



SERI PENGANTIN RESORT

TERMS & CONDITIONS

- Check-In time: 3.00 pm. Check-Out time: 12.00 noon
- Prior reservation is required and is subject to availability.
- Rates are inclusive of 10% Service Charge and prevailing Government Tax
- Rates are subject to change without prior notice
- In the event of any request for guaranteed early check-in before 12 noon, a 50% surcharge will be applicable, while a full day surcharge will be applicable for guaranteed check-in before 9am.
- Late check-out will be on a request basis and subject to availability
- Extension time of late check out after 12.00 noon will be charged of RM 50.00 Nett per hour/room and is subjected to room's availability. Rooms occupied beyond 6pm will be charged at full day rate.

RESERVATION

- Full payment must be made to guarantee a reservation. Payment can be made via Bank-In or Online
- Transfer to our accounts. Banking details will be send via email or Whatsapp.
- To make a reservation, please call us at +60342701700 or WhatsApp at +60196152150
- Please be advised that non-guarantee reservation will be held till 12.00 noon of arrival day and subject to daily availability.
- For peak season, non-guarantee reservation will not be processed.
- ROOM SECURITY DEPOSIT of RM100 OR RM200 per room (depending on room category) will be collected in cash upon check-in.
- This amount is collected in advance as in to cover any incidental charges that may incur during your stay.
- The Security Deposit will be returned no later than 02 days after check out if there is no damage or lost equipment and other related issues. Kindly provide your banking details to our receptionist in charge for refund.
- For our walk-in guests, only cash are acceptable upon Check-in.
- Please be advised that we do not have any credit card facility. All transactions and payments at the resort are by cash only.

NO-SHOW & CANCELLATION POLICY

No Show	: Full cancellation charges imposed
Within 7 working days	: Full cancellation charges imposed
Within 8 to 29 days	: 50% cancellation charges imposed
More than 30 days	: No cancellation charges impose
PEAK SEASONS	: NO REFUND in any part will be given for Cancelled and No Show Reservations



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ROOM OCCUPANCY

Room rates quoted are for mentioned number of guests allowed per room.

RM 50 Nett will be charged for each additional person,

Inclusive of One (01) Single Mattress & Local Set Breakfast for One (01) Person

Maximum Additional Capacity per Room

Deluxe | Cempaka Sari | Garden Villa | Lavender

02 Persons (Adult/ Children)

Mayang Melati | Standard Rooms

01 Person (Adult/ Children)

Above 1 years old consider as 01 Person