

# 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.

## **ENFORCEMENT**

All staff are trained and required to respond to potential violations of our Hotel Policy / House Rules. Guests who refuse to abide by the reasonable standards and policies established by Cabana Retreat for safety of all guests, staff, owners, property, and the operation and management of the hotel will be evicted, with no refund. In addition to the room charge, a minimum MYR 500 cleaning fee per room will be charged for infraction(s) of our Hotel Policy / House Rules.

## **PARKING AT YOUR OWN RISK**

All vehicles are parked at the risk of the owner. Cabana Retreat shall not assume liability or responsibility for any vehicle, occupants, or contents while operated or parked near the property.

## **RIGHT TO REFUSE**

Cabana Retreat is privately owned and operated. We reserve the right to refuse service to anyone for any reason(s) that does not violate Federal or State laws. Cabana Retreat has a zero tolerance policy in which we will refuse to admit or refuse service or accommodation in our hotel or may remove a person, without refund, who refuses to abide by the reasonable standards and policies established by the State of Sabah and the owners for the operation and management of the hotel. Cabana Retreat will refuse service or evict a guest: for refusal or failure to pay for accommodations, is under the influence of alcohol, drugs, or any other intoxicating substance and acts in a disorderly fashion as to disturb the peace of other guests or is not in compliance with state liquor laws; acts in a disorderly fashion as to disturb the peace of other guests; seeks to use the hotel for an unlawful purpose; seeks to bring into the hotel: an unlawfully possessed firearm, including an explosive or hazardous or toxic substance, that is unlawful to possess and that may be dangerous to other persons; destroys, damages, defaces, or threatens harm to hotel property or guests; causes or permits persons to exceed the maximum allowable occupancy of room, refuses to abide by the reasonable standards or policies established by Cabana Retreat for the operation and management of the hotel.

## **DISCRIMINATORY HARASSMENT**

Harassment or intimidation of a staff person or guest because of that person's race, age, color, sex, national origin, physical or mental disability, or religion is specifically prohibited and the Guest or staff will be asked to leave the Resort immediately. Harassment and intimidation includes abusive, foul or threatening language or behavior. Cabana Retreat is committed to maintaining a place that is free of any such harassment and will not tolerate discrimination against staff members or guests.

# VISITORS RULES & REGULATIONS

## THE RULES AND REGULATIONS ARE SUBJECT TO CHANGE ANY TIME WITHOUT NOTICE.

- Kindly purchase a voucher of RM5/pax before entering Cabana Retreat.
- Parking is allowed in designated areas only.
- Kindly smoke in our smoking area only.
- Violation of the prohibition is subject to a fine of RM200.00.
- Please refrain from holding meetings in the Event Hall.
- Music is not permitted.
- Please be mindful of other guests and visitors by avoiding unwanted noise.
- Picnicking is not permitted.
- Electric is not provided.
- Food and Beverages from outside the Resort is not allowed anywhere in our premises.
- No pets are allowed.
- Swimming at the beach will be at your own risk.
- We reject visitors by members of any gang, or extremists. Even after a payment has been made, if the visitor is found to be a member of a gang or an extremist, the visitor will be asked to leave the Resort immediately.
- Visitor bears full material and legal responsibility for any loss, damages or destructions of Resort furnishings and appliances.
- Cabana retreat has the right to ask those who have repeatedly disregarded Cabana's regulations or have become a nuisance to other guests to leave Cabana premises. The deposits or payment made by those guests who have been asked to leave are subject to forfeiture and are non refundable.
- Cabana Retreat will not take responsible for any damage to or loss of the vehicle or any of its accessories or article/s left there in. Visitors shall be held liable for any damage caused by him/her to person/s, vehicle/s or any property within the parking area.
- No vandalism and littering. Kindly dispose the trash properly and visitors are obliged to pay for the loss and damages of the Resort's property caused by themselves, their friends, or any person to whom they are responsible.

