

STELLA MARIS - RETREAT CENTRE

515U Jalan C.M. Hashim, Tanjong Tokong, 11200 Pulau Pinang Tel: 04-8904522

TERMS & CONDITIONS

BOOKING

All bookings made are subject to the terms and conditions of The Management of Stella Maris-Retreat Centre and the person making the booking will be deemed to have accepted these Terms and Conditions on behalf of all persons who will be staying under the booking once any payment is made in relation to the booking.

Bookings are subject to the availability and applicable rates at the time of the booking and some conditions and/exclusions may apply including but not limited to minimum stay requirements.

20% Deposit is required within seven (07) days from the time of booking. Full payment must be made within **ONE MONTH** prior to the scheduled check-in date.

If any deposit or final payment is not received by the due date, Stella Maris management reserves the right to cancel the booking and any monies paid by you in relation to your booking will be forfeited.

RESTRICTIONS

NO outdoor activities and excessive noise anywhere in the compound and within the premise.

Barbeques are not permitted on the premises and anywhere in the compound.

• **Gate will be locked from 12am-6am for security reasons**

CHECK-IN

2:00pm on the scheduled check-in date. The management shall be entitled to release the booked room(s) for the remaining stay dates to other guests in the event of no-show. No refunds will be provided.

RM50.00 deposit per room and RM100.00 deposit per apartment/conference is required upon check-in as a refundable security deposit against any damage to the property, missing inventory and any other damages or breakages.

CHECK-OUT

12 noon.

CHANGES AND CANCELLATIONS

Booking deposit made is non-refundable. Amendments are subject to the availability and applicable pricing at the time the amendment is requested.

CANCELLATIONS

Payment shall be forfeited if reservation is cancelled.

LIMITATION OF LIABILITY

The management of Stella Maris is responsible to provide the room(s) and facilities stated in the Booking and according to these Terms and Conditions. We do not accept any liability for failure to provide the services contracted or any of them due to circumstances beyond our control.

Stella Maris does not guarantee the safety of the guests against events beyond their control in respect of accidents, deaths, acts of God, flood, riot and theft or loss or damage of property left in the guest room or elsewhere within the boundary of Stella Maris during the guest's stay.

CHANGES TO THESE TERMS & CONDITIONS

Stella Maris reserves the right to cancel, amend or vary the arrangements and content featured on the website and/or change or add to these Terms and Conditions at any time without prior notice.