Terms and Conditions for Booking of Chalets at Costa Sands Resort

Bookings

1. Applicants must be aged 18 and above at the time of booking.
2. Booking must be made in person and for a minimum duration of two consecutive nights for Fridays and Saturdays, Eve of Public Holidays, Public Holidays and School Holidays. Selection of unit number is not allowed.
3. All payments must be made in full and in Singapore currency. Payment by Cash, Cashcard, Nets and Credit Cards (Visa/MasterCard/Amex only) are acceptable.
4. The Management reserves the right not to accept any application or cancellation it does not deem fit, and shall not be liable for any damage arising therefrom.
5. The Management reserves the right to vary the terms and conditions at any time it deems fit without prior notice.

Amendment of Bookings

1. All amendments must be done via letter, e-mail, fax or in person.
2. For change of arrival date, a notice of 14 days or more prior to arrival date is required to be given to the Resort. For any change in the chalet type, period of stay or Resort location, the difference in chalet rental shall not be refunded.
3. Applicants are only allowed to change the arrival date once. Should applicants decide to cancel the booking after the change, a penalty charge of 50% of the chalet rental shall be forfeited.
4. Change of booking particulars is not allowed once final receipt / tax invoice has been issued.

Cancellation of Chalet / BBQ Pit Bookings

1. All booking cancellations must be done via letter, e-mail, fax or in person.
2. Cancellation made 14 days or more prior to arrival date : 25% of the chalet rental shall be forfeited.
3. Cancellation made less than 14 days prior to arrival date : 50% of the chalet rental shall be forfeited.
4. No refund for BBQ pit booking shall be given in the event of rain or cancellation; applicable for Costa Sands Resort (Downtown East) and Costa Sands Resort (Sentosa).

No Show / Early Check-Out

1. No refund shall be made for any period that is not used; full rental forfeiture applies if guest fails to check-in on stipulated date of arrival.

Rules & Regulations

1. Guests shall check-in any time after 2.30pm with their identity cards / passports.
2. No written authorisation is required for a person check-in on behalf a registered guest. The authorised person must be aged 18 and above, and has to produce the following upon check-in:
   - The authorised person's I/C
   - Confirmation of Booking Form
   - The member's NTUC Card (if applicable) for verification purposes.
3. Guests are required to check-out before 10.30am on their departure date, otherwise a day's rental shall be imposed.
4. A maximum of 4 persons are permitted to stay overnight in the chalet. However, in Costa Sands Resort (Sentosa), a maximum of 2 persons are permitted in the Superior chalet and a maximum of 4 persons are permitted in the Kampung Hut. The Management reserves the right to evict any additional person.
5. No excessive noise is permitted after 11.30pm. The Management reserves the right to evict all rowdy and misbehaving guests with no refund of chalet rental.
6. The following are not allowed within the Resort:
   - **Organised Gambling**
   - **Cooking**
   - **Karaoke**
   - **Dancing**
   - **Pets**
   - **Personal portable BBQ pits**
   - **Catering of food (except by resort's approved caterer)**
   - **Rental of chairs and tables (except from resort's approved tenants)**
   - **Unauthorized fixtures and decorations in the chalet**
7. Guests and visitors shall at all times obey and comply with the rules and regulations set by the Management.
8. Guests shall comply with the Pool Standing Orders and the Pool Swimming Times. Only proper swimwear shall be allowed.
9. Guests are advised to lock and latch all chalet doors and windows after midnight or each time they leave the chalet.
10. The Management shall not be held liable or responsible for any injury, accident or loss of any valuables, money or personal effects of both guest and visitors and damages arising therefrom.
11. The Management reserves the right to take appropriate actions (including shortening the duration of stay without any refund) against anyone who infringes its Rules and Regulations.
12. The Management also reserves the right to disallow any person whom it deems undesirable into the resort ground and shall not be liable for any damage arising therefrom.
13. The Management reserves the right to charge the guests for any loss or damage, the cost of replacements or repair of any item provided in the chalet and its surroundings.

I have read and understood the terms and conditions stipulated above and agree to accept and abide by them.

_____	_____	_____
Name / NRIC / Passport No.	Applicant's Signature	Date

For Applicants below 18 years old

Guardian/ Parent Name _____ NRIC_____ Contact_____

Signature:_____

** The guardian or parent whose name appears here must book and check-in on behalf of those below 18 years old. By this declaration, the Guardian or Parent will undertake to bear responsibility for any terms and conditions not abided by the applicant who is Under 18 years old.*