



## **Terms & Conditions**

### **Rate Validity**

Room rates are quoted from 1<sup>st</sup> January to 31<sup>st</sup> December 2016. All rates are subject to availability and change and until further notice.

### **Rate Availability**

The preferred rates are subject to availability upon reservation and confirmation. If the requested category is not available, alternative categories and the respective rates may be offered.

### **Rate Eligibility**

The preferred rates apply to employees of the Jardine Matheson Group of companies and its subsidiaries, company employed consultants or contractors under contract and company clients when reservations are made through Jardines' local or overseas offices. Hotels reserve the right to request for company identification or business cards upon check-in and in the event there is no valid company identification, the room rate may be elevated to the next best available rate.

### **Blackout Dates**

The Jardine Matheson preferred rates will not be applicable during certain events, conferences and exhibition dates specified by the hotels. Reservations on these dates will be based on the prevailing guest room and rate availability.

### **Group Bookings**

The preferred rates stated within this agreement are valid only for individual travelers and are not applicable for group related room blocks or meetings, defined as 10 or more guest rooms on the same night. Group rates will be determined according to the number of rooms required, dates of stay, duration of stay and room types available. The Hotel will offer various room types and corresponding rates available for group bookings depending on the availability of each room type as long as it meets the total number of rooms requested.

The Hotel reserves the right to change the Terms and Conditions for Group Bookings and it will vary depending on the specifications of the Group Booking.

### **Guarantee of Room Reservations**

In order to hold reservations, hotels require either a credit card guarantee, company guarantee with a corporate letter signed by an authorized person in your company, or one night deposit for the reservations received. For non-guaranteed bookings, the reservation will be held until 4 pm, after which the room will be released automatically. Check-in after this time will be subject to room availability.

**Cancellation Policy**

Should it become necessary to change or cancel any reservation(s) after they have been confirmed, kindly do so at least 24 hours prior to the guest's arrival date to avoid cancellation/no-show penalty equivalent to one night room charge. This fee will automatically be charged to the credit card given as guarantee or the prepaid deposit will be forfeited. In the case of any company guarantee, related charges will be billed directly to the company for settlement.

**Check-in and Check-out Time**

The hotel official check-in time is 2 pm and check-out time is 12 pm. Any extension of stay up until 6 pm, 50% of the daily room rate will be charged. For check-out after 6pm, a full day room rate will be applied.

**Payment**

Unless prior credit arrangements have been made with the hotel, guests will be required to settle all their guestroom and incidental charges before departure.

Should companies wish to shoulder guests' charges, please send the respective hotel a guarantee letter in advance and on your company letterhead signed by an authorized person of the Jardines company.