

# Reservation



## BOOKING POLICY

Guests are required to make reservations in advance to guarantee room availability such as online reservations, phone bookings, or through travel agencies.

---

## Check In

- Check-in time is 2:00 PM and 4:00 PM, Please let us know if you make early or late check in
  - Upon arrival, guests must present a valid government-issued photo identification (such as a passport or ID Card).
  - A credit card or cash deposit is required to cover incidental charges or damages.
  - Guests will be asked to complete a registration form and confirm personal information.
  - Hotel staff will provide key cards, directions to the room, Wi-Fi information, and details about hotel amenities.
- 

## Check out

- Standard check-out time ranges from 11:00 AM to 12:00 PM.
- Late check-out requests may be granted depending on availability, but often incur additional fees.
- Guests are encouraged to check their room for personal belongings before departure.
- Hotel staff will review the room for damages or missing items prior to final billing.
- A detailed bill will be provided upon check-out, highlighting all charges incurred during the stay.

# Payment



- Room rates are typically quoted per night, per room, and may be subject to local taxes and fees.
  - Accepted payment methods usually include major credit/debit cards and, in some cases, cash.
  - All charges, including room, taxes, mini-bar, room service, and any other incidentals, must be settled in full at check-out.
- 

## Cancellation and Refund

### Free Cancellation Period:

You can receive a full refund if you cancel your reservation 4 days or more before your scheduled arrival date.

### Late Cancellation & No-Show Policy:

- Non-Refundable: Your booking becomes non-refundable if you cancel one day before or on the day of arrival.
  - No-Show: In the event of a "no-show" (if you fail to arrive without prior cancellation), the full amount of your booking will be charged, and no refund will be provided.
- 

## Lost and Found

If a guest leaves an item behind, the hotel's lost and found procedure ensures reasonable efforts to notify the guest and return the item. Items are typically held for a defined period before being disposed of or donated. Retrieval may require proof of ownership and shipping charges may apply for returns.

**Thank you for your cooperation.  
We hope you have a wonderful stay!**