cigars, pipe tobaccos, cigarette leaves (rokok daun), bamboo pipes and water pipe smokes (bong, hookah/shisha and mouassal).**

## **Lost & Found Policy**

- The resort does not bear responsibility for any lost or forgotten items and cannot guarantee that the item(s) were found nor will the resort provide any compensation for item(s) lost or forgotten under any circumstances.
- Shipping or mailing of lost and found items will be at the owner's expense. The resort is not responsible for any loss or damage incurred during the shipping or mailing process.

**We reserve the right to deny check-in, or to require the in-house guests to leave the resort for failure to comply with any of these rules.**

We may photograph, film, record or otherwise reproduce the image and/or voice of the guests and use these images and/or voice recordings, on any promotional channels (electronic, print, digital, electronic publishing on the Internet) that related to Boulder Valley Glamping Resort.

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**END OF POLICY**

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