



House Policy and Guidelines

It is the sole responsibility of the Guest who is signing the Sign-in Form to inform his/her roommates of our policies, rules and regulations. Should your other roommates be unhappy with a part or all of their stay, due to lack of communicating the policies as outlined below, it will not be recognized 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

Alun Retreat's Terms & Conditions

Check in / Out times

Check in is from 3PM (not guaranteed in the event of high occupancy). Should you need earlier accommodation we are happy to assist, however it is subjected to the availability of rooms. Guests are required to 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 thus to be saved in the registry. Special requests are subjected to availability upon check in and may incur additional charges. Special request cannot be guaranteed. Alun Retreat reserves the rights to refuse service to any guests who do not follow or comply with hotel resort policies.

Check out is at 12PM/Noon. Any extension to the check-out time, either pre-arranged or as a late departure can be directed to the front desk in the morning of your departure and 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 reservation of room is recommended especially during weekends, public holidays and in-season periods to ensure your accommodation. Reservation can only be done through Alun Retreat 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 at time of booking, rooms are held until hotel check-out time the day following arrival. For reservations not guaranteed with a form of payment at time of booking, rooms are held until 3PM as per Alun Retreat policy.

All room rates are inclusive of 6% SST.

Online Reservation

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

All room rates are inclusive of 6% SST.

No-show/Shortened Stay

No refund shall be made in the event of no show or shortened stay.

Access on Alun Retreat's Facilities

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

Liability

Guests' liability for their account is not waived and guests agree to be held personally liable in the event that any indicated person, group, company or association fails to pay all or part of any charges incurred charges incurred.

Limitation of Liability

To the extent permitted by law, Alun Retreat do 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 and Alun Retreat will not be responsible for any possibilities related to any activities or services booked through Alun Retreat websi

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 odor
- Unregistered firearms or other weapons
- Objects of an unusually large size or in unusually large 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 found to be in possession of prohibited items. Guests shall be solely liable and responsible for all loss financial or otherwise, and damage that may be caused by such items.

Damage to Alun Retreat Property

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

Should this damage come to light after the guest has departed, we reserve the right to make a charge to 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 damage internally prior to contracting specialists to make the repairs, and 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 the cost of replacing any items that are removed from the premises without consent or damaged during the guest's stay.

The charge will be the full replacement amount of the missing items, including any carriage charges. Should the fact that the item is missing come to light after the guest has departed, we reserve the right to make a charge to the guests' 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 take action against any guest found to have tampered / interfered with any fire detection equipment throughout Alun Retreat premise, including detector heads in public areas and bedrooms, break glass point sand fire extinguishers. Guests found to have tampered 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 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 reserved the right to make a charge to the guests' credit / debit card or send an invoice for the amount to the registered address.

Inappropriate Behaviour

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

Lost / Damaged Property

Should any guest lose any belongings during their stay or incur damage to their property, Alun Retreat will not be held liable. 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 3 months of the guest's departure, it will be disposed of.

Any lost 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 reserve the right to stop and refuse your stay without refund and to demand for damaging 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. If 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, Alun Retreat reserves the right to remove the vehicle at the owner's expenses. 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 and/or guardian/s are personally and legally responsible for the safety of their children at all times. Never leave your children unattended inside the guest rooms or anywhere on Alun Retreat property.

Extra Person Policy

Room occupancy requirements are based on fire code/fire safety restrictions. Executive Beachfront, Beachfront, Oceanfront and Oceanview maximum occupancy is two (2) and Family Beachfront is five (5). If you exceed the maximum number of guests allowed, you will be asked to rent/booked another room for proper accommodations or vacate Alun Retreat.

Photographs and Video's

Using photographs and video's 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 will not be held responsible for any lost or damage of the guests' belongings. It is the responsibility of the guests to take care of their valuable's items.

No Smoking Policy & Fees

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

Alcohol Policy

Alcohol consume is prohibited in Alun Retreat rooms and all public areas including; in the retreat's reception, coffee house, multipurpose hall, decking areas, beach areas and parking areas of Alun Retreat. RM 1000.00 cleaning fee will be billed to your account if you consumed alcohol in your room.

Safe Deposit Box

Guests are encouraged to keep their valuables in the in-room safe or in the Safe Deposit Box provided at the Front Desk. The hotel resort shall not be liable for the loss of money or other personal valuables during your stay.

Room Occupancy

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

Executive Beachfront : 2 persons
Beachfront : 2 persons
Oceanfront : 2 persons
Oceanview : 2 persons
Family Beachfront : 4 - 5 persons

Pet

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

Security

Alun Retreat has implemented technology and systems that protect the information you provide. In those instances when you are asked to submit private information such as a credit card number, you can be assured that we have security measures in place to protect this information. This technology provides the advanced encryption tools necessary to protect information transmitted between your computer and our server. Encryption means that your information 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 room is available (subject to availability).

Beach

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

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

Littering

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

Wildlife

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

BYO Food or Drink

No external cooking utilities, utensils or instruments shall be brought into the property to ensure safety of other guests.

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 includes, without limitation, threat of war, government action, terrorist activity, adverse weather condition, natural or industrial disaster, fire and explosions, floods, riot, civil disobedience or strife.