# PERATURAN PELAWAT

## PERATURAN TERTAKLUK KEPADA PERUBAHAN BILA-BILA MASA TANPA NOTIS.

- Sila beli ticket RM5/pax sebelum memasuki Cabana Retreat.
- Tempat letak kereta dibenarkan di kawasan yang ditetapkan sahaja.
- Merokok hanya dibenarkan dikawasan yang ditetapkan sahaja
- Pelanggaran larangan tersebut dikenakan denda RM200.00.
- Pengunjung dilarang mengadakan sebarang majlis atau mesyuarat di dewan acara tanpa persetujuan pihak pengurus cabana retreat.
- Muzik tidak dibenarkan.
- Memasang muzik dengan bunyi yang kuat adalah dilarang bagi mengelakkan gangguan kepada pengunjung yang lain
- Berkelah tidak dibenarkan.
- Elektrik tidak disediakan.
- Makanan dan Minuman dari luar Resort tidak dibenarkan di mana-mana di dalam premis kami.
- Haiwan peliharaan tidak dibenarkan.
- Berenang di pantai adalah atas risiko anda sendiri.
- Kami menolak pelawat oleh ahli mana-mana kumpulan, atau pelampau. Walaupun selepas pembayaran telah dibuat, jika pelawat didapati menganggotai kumpulan samseng atau pelampau, pelawat akan diminta meninggalkan Resort dengan segera.
- Pelawat bertanggungjawab keatas material dan undang2 sepenuhnya untuk sebarang kehilangan, kerosakkan atau kemusnahan perabot dan peralatan resort.
- Cabana retreat mempunyai hak untuk meminta mereka yang telah berulang kali mengabaikan peraturan Cabana atau telah menjadi gangguan kepada tetamu lain untuk meninggalkan premis Cabana. Deposit atau bayaran yang dibuat oleh tetamu yang telah diminta keluar adalah tertakluk kepada pelucuthakan dan tidak boleh dikembalikan.
- Cabana Retreat tidak akan bertanggungjawab ke atas sebarang kerosakan atau kehilangan kenderaan atau mana-mana aksesori atau barang yang ditinggalkan di sana. Pelawat akan bertanggungjawab ke atas sebarang kerosakan yang disebabkan olehnya kepada orang, kenderaan atau mana-mana harta di dalam kawasan letak kereta.
- Dilarang membuat vandalisme dan membuang sampah sarap di merata tempat. Sila buang sampah dengan betul dan pelawat diwajibkan membayar kerugian dan kerosakan harta Resort yang disebabkan oleh mereka sendiri, rakan mereka atau mana-mana orang yang mereka bertanggungjawab.



**Dear Valued Guest,**

**We welcome you to your Bell Tent with custom designed interior filled with plush comforts, custom made furniture and luxurious bedding. We have handpicked items from new and old raw indulgence and practically in mind, helping ensure your stay is relaxing and allows for mindfulness and wonderful memories.**

**We have included some helpful information that we ask you to spend a few minutes reading as you wishfully unwind. May you enjoy adventurous days and relaxing evenings underneath a chandelier of stars.**

**We trust your staying with us will be an enjoy and memorable one.**

**Sincerely,  
Management**



# Dear Guest

ITEM	PRICE (RM)
Thermos Flask	80.00
Glass	15.00
Glass Bottle	50.00
Bath Towel	65.00
Bed Sheet	100-350.00
Comforter	150-350.00
Bed Throws	60.00
Pillow Cases	50.00
Pillow (Big)	50.00
Pillow (Small)	40.00
Waste Bin	50.00
Tissue Box	50.00
Artificial Plants	80.00
Umbrella	50.00
Hanger	30.00
Side Table	100.00
Carpet	150-400.00
Padlock	40.00
Tent Key	30.00
Toilet Key (1 Key)	15.00
Air Conditioner	1500.00
Fan	260.00
Standing Lamp	200.00
Table Lamp	150.00
Mosquito Repellent	20.00

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RETREAT

Each Guest room attendant is responsible for maintaining the Guest room items. Should you decide to take these articles from your room, we will assume you approve a corresponding charge to your account.

Please note that any other items which are not listed but belongs to Cabana Retreat will still have to be paid for damage or missing.

Thank you

Management.