

# HOTEL POLICIES

Last Updated: 9 Apr 2024

## BOOKING POLICIES

Check-in Time	2:00 pm
Check-out Time	12:00 pm
Age Requirement	Guests must be 18 years or older to check in to the hotel. For security purposes, a valid photo identification is required at check-in.
Early Check-in	The standard check-in time is 2:00 pm. Unless confirmed, early check-ins are subject to availability on day of arrival and additional charges may apply. To guarantee an early check-in, a reservation for the previous night must be made.
Early Departure	An early departure charge will be imposed on guests departing prior to their scheduled departure date. Charges may be up to 100% of the confirmed length of stay.
Late Check-out	Late checkouts after 12:00 pm are subject to availability. A late checkout before 6:00 pm is subject to a half day daily room rate charge and after 6:00 pm is subject to a full day daily room rate charge.
Children	A maximum of one child under the age of 12 is allowed to share the room using existing bedding.
Third Occupant (Extra Bedding)	For Deluxe Rooms, a third occupant is chargeable from SGD 100++ per night inclusive of breakfast. The charge will be automatically be included upon selection of more than 2 adults during reservation. Extra bed is not allowed in the Executive, Studio and Suite Rooms.

#### Room Occupancy

The standard occupancy for all rooms is either single or double occupancy (1 or 2 persons), or 2 adults and 1 child under 12 years of age sharing an existing bed with parents. If you have any questions or require further clarifications concerning the hotel's maximum occupancy policy, you may email: [resv@orchidhotel.com.sg](mailto:resv@orchidhotel.com.sg) (<mailto:resv@orchidhotel.com.sg?subject=Hotel%20Policy%20-%20Room%20Occupancy>), our staff will be happy to explain in detail. The hotel reserves the right to refuse entry or vacate from hotel premises, non-registered guest(s) and/or any additional guest(s) exceeding the maximum occupancy allowed for that room type.

#### Breakfast Pricing

SGD 26.80++ (adult) | SGD 13.80++ (child - 4 to 12 years old)

### GENERAL POLICIES

#### Accessibility

The Hotel lobby, restaurant and public areas are wheelchair-accessible, with lift access to every floor. The Hotel offers one wheelchair-accessible room, and wheelchair-accessible restrooms for visitors.

#### Pets

Pets are strictly not permitted in the hotel premises with the exception of guide dogs.

#### Smoking

The Hotel has a strict no-smoking policy. A deep cleaning fee of SGD 500 will be imposed if guests found smoking in the hotel premises or in the rooms.

#### Damage To Hotel Property

The Hotel reserves the right to charge guests the cost of rectifying damage or soiling, caused by accidental, deliberate, negligent or reckless act of the guest to the Hotel's property or structure.

#### Prohibited Items

Objects emitting a foul odour such as Durians and Mangosteens are not permitted in the Hotel premises. A deep cleaning fee of SGD 500 will be imposed for the Hotel to remove the odour.

#### Excessive Noise & Parties

For the comfort of all our guests, parties are not permitted in the rooms. The Hotel reserves the right to remove any guest(s) creating excessive noise or causing a disturbance to the Hotel and other guests.

#### Visitors

In the interest of well-being and security for all guests, all visitors are required to register at the Front Desk and are requested to leave guestrooms by 10.30 pm.

Inappropriate Behaviour	Should any action by a guest, may it be towards our staff or otherwise, be deemed inappropriate by the Hotel, or if any inappropriate behaviour is brought to attention, the Hotel reserves the right, after the allegations have been investigated, to take action against the guest which may result in, but not limited to, being asked to leave without a refund for any services incurred or the police may be contacted.
Facilities	The Hotel's swimming pool and gymnasium operate from 6:00 am to 10:00 pm daily. There is no personal trainer provided or lifeguard on duty and usage of the facilities is at guests' own risk. The hotel shall bear no responsibility or liability for any accidents or injuries or loss of property. Guests are advised to vacate the swimming pool during rain, lightning seasons or thunderstorms for own safety.
Parking Fee	Parking is available at the Hotel with a charge of Monday to Saturday, Eve of Public Holiday: 12:00am to 5:59pm first half hour SGD 2.00 and subsequent half hour or part thereof SGD2.00, 6pm to 11.59pm per entry SGD 3.00. Sunday and Public Holiday: per entry SGD 3.00. However, complimentary one-time exit parking coupon is provided per room night for guests who booked directly on Hotel Website ( <a href="http://www.orchidhotel.com.sg">www.orchidhotel.com.sg</a> ).

## PAYMENT POLICIES

Rates & Tax	Rates quoted by the Hotel are in Singapore Dollars (SGD) and are subject to a 10% Service Charge and prevailing Goods and Service Tax (GST) of 9% (2024).
Payment Types	The Hotel accepts Visa, Mastercard and American Express, UnionPay, GooglePay, ApplePay, PayNow and Cash.
Incidental Charges	For all reservations, the Hotel requires a deposit for incidental charges upon check-in. Deposit may be placed in cash or on a credit card at check-in time. For deposit using credit card, pre-authorisation by the Hotel is required.