

EARLY ARRIVAL ROOM / LATE DEPARTURE ROOM

EARLY ARRIVAL

Note that check-in time at the hotel is at 14h00 (2pm).

This means should your booking voucher indicate arriving for example 24 June, and then it means that your check in time is that afternoon 2pm on 24th June.

Herewith our recommended guidelines for early arrivals:

Arriving between 12 am (midnight) & 8h00 am (morning)

We highly recommend to pre-book your room for the night before.

Example: The flight ticket indicates you/the guest arrive on the morning of 23 June at 1:05 in the morning, book the night before on 22 June.

This will guarantee that your room will be available and ready upon your arrival in the early morning hours when you arrive so that you can immediately go to your room enjoying a well-deserved night's rest after a long journey. This will include a late night dinner menu and your breakfast the next morning.

PRICE = As per the prevailing nightly accommodation HB room rate / per room

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Arriving between 8 am (morning) & 2 pm (afternoon)

We highly recommend to pre-book an early arrival/day use room.

This will guarantee that your room will be available & ready to check-in from 8am. This will include your breakfast for this morning

PRICE = 50% of the prevailing nightly accommodation HB room rate / per room

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Early Arrival room subject to availability on arrival

Should you wish to take the chance to wait until your arrival at the hotel to see whether there is a room available to check-in early, you are welcome to do so; however this is **subject to availability**.

We do not recommend this option – because there may be **no** rooms available upon your arrival due to the hotel being fully booked. Then you will have to wait until there becomes a room available which may only be at 2pm as per the check-in time.

You will be given a temporally room which is available to use until your room becomes available at 2pm as originally booked. This means that you will have to move to your booked room later on.

PRICE = You will be charged on the spot as per the prevailing early-arrival room rate per room + breakfast will be charged accordingly per person. _

Alternatively

You are welcome to store your luggage in the luggage room, enjoy breakfast (chargeable per person) & hotel facilities while you wait for check-in at 2pm. Should your room become available earlier we will advise you accordingly to proceed for check-in.

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ADVANCE ADVISORY –

For safety and security reasons - In case guests assume they will be able to wait in the public areas of the hotel until 2pm check-in time sleeping in the public areas for example the lobby or lounge they will be disturbed by hotel security and advised not to sleep in the public areas as this is against hotel house rules and security procedures. Otherwise guest may be asked to leave the hotel premises.

LATE ARRIVALS

- For late arrivals after 18h00 (6pm) to 07:00 (07:00 am) we will keep the room for the night.
- After 07:00 (07:00 am) should the guests not have arrived, it will be treated as a no-show room and 100% no-show fee will apply.
- We will notify the relevant agent/ground representative/tour operator/travel coordinator of the no-show.
- Late arriving nights due to flight delays or delayed travel arrangements will be considered as no-show nights and cannot be moved to other nights i.e. adding nights to the stay due to the no-show.
- No show fees will be applied and amended reservations must be made for additional nights at the prevailing rates and subject to availability.

Dinner for late arrivals

- A late arrival limited dinner menu will be available for late arrivals between 22h00 (10pm) – 05h00 (5am).
- Guests will be able to place their order for late arrival dinner at Reception upon check-in and the meal will be delivered to their room at no extra charge.
- Therefore dinners missed or declined by the guests upon check-in, are not exchangeable for any other meal i.e. lunch the next day.

EARLY DEPARTURES

- Early departure nights are not refundable and cancelation fees will be applied accordingly.

Breakfast for early departures

- Early breakfast is available and prepared upon request for early departing guests in one of our restaurants, free of charge from 02h00 (2 am) to 07h00 (7 am).
- Requests/Bookings can be made the night before departure with Front Desk.
- Breakfast packs (Take-away breakfast) can also be arranged at an additional supplementary fee.

LATE DEPARTURES

Note that check-out time at the hotel is at 12h00 (noon).

This means should your booking voucher indicate departure for example 24 June, and then it means that your check out time is that afternoon 12pm (noon) on 24th June.

Herewith our recommended guidelines for late departure:

Late Departure Room between 12 pm (noon)-check out time & 18h00 (6pm) (evening)

We highly recommend to pre-book your room for late departure.

This will guarantee that you can use your room until the evening 6pm (18h00). Note that this is for room use only. Excludes any meals & drinks.

PRICE = 50% of the prevailing nightly HB room rate / per room

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Late Departure Room after 6pm (18h00)

We highly recommend to pre-book late departure room.

This will guarantee that you can use your room after 6pm (18h00).

Note that this option will include your dinner only. Excludes lunch & drinks unless you book the FB (for lunch) or AI package (for lunch + AI package drinks) in addition at the prevailing supplement rate.

PRICE = 100% of the prevailing nightly HB room rate / per room

Late departure room subject to availability on your departure day

Should you wish to take the chance and check if there is a late departure room available for your departure day, you are welcome to do so; however this is subject to availability only.

We do not recommend this option – because there may be **no** rooms available upon your departure day due to the hotel being fully booked.

You will be given a temporally room which is available to use until your departure. This means that you might need to move to another room on your departure day.

PRICE = You will be charged on the spot as per the prevailing late-departure rate per room. Meals & Drinks will be charged accordingly.

Alternatively

You are welcome to store your luggage in the luggage room upon on check-out time (12 noon) & still enjoy the hotel facilities while you wait for your pick-up. Public shower facilities are available at the toilet facilities next to the pool area to refresh before your departure.

Take note:

As per safety and security measures guests will not be allowed to “sleep” in public areas or lounges within the hotel and will be consulted by security officers and/or management of the hotel.

Guests who fail to vacate rooms as per the check-out times without prior arrangements for late departure room will be charged a penalty fee of \$50 per hour the guest goes over the check-out time irrespective of minutes after check-out time. The hotel like to offer the next arriving guest also their room on time as per check-in time just like you have received your room on time who also like to enjoy their paid services as booked. We trust you will allow this privilege to the next guest just like you have enjoyed and paid for on your arrival day.

We trust that the above will be communicated well in advance to the guest and the Resort will not be liable for any complaints that derived from guests due to the above not being informed to guests by the company/agent/tour operator however we try our level best to accommodate and inform our mutual guests.