

RESORT POLICY & RULES

PERSONAL SAFETY

- Always zip up or lock your tent and ensure the gate is closed when you are not around to keep out unwanted visitors.
- Be mindful of other campers by avoiding unwanted noise.
- Do not use candles, incense heated / cooking appliances inside the tent.
- All cooking is to be done outside in a safe zone.
- Do not smoke inside the tent. Violation of the prohibition is subject to a fine of RM300.00.
- Please refrain from holding meetings with visitors in your tent.
- Please refrain from inviting outside visitors to your tent.
- We reject the use of our tents by members of any gang or extremists. Even after a reservation has been made or during a Guest's stay, if the Guest is found to be a member of a gang or extremists, the Guest will be asked to leave the Resort immediately.
- The Resort is obligated to ensure the safety of Guest's stay, including confidentiality of information about the Guest.
- To ensure all our Guest have the best experience during the stay, please keep noise to a minimum after 10PM.

VALUABLES & ITEMS DEPOSITED WITH THE RESORT

- Please do not leave important personal belongings or valuables unsecured in your Guest room. The Guest has an obligation to keep money, securities and valuable items, including jewellery and artistic value in a free Resort deposit at the reception. However, the Resort has the right to refuse to store money, securities and valuable belongings, especially valuables and items of scientific or artistic value if they pose a threat to safety or their value exceeds the standard of the Hotel or if they take up too much space.
- Personal belongings left by Guests in the Resort room upon leaving shall be sent to the address indicated by the Guest at their expense.
- If such instruction is not received, the Resort shall store the items for the period of 3 months and then to give the items away to charity of its choice or dispose of them. The Resort does not store food or perishable items.

PAYMENT FOR SERVICES

- Payment for all Resort services may be made by Cash and Online Transfer only. Please pay your bills whenever requested by the Front Desk while staying at the Resort. All bills are due upon demand.
- When a Guest wishes to prolong his/her registered departure date, prior notice should be given to the Front Desk. If an extension of stay is possible, settlement of past due accounts shall be required.
- Please provide your name and tent number to the cashier when you sign bills at restaurants and bars in the Resort.
- Leaving belongings or remaining in the room after 12:00 p.m. is treated as automatic prolonging of the stay. If the Guest leaves the room after 12:00 p.m. the Resort will charge a fee for the next night at the price prevailing on the given day.
- Guest may not hand the room over to other persons, even if the night for which they paid the due amount has not elapsed.
- Guest bears full material and legal responsibility for any loss, damages or destruction of Resort furnishings and appliances resulting from his/her fault or from the fault of his/her visitors.
- The Resort reserves the right to collect a fee upon check-in for the entire stay in the form of a cash deposit.
- In case the Guest fails to appear in the Resort by 6:00 p.m. of the accommodation date despite making a reservation, the fee for the room shall be charged by the Resort

YOUR COOPERATION IS REQUIRED

- Please do not bring onto the premises of the Resort any of the following;
 - (1) Animals;
 - (2) Gunpowder, oils or other explosives or inflammables;
 - (3) Objects emitting a foul odor;
 - (4) Unregistered firearms or swords;
 - (5) Objects of an unusually large size or in unusually large quantities;
 - (6) Illegal drugs or other articles, the possession of which is prohibited by the laws of Malaysia

TOILET POLICY

- Our Concept is a sharing toilet, Please follow the toilet Etiquette to help maintain the cleanliness of the toilet provided.
- Make sure to keep the door closed and locked at all time to prevent outsiders from using the toilet.
- Never leave the restroom dirty and ensure to lock the door carefully when you are inside as our lock handles are made out of wood.
- If someone is inside, do not peep under the doors or knock endlessly. Wait for the other person to come out.
- Make sure you do not wet the toilet seat. Do not throw water on the floor as someone might slip and get hurt.
- Do not forget to flush once you are done. Check the toilet seat for unwanted stains or substance. Do not hesitate to call the toilet attendant if the flush is not working.
- Do not throw anything in the commode. Tissue paper must be thrown inside the dustbin and not anywhere else, sanitary napkins must be wrapped before disposing in dustbins.
- Do not leave the restroom with taps on. It is important to conserve water.

CANCELLATION POLICY

- Full refund will be given if cancellation done prior two weeks.
- If cancellation done within two weeks, no refund will be provided but allow to change their date with valid reason provide proof (ONCE ONLY).
- Reason that can be consider to change date.
 - A. Death (Only close family member)
 - B. Flight Delayed for one day
 - C. Car Accident on the same day
 - D. Admission to ward with medical certificate as proof.