

## SINGGAHSANA LODGE & VILLAGE HOUSE

Please be familiar with Singgahsana Lodge and Village House Terms and Conditions before making any reservation or before staying with us. Continue with your reservation only if you are agreeable to these terms and conditions.

### **SINGGAHSANA LODGE & VILLAGE HOUSE TERMS & CONDITIONS**

#### **1. INTERPRETATION**

- i) 'RM' denotes Ringgit Malaysia.
- ii) 'RWMF' means 'Rainforest World Music Festival', an annual event that happens from the 2nd Friday of July for 3 days.
- iii) 'Cancellation' means you inform Singgahsana Lodge by email at [info@singgahsana.com](mailto:info@singgahsana.com) or by fax at 082 429267
- iv) 'No show' means you did not inform Singgahsana Lodge by email at [info@singgahsana.com](mailto:info@singgahsana.com) or by fax at 082 429267 or you did not check in within 2 hours of your estimated time of arrival (ETA) in Kuching, Sarawak, Malaysian Borneo
- v) 'Walk Ins' means guests who do not utilise our on-line reservation system and online payment gateway "Ipay88"
- vi) 'Confirmed reservation' means a booking whereby all accommodation bills has been fully settled
- vii) 'Outstation cheques' means cheques that is not issued by a bank in Kuching

#### **2. GENERAL RESERVATION**

- 2.1 We reserve the right to decline a booking or to refuse entry to accommodate any person(s) or group who in our opinion, are not suitable to occupy. In this case no reasons will need to be given and the contract shall be discharge without further liability on either party.
- 2.2 If we are prevented by any circumstances beyond our control from making the accommodation available on the day of hire commencement, and cannot provide a suitable alternative, we will refund all monies already paid, but no further liability shall be accepted.
- 2.3 Rates quoted in [www.singgahsana.com](http://www.singgahsana.com), [www.villagehouse.com.my](http://www.villagehouse.com.my) or emailed are nett, per night and inclusive of breakfast.

- 2.4 Rebates will be extended to travellers who are staying continuously at either Singgahsana Lodge and/or Village House for 21 nights. Rebates are as follows:

5% off for all room accommodation except for the twin room with ensuite toilet.shower at Singgahsana Lodge and 7% off for all bed accommodation.

- 2.5 The maximum occupancy for each accommodation type is as follows:-

**At The Singgahsana Lodge**

Honeymoon Room with ensuite toilet.shower - 2 persons

Double Room with ensuite toilet.shower - 2 persons

Twin Room with ensuite toilet.shower - 2 persons

Twin Room with shared toilet and shower - 2 persons

Family Room with ensuite toilet.shower - 4 persons

Family Room with shared toilet and shower - 4 persons

Dorm Bed - 1 person

**At The Village House**

Rajah Room - 2 persons

Village Double Room- 2 persons

Village Twin Room - 2 persons

House Bed - 1 person

- 2.6 Your accommodation rates and other incidentals must be paid via one of the following mode:-

- i) Cash;
- ii) Credit card payment in the premise of Singgahsana Lodge or Village House. Payment by this method will entail an administrative fee of 3% on top of your bill;
- iii) Cheque made payable to 'Singgahsana Lodge'. Only Malaysian issued cheque is acceptable. All outstation cheque should include an additional RM.50; and
- iv) Our on-line payment gateway is via an independent service provider, [www.ipay88.com](http://www.ipay88.com). Kindly read and be familiar with their terms and conditions.

- 2.7 Singgahsana Lodge and Village House at its absolute discretion reserve the right to impose a minimum stay requirement coinciding with specific events.

In the case of RWMF ('the event'):-

For Singgahsana Lodge, the minimum stay is 3 nights and it must coincide with the 3 nights of the RWMF.

For Village House, the minimum stay is 3 nights and it must coincide with the 3 nights of the RWMF.

Singgahsana Lodge and Village House at their absolute discretion reserves their right to change the minimum required stay closer to the date of the event.

Singgahsana Lodge and Village House at their absolute discretion reserves their right to reduce the accommodation rates for any unsold accommodation closer to the date of the event.

- 2.8 Singgahsana Lodge and Village House may offer packages to coincide with specific events Singgahsana Lodge and Village House at their absolute discretion reserves their right to change the content of any package closer to the date of events.

In the case of RWMF:-

For Village House, the Village Festival Package includes:  
Accommodation for 2 for each Room booked or  
Accommodation for 1 for each House Bed booked  
Full Breakfasts for each pax for every night stay  
3 Set Dinners (3 Course Meal) for each pax on RWMF dates only  
Scheduled Transfers to the Festival Venue on RWMF dates only  
Service Charges Government Charges

### **3. HOW TO BOOK ACCOMMODATION**

#### **3.1 WALK-INS**

- 3.1.1. Walk into the premise of Singgahsana Lodge to pay for your accommodation and check in immediately.
- 3.1.2. Walk into the premise of Singgahsanaa Lodge to pay for your accommodation and check in at a later date.

For Village House, you must phone in advance at 082 846166.

#### **3.2 ONLINE RESERVATION**

3.2.1. To book on-line, please ensure that:-

- i) Your arrival date is not less than 48 hours from time of booking;
- ii) You are not using a 3rd party credit card, unless prior arrangement has been obtained from Singgahsana Lodge ; and
- iii) You are not a resident of Kuching, Sarawak (applicable to Singgahsana Lodge only)

3.2.2. Your on-line reservation is confirmed only when it has been fully paid as confirmed by our payment gateway, [www.ipay88.com](http://www.ipay88.com)

**PROVIDED ALWAYS** that Singgahsana Lodge and Village House will not honour any reservation and will release all your bookings for re-sell without any refunds made to the guest for the following reasons:

- i) Guest being a resident of Kuching, Sarawak
- ii) Inaccurate or falsified information provided
- iii) The person checking in does not correspond to the name on the credit card used for the reservation [see Clause 3.2.1 (ii)]
- iv) Guests failing to check-in within 2 hours of their arrival time in Kuching

3.2.3. In the event that the accommodation booked is not tailored for the number of persons checking in [see 2.4], extra charges will be imposed. Extra charges imposed shall be based on the dormitory bed rate or house bed rate (as the case may be). The appropriate rate is depending on which property you are staying in and whether it is during the normal period or the rwmf period but in both case, inclusive of breakfast.

3.2.4. Clause 3.2.3 is only applicable where Singgahsana Lodge or Village House deems that the room is able to accommodate an additional occupant.

3.2.5. We reserve the right to cancel or modify reservations where it appears that a customer has engaged in fraudulent or inappropriate activity or under other circumstances where it appears that the reservations contain or resulted from a mistake or error.

3.2.6. You will hereby acknowledge and agree that your personal data has been given to us for the purposes of securing accommodation bookings, and providing you with confirmation of the said booking, accounting and billing, checking credit or other payment cards, credit card payments, administrative and legal purposes (if any), statistical analysis and helping us in any future dealings with you. For these purposes, by entering into these accommodation reservations with us, you authorize us to retain and use your personal data within our own establishments.

#### **4. CANCELLATION**

- i) Any cancellation must be notified to Singgahsana Lodge and/or Village House via email at info@singgahsana.com, fax or in-person;
- ii) In the event that the cancellation is notified less than 36 hours from the date/time of check in, this would be an outright cancellation and forfeiture of monies already paid; In the event that the cancellation is notified more than 36 hours from the date/time of check in, the Guests may change the reservation pursuant to Clause 5 below.
- iii) All bookings made for that cancelled night will be cancelled and all payments made or supposed to be made shall be forfeited and Singgahsana Lodge and Village House will be at liberty to release the accommodation for resell;
- iv) In the case of cancellation of transfers or excursions booked, the amount refunded shall be the amount already paid less an admin charge of RM10.00.

#### **5. PROCEDURES TO CHANGE A CONFIRMED RESERVATION**

- i) Any changes of dates or accommodations to your original reservations must be notified to Singgahsana Lodge and/or Village House via email, fax or in-person;
- ii) All reservation changes must be made before 48 hours of your arrival date;
- iii) A non refundable administrative fee of RM30.00 will be imposed on every changes made. This is payable upon check in;
- iv) All reservation changes are subject to accommodation availability;
- v) Unlimited number of changes allowed but always subject to Clause 5 (iii);
- vi) Should your new reservation be for a shorter number of nights, all booking made for that cancelled night will be cancelled and monies forfeited and Singgahsana Lodge and Village House will be at liberty to release the accommodation for resell;
- vii) Bookings are non transferable;
- viii) Should the value/costs of your new reservation be less than your previous booking, the difference would be forfeited; and
- ix) Should the value of your new bookings be of a higher value than your previous/old booking, you will be liable to pay the difference upon check in or unless otherwise directed.

- x) Any change in accommodation reservation between Singgahsana Lodge and Village House would be allowed but subject to availability and the guests paying for the difference in accommodations rates in the event that the new value of the accommodation reservation is higher than the original value of the accommodation reservation. In the event that new value of the accommodation reservation in Village House is lower than the original value of the accommodation reservation, that difference in accommodation rates shall be forfeited by Singgahsana Lodge/Village House. In calculating accommodation rates between Singgahsana Lodge and Village House, the applicable accommodation rates is based on walk in rates, irrespective whether at the time of the original booking, the amount paid was based on the advance booking rate.
- xi) Any accommodation reservation shall be allowed to be changed for our 'village in the clouds' excursions but subject to availability and the guests paying for the excursions less the amount of the walk in accommodation reservation.

## **6. PROCEDURES FOR CHECK INS**

All guests are required to:-

- i) Fill in/Sign Guest Registration Form;
- ii) Present their valid international passports upon check in for verification;
- iii) Pay your accommodation bills in full or if you have booked online, give us your booking Reference ID number; and
- iv) Pay a refundable deposit of RM50.00 per accommodation (applicable to Singgahsana Lodge only). By furnishing Singgahsana Lodge with the refundable deposit, guests are agreeable that the charges under Clause 8.2 (if applicable) will be deducted from the refundable deposit.

## **7. ARRIVALS/DEPARTURES**

### **7.1 CHECK IN AND CHECK OUT TIMES**

Our check-in time is from 1300 hours and our check-out time is by 1100 hours.

All efforts will be made to have your accommodation ready by our official check-in time of 1300 hours. However, Singgahsana Lodge and Village House will not be liable to anyone should the accommodation is not made available by 1300 hours.

7.2 Late check-out may be available upon prior arrangement with the Front Office Desk BUT ALWAYS SUBJECT TO AVAILABILITY. Late check out rates is as follows:

up to noon – no charge

up to 6 pm – one half of accommodation rate

beyond 6 pm – full accommodation rate.

7.3 Guests are expected to check-in within 2 hours of their ETA/Arrival in Kuching. Failure to check in within the 2 hours will give Singgahsana Lodge and Village House the liberty to release the accommodation for sale in its entirety and all monies paid for the booking forfeited. You are required to provide us with your travel details when making your reservations. Singgahsana Lodge and Village House will make efforts to check from the airport authorities (if you are flying) or with the boat or bus terminals to confirm your estimated time of arrival.

7.4 Guests having overstayed their reservation period (no prior arrangements made for extension) are liable to pay for the extra night (s). However, in the event that the bed/room used is pre-booked by another incoming guest and the current occupying guest in question is not immediately reachable, the Guests who is still occupying the accommodation fully authorised Singgahsana Lodge's and Village House's personnel to vacate the bed/room and remove the guest's belongings for storage pending further arrangements and Clause 9 applies.

## **8. SINGGAHSANA LODGE & VILLAGE HOUSE PROPERTIES**

8.1 On check-in all guests will be provided with linen/blanket and keys/smart cards. These items remain the property of Singgahsana Lodge and are to be returned upon check-out

8.2 Guests are agreeable that the following charges are chargeable. Guests from Singgahsana Lodge can utilize their refundable deposit to pay towards these charges. In the event that the amount chargeable is more then the deposit, the Guest is liable to make good the difference. All chargeable will be charged to the individual concerned, or if appropriate, the Group Leader. Guests from Village House will be billed accordingly and to be paid in full upon check out.

8.2.1. For the lost or damage to the following items, the replacement charges are:-

RM20 for a room key

RM20 for the access card

RM20 for each pillow case

RM20 for each pillow  
RM20 for each leaf soap dish  
RM20 for each clothes hanger  
RM30 for towels  
RM40 for each toothbrush container  
RM50 for each mattress protector  
RM50 for each soap, shampoo, conditioner or body lotion dispenser  
RM80 for each hair dryer  
RM80 for each clothes hanger pole  
RM80 for each electric kettle  
RM100 for each throw cushion  
RM100 for each portable emergency torch light  
RM100 for each bed sheet  
RM100 for each blanket  
RM100 for each duvet cover  
RM200 for each duvet  
RM350 for each DVD Player  
RM500 for each mini bar fridge  
RM600 for each mattress  
RM800 for each four poster bed mosquito net  
RM4,000 for each plasma television

8.2.2. For deliberately marking and damaging linens, artworks, any other Singgahsana Lodge & Village House properties - house penalty of RM50 in addition to the replacement charges and eviction with no refunds

8.2.3. House penalty of RM50 for smoking in non-designated areas or eviction with no refunds

8.2.4. House penalty of RM50 for deliberate actions to cause damage or soil Singgahsana Lodge's toilets, bathrooms and its properties or eviction with no refunds

8.3. The Singgahsana Lodge and Village House Management reserves their absolute right to have access to rooms for the purpose of maintenance, cleaning or any other reason deemed appropriate.

## **9. PERSONAL PROPERTY**

9.1 Singgahsana Lodge and Village House do not accept liability for the death, sickness or injury to any guest or for the loss, theft or damage to any guests' property however sustained or caused.

9.2 It is the responsibility of the guest to ensure that their belongings are secure at all times.

9.3 Guests are welcome to make use of the safe deposit at the Front Office.

## **10. PETS**

- 10.1. Sorry, pets are not permitted in Singgahsana Lodge and Village House at any time except Guide Dogs.

## **11. HOUSE RULES**

### 11.1. General

- 11.1.1. It is the responsibility of the guest to ensure that his/her behaviour does not detrimentally affect the comfort or safety of other guests in the properties.
- 11.1.2. We reserve the right to repossess the accommodation at any time where any damage or inappropriate behaviour has occurred. In such a case we shall not be liable to make a refund of any portion of the amount already paid.
- 11.1.3. Singgahsana Lodge and Village House Management stresses that the usage, possession, trafficking of illicit drugs is a serious offence in Malaysia, and may carry the death sentence.
- 11.1.4. Singgahsana Lodge has a strict no-smoking policy (see Clause 8.2.3.)
- 11.1.5. Consistent with local custom and practice all footwear **MUST NOT** be worn within Singgahsana Lodge and specified areas within the Village House.
- 11.1.6. Facilities within Singgahsana Lodge and Village House are strictly for the benefit of in-house guests and property owners and their guests only. Access to Singgahsana Lodge and Village House is restricted only to in-house guests and property owners and their guests at all times.
- 11.1.7. Guests are not permitted to have visitors within Singgahsana Lodge and Village House.
- 11.1.8. Singgahsana Lodge and Village House subscribe to eco-friendly ideals and guests are requested to avoid waste and to be responsible in their use of electricity, water and other resources. Kindly deposit any waste that cannot be avoided into the appropriate waste baskets.
- 11.1.9. In the Singgahsana Lodge dorm rooms, the quiet time for sleeping is from 2230 hours to 0700 hours. Out of courtesy to fellow travellers, please be very quiet if you

come in late or leave early. Listening of music or radio should be with headphones.

- 11.1.10. Do not store food in your room, these attract bugs.
- 11.1.11. Do not steal from Singgahsana Lodge or Village House and do not remove other person(s) properties.
- 11.1.12. DO NOT use your own sleeping bags at any time whilst at Singgahsana Lodge or Village House.
- 11.1.13. Guests are expected to leave their beds/rooms in a reasonable state and if not may be charge an extra cleaning fee as deemed appropriate by Management (see Clause 7.2.).

## **12. ADDITIONAL TERMS AND CONDITIONS FOR VILLAGE HOUSE**

- 12.1. The Village House has full F & B facilities (non-halal). In the premises, no outside food or drinks are to be consumed within the Village House and No cooking is allowed in the room. Your Accommodation, Food & Beverage and other incidental bill shall be settled upon check out.

## **13. SUBJECT TO THESE TERMS AND CONDITIONS**

- 13.1. All reservations howsoever made, are made subject to these terms and conditions.

## **14. SINGGAHSANA LODGE'S RIGHT TO AMEND THESE TERMS AND CONDITIONS**

- 14.1. Singgahsana Lodge reserves the right to amend add or delete any of the terms and conditions herein whenever appropriate without any notice whatsoever.