



TERMS & CONDITIONS

A. RATES

- i. All Villa rates are quoted in Ringgit Malaysia (RM).
- ii. Villa rates are based on per room basis with either Single or Twin share.
- iii. Package rates are based on per person basis.
- iv. Each villa can accommodate a maximum of 3 adults only or 2 adults and 2 children.
- v. 3rd adult is chargeable at **RM 150 nett per adult** with breakfasts provided if sharing villa with existing bed
- vi. Accompanying child in existing villa is **RM 110.00 per child** with breakfasts provided & applicable for ages between 3 – 11 years.
- vii. Children 2 years and below will only pay for Return boat transfer of RM55.00 per child.
- viii. Each villa is fitted with a king-size bed and a side lounger (size of a single bed)
- ix. Return boat transfer of RM75 per adult and RM55 per child.
- x. Special boat charter is charged at an additional RM160.00 per boat for morning charter (6.00 to 9 am) and RM160.00 per boat (4.00 to 6.00pm). Boat carries maximum 12 pax.
- xi. For Room and Breakfast only booking, vegetarian meal is subject to additional charges of RM25 per pax per meal.
- xii. Tourism Tax will be imposed to the foreign guest at a flat of RM 10.00 per villa per night & will be collected as a separate amount (despite from room charges) upon on guest arrival.

B. CHECK IN /OUT PROCEDURES

- i. Confirmed Villas will be available for occupancy at 14:00 hours on the day of arrival. Early check-in before 14:00 hours is subject to availability.
- ii. Official Check-out time is 12.00 noon.
- iii. Late check out after 1.00 pm is subject to a charge of RM 100.00 per villa and subject to availability.

C. BOOKING DEPOSIT

- i. A 100% deposit must be made for all bookings to block up the villas required. The Resort reserves the right to cancel bookings for payment not received by the payment dateline shown in the confirmation.
- ii. Bookings made less than 14 days will require immediate payment in full.

D. CANCELLATION / NO SHOW

Any cancellation or reduction in the daily number of reserved villa based on the following schedules :

- i. 5 to 10 villas : 20 days prior to arrival date (minimum notice required)
- ii. 4 Villas & below : 10 days prior to arrival date (minimum notice required)
- iii. In the event of notification of 10 days & less, no refund will be entertained. This applies for “no show”, change of booking dates and reduction of number of villas or number of pax.

E. In the event for whatever reason/s resulting in non compliance to the above schedule, the Resort reserves the right to charge in accordance to the below : -

- i. For villa bookings only : One (1) night's villa rate for every villa booked.
- ii. For package bookings : 75% of the package rate for every package booked.

F. REFUND OF DEPOSIT OR PAYMENT FOR BOOKINGS

- i. There will be no refund in part or whole should guests decide to change or reduce in number of guests or villas taken (Clause D, Section i, ii & iii applies).
- ii. There will be no refund in part or whole should there be reduced in number of nights stay, whether in cases of emergency or otherwise (Clause D, Section iii applies)
- iii. There will be no refund in part or whole should guests decides to change package (Clause E, Section ii applies)
- iv. Refund of deposits made via credit card will subject to a 10% charge for administrative and credit card charges of the deposited amount.
- v. Refund for deposits made via cheque, direct bank transfer or cash will subject to a 8% administrative fee for the deposited amount.

G. OTHERS

- i. For package bookings, no refund or substitutes be allowed for any items in the package not utilised.
- ii. Pre - arranged Airport transfer for van or coach arrangements, due to flight delay less than 4 hours notice must be paid in full. Subsequently, re-scheduled transfer is considered as an additional trip and will be charged accordingly.
- iii. The resort reserves the right to re-direct guests to our mainland resort, Gem Beach Resort, Batu Rakit, for their stay due to bad sea condition or any unforeseeable event that may occur during their arrival date. However, if guests opt for cancellation instead, then the cancellation terms apply.

Note : This page is only illustrations of the cover and acts as a brief guide and does not act as an insurance contract.