

RULES & REGULATIONS

1. CANCELLATION

- 1.1. There will be no refund on cancellations of confirmed bookings.

2. UPGRADING OF ROOM

- 2.1. Upgrading may be granted at a further cost, subject to room availability.

3. CHECKING IN

- 3.1. Check-in time is between 3pm – 7.30pm.
- 3.2. Rooms are allocated based on availability.
- 3.3. In the event of unforeseen circumstances, the rooms allocated to you may be unavailable at the time; additional waiting time may be expected.
- 3.4. A valid Civil Service Card / Staff Pass or Membership Card must be produced upon check-in. A penalty will be imposed if you do not come in person by 8pm.
- 3.5. For proxy check-in, applicant must verify in person before 8pm to complete the verification process. Applicants who do not comply will be penalised for subletting of chalets.
- 3.6. Authorization Letter and NRIC Card of Proxy must be presented during check-in. (CSC Members only)
- 3.7. Guest must be strictly aged 18 years old and above to do the following:
 - Room Reservation
 - Check-In
 - Check-In on behalf
- 3.8. Deposit is strictly to be made by Cash / Credit Card for ease of refund.
 - A \$200 **refundable** deposit by Cash / Credit Card.
- 3.9. Checked-in guests will be furnished with an inventory list. Guests must check the inventory list and report any discrepancies within 30 minutes of checking in.

4. CHECKING OUT

- 4.1. Check-out time will be scheduled by CSO from **8.45am to 10.30am**. Late charges may be imposed for late checkouts.
- 4.2. Please call the front desk prior to check-out matters so that arrangements can be made.

5. OCCUPANCY

- 5.1. The use of adhesive tape and adhesive materials which may damage the walls, painted surfaces or leave a residue after removal is strictly prohibited. Charges may be imposed for repainting of surfaces.
- 5.2. Professional sound systems with tower speakers and subwoofers, installation of unauthorised electrical wiring or audio / video system are not allowed. Applicant will be charged a penalty fee of **\$500**.
- 5.3. Bath towels provided should not be used as floor mats. Any missing or dirty linen will be charged accordingly if found doing so.
- 5.4. Smoking is not permitted in all areas of the Resort, except in designated areas. Applicant will be charged a penalty fee of **\$150**.
- 5.5. Setting up of marquee / furniture / motorised bouncy castle/ playground equipment / camping tent is strictly prohibited in the premises. Applicant will be charged a penalty fee of **\$500**.
- 5.6. No unauthorized solemnization of marriage, wedding ceremony, religious activity, corporate event or activity is permitted within the premises. Rates booked using a Priority Code will be converted to Public rates. Booking will be cancelled without refund and a penalty of **\$1500** per chalet will be imposed. The applicant will be barred for 4 years from booking the resorts.
- 5.7. Subletting of the chalets is prohibited. All applicants must not book on behalf of other individuals or corporate users using the subsidised rates. Rates booked using a Priority Code will be converted to Public rates. Booking will be cancelled without refund and a penalty of **\$500** per chalet will be imposed. The applicant will be barred for 4 years from booking the resorts.
- 5.8. The resorts should not be handed over in bad condition (kitchen utensils left unwashed, chalet found to be in untidy and dirty condition). Strictly no burning of candles and playing with pyrotechnics in the premises. Applicant will be charged a penalty fee of **\$100**.

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- 5.9. No change of linen for 1 to 2 nights stays.
- 5.10. After 10.30PM, occupants must maintain the peace and serenity within and around their rooms. The Club will evict guests if the rooms are noisy or rowdy.
- 5.11. Occupants are requested to keep the rooms and surrounding premises clean at all times.
- 5.12. Occupants will have to make good for items that are damaged or lost. Payment will be made according to replacement or repair cost.
- 5.13. Occupants are not allowed to install any unauthorised electrical wiring or private audio-visual equipment in the rooms without prior approval from the Club management.
- 5.14. The Club will not be responsible for any loss or damage to property belonging to occupants, nor be liable for any injury or death suffered by the occupants during their stay on the Clubhouse premises.
- 5.15. Any illegal activities will be reported to the police.
- 5.16. The Club reserves the right to evict guests if found violating the Club's rules.

6. PETS ON SITE

- 6.1. Pets are not allowed within the premises of the Resort.

7. FOOD & BEVERAGES ON SITE

- 7.1. Pungent food such as durians are not allowed to be consumed within the rooms and the Clubhouse premises.

8. BOOKING

- 8.1. Members are entitled to 120 days in advance booking.
- 8.2. Non-members are entitled to 60 days in advance booking.
- 8.3. All reservations made are strictly not for resale, or to gain profit out of it. If you have purchase your unit from other platforms, please notify us immediately.
- 8.4. The Club reserves the right to change the booking or provide alternatives under unforeseen circumstances.

****IMPORTANT NOTE:**

The applicant undertakes not to carry out any illegal or immoral activities. The Club reserves the right to stop an event from being carried out or end an event prematurely if it is found that the nature of the event is different from what was declared in the application form or events which the Club fees are not in line with its image, policies or practices or any activities during their event/function bookings which the Club deems as a nuisance or obstruction to the Club, other club members or the residences in the vicinity. No refunds shall be made for all such cases.

In compliance with the PDPA rules, we would like to seek your consent to allow The Club to contact you at the contact number(s) and other contact information(s) on this application form with regards to your above facilities booking when required.

I, below mentioned signatory, hereby confirm that the above selection has been made by me and that this selection will remain effective until I inform Civil Service Club of any changes OR one week after date of event, whichever comes first. Any changes will be made through an email/phone request and will supersede any previous submissions made by me. I declare that I have read and understood all the terms as stated above.

Signature

Date