Hotel Terms and Conditions

1. Introduction\*\*

- These terms and conditions govern the booking and stay at Rumuk Resort. By making a reservation, you agree to abide by these terms.

2. Reservations and Payment\*\*

- Reservations can be made through website, phone, travel agencies.

- A valid credit card is required to guarantee your reservation. Full payment may be required at the time of booking or upon check-in.

- Rates are subject to change and may vary based on the season, availability, and special offers.

3. Cancellation Policy\*\*

- Guests must cancel their reservation at least 48 hrs before the scheduled arrival date to avoid a cancellation fee.

- No-show guests will be charged for the first night’s stay unless otherwise specified.

4. Check-in and Check-out\*\*

- Check-in time is 1:00 PM, and check-out time is 11:00 AM. Early check-in or late check-out may be available upon request for an additional charge.

5. Guest Responsibilities\