



House Policy and Guidelines

The Guest signing the Sign-in Form is responsible for informing their roommates of our policies, rules, and regulations. Should your other roommates be unhappy with a part or all of their stay due to a lack of communication with the policies outlined below, it will not be recognised as Alun Retreat's responsibility to rectify the matter.

We are a NO TOLERANCE HOTEL.

Any guest who causes a disturbance or refuses to follow the policies and guidelines set before them will be warned ONCE. Should the situation persist, the GUEST WILL BE ASKED TO LEAVE THE HOTEL. If the guest does not comply, the LOCAL AUTHORITIES will be contacted. After the first warning, if the guest still does not comply, then that guest will be asked to leave the hotel without any refund.

Cancellation Policy

Free Cancellation (Full Refund): 30 days BEFORE check-in date.

No Refund: 'No Show' or cancellation made within 30 days BEFORE check-in date.

Terms and Conditions

Check-in / Out times

Check-in is from 3 PM (not guaranteed in the event of high occupancy). Should you need earlier accommodation, we are happy to assist. However, it is subject to the availability of rooms. Guests must present a valid form of government-issued photo identification stating the name, address, nationality, identity card number, place, and date of issue to ascertain the identity and thus to be saved in the registry. Special requests are subject to availability upon check-in and may incur additional charges. Special requests cannot be guaranteed.

Alun Retreat reserves the right to refuse service to guests who do not follow or comply with hotel resort policies.

Check-out is at noon (12 PM). If you need to extend your check-out time, either pre-arranged or as a late departure, you can direct the request to the front desk on the morning of your departure. The extension may be subject to availability and may incur an additional charge.

Reservation Policy

Guest must be at least eighteen (18) years old to register. Early room reservation is recommended, especially during weekends, public holidays, and in-season periods, to ensure your accommodation. Reservation can only be done through Alun Retreat's official website. A confirmation shall be communicated to the delegate by email during regular office hours.

A valid credit or debit card is required to secure your reservation. For reservations guaranteed with a form of payment when booking, rooms are held until hotel check-out time the day following arrival. For reservations not guaranteed with a record of charge when booking, rooms are held until 3 PM as per Alun Retreat policy.

All room rates include 8% SST.

Online Reservation

Please note that our online reservation and availability inventory is subject to change without notice because it is not 'actual-time availability'. By clicking submit to confirm the reservation, the guest agrees to the rate and room policies of this reservation.

All room rates include 8% SST.

No-show/Shortened Stay

No refund shall be issued for a show or shortened stay.

Access to Alun Retreat's Facilities

Only registered Alun Retreat guests may access or use the facilities without additional charges (except for kayaking service). Non-registered guests will be charged accordingly for using facilities.

Liability

Guest's liability for their accounts is not waived, and they agree to be held personally liable if any indicated person, group, company, or association fails to pay all or part of any charges incurred.

Limitation of Liability

To the extent permitted by law, Alun Retreat does not accept any liability arising out of any occurrences beyond its control, including but not limited to acts of terrorism, acts of God, flood, war, strikes, riot, theft, delay, cancellation, civil disaster, government regulations or changes itinerary or schedule (collectively, "Force Majeure"). All activities have inherent risks to health and safety. Alun Retreat will not be responsible for any possibilities related to any activities or services booked through the Alun Retreat website.

Prohibited Items

The following items are not allowed in Alun Retreat premises: -

- Flammable, explosive, or hazardous materials
- Non-halal food and beverages
- Objects emitting a foul odour.
- Unregistered firearms or other weapons
- Objects of huge size or in huge quantities
- Articles related to use in gambling, prostitution, smuggling or other unlawful acts
- Illegal drugs or other articles, the possession of which is prohibited by the laws of Malaysia

Alun Retreat reserves the right to refuse entry to any guest with prohibited items. Guests shall be solely liable and responsible for all financial or otherwise loss and damage caused by such things.

Damage to Alun Retreat Property

We reserve the right to charge guests the cost of rectifying damage caused by the guest's deliberate, negligent, or reckless act to Alun Retreat's property or structure.

Should this damage come to light after the guest has departed, we reserve the right to charge the guest's credit/ debit card or send an invoice for the amount to the registered address. We will, however, make every effort to rectify any internal damage before contracting specialists to make the repairs. We, therefore, will make every effort to keep any costs that the guest would incur to a minimum.

Removal of Alun Retreat Property

We reserve the right to charge guests for replacing any items removed from the premises without consent or damaged during the guest's stay.

The charge will be the total replacement amount of the missing items, including any carriage charges. Should something missing come to light after the guest has departed, we reserve the right to charge the guest's credit/debit card or send an invoice for the amount to the registered address.

Tampering with Fire Detection Systems and Firefighting Equipment

We reserve the right to act against any guest found to have tampered/interfered with any fire detection equipment throughout the Alun Retreat premises, including detector heads in public areas and bedrooms, broken glass points and fire extinguishers. Guests found to have tampered with any fire detection or firefighting equipment will be charged with any costs incurred by Alun Retreat due to their actions and may be asked to leave Alun Retreat. Depending on the severity of the guest's actions, the Police may be involved at Alun Retreat's discretion. Should the fact that firefighting or detection equipment had been tampered with come to light after the guest has departed, we reserve the right to charge the guest's credit/debit card or send an invoice for the amount to the registered address.

Inappropriate Behaviour

Alun Retreat's policy is that all guests have the right to be treated with dignity and respect. As responsible hosts, we must protect our guests from inappropriate behaviour. Should any actions by a guest be deemed unacceptable by the Manager or brought to the Manager's attention, Alun Retreat has the right to take action after any allegations have been investigated. Depending on the severity of the guest's efforts, the Police may be involved at the hotel resort's discretion, or guests may be asked to leave Alun Retreat's premises.

Lost / Damaged Property

Alun Retreat will not be held liable if guests lose any belongings during their stay or incur damage to their property. If we find any lost property, we will make every reasonable effort to locate the owner and return it, but if an item is not reclaimed within three months of the guest's departure, it will be disposed of.

Any loss or damage to the facilities and items in the room will be charged accordingly. Loss of room key is chargeable at RM70.00. No nailing or chopping of any structure of building and room. Management reserves the right to stop and refuse your stay without a refund and to demand for damage incurred.

Vehicles

All vehicles are parked at the owners' risk. Should a problem occur with a vehicle in Alun Retreat's car park, Alun Retreat cannot accept any liability. Suppose a vehicle is left in Alun Retreat's car park for more than 8 hours after the guest has departed without any written consent from Alun Retreat. In that case, Alun Retreat reserves the right to remove the vehicle at the owner's expense. All vehicles entering or leaving are subjected to a security check. The car park is reserved for in-house registered guest parking.

Child Policy

Parent/s or guardian/s are always personally and legally responsible for the safety of their children. Never leave your children unattended inside the guest rooms or on the Alun Retreat property.

Room Occupancy

The total number of occupants in a room shall not exceed the maximum number permitted for the perspective room types.

Executive Beachfront: Two (2) adults and one (1) child (under five years old).

Garden Front: Two (2) adults and one (1) child (under five years old).

Oceanfront: Two (2) adults and one (1) child (under five years old).

Garden View: Two (2) adults and one (1) child (under five years old).

Family Beachfront: Five (5) adults and one (1) child (under five years old).

Family Garden front: Four (4) adults and one (1) child (under five years old).

Extra Person Policy

Room occupancy requirements are based on fire code/fire safety restrictions.

The maximum occupancy of:

Executive Beachfront, Oceanfront, Garden Front and Garden View - two (2) adults and one (1) child (under five years old).

Family Beachfront - five (5) adults and one (1) child (under five years old).

Family Garden Front - four (4) adults and one (1) child (under five years old).

If you exceed the maximum number of guests allowed, you will be asked to rent/book another room for proper accommodations or vacate Alun Retreat.

Photographs and Videos

Using photographs and videos taken in Alun Retreat for commercial or public purposes is illegal. Those who do so will be subject to prosecution.

Hotelier's responsibility for guests' belongings

Alun Retreat is not responsible for any loss or damage to guests' belongings. It is the guests' responsibility to take care of their valuable items.

No Smoking Policy & Fees

Alun Retreat is a 100% non-smoking property. If smoking occurs in your room or the property, a RM 200.00 cleaning fee will be billed to your account. This includes E-cigarettes and vape pens.

Alcohol Policy

Alcohol consumption is prohibited in Alun Retreat rooms and all public areas, including the retreat's reception, coffee house, multipurpose hall, decking, beach, and parking areas. You shall be fined RM 1000.00 if caught consuming alcohol on the property.

Safe Deposit Box

Guests are encouraged to keep their valuables in the safe in their rooms or the safe deposit box provided at the front desk. The hotel resort is not liable for losing money or other personal valuables during their stay.

Pet

Strictly no pet is allowed in Alun Retreat premises at all times.

Security

Alun Retreat has implemented technology and systems that protect the information you provide. When you are asked to submit private information such as a credit card number, you can be assured that we have security measures to protect this information. This technology provides advanced encryption tools to protect information transmitted between your computer and our server. Encryption means that your data is converted into code before it is dispatched over the Internet.

Disability Friendly

Alun Retreat is friendly to our disabled guests and those needing special assistance. Disabled-friendly rooms are available (subject to availability).

Beach

We recommend that guests always wear suitable footwear to avoid accidents. Guests are advised to swim at risk when going to the beach.

Alun Retreat will not be held responsible for any loss or damage to any personal belongings, injury, disability, fatality, or even death arising from whatever reasons while exercising or playing in the swimming/beach area.

Littering

Do not throw rubbish or any waste in open or public places. Dispose of the trash into designated rubbish bins provided in the general area.

Wildlife

Alun Retreat recognises its responsibility to respect the environment and is committed to preserving wildlife's natural habitat. Therefore, guests are advised to be aware of nature in/at/surrounding the Alun Retreat area.

BYO Food or Drink

To ensure the safety of other guests, external cooking utilities, utensils, and instruments may not be brought into the property.

Events Beyond Alun Retreat's Control

Part of our resort's policy

Alun Retreat will not accept liability or pay any compensations where the performance of its contractual obligations is prevented or affected, in whole or in part, by events or occurrences beyond the control of the Property. These include, without limitation, the threat of war, government action, terrorist activity, adverse weather conditions, natural or industrial disasters, fire and explosions, floods, riots, civil disobedience, or strife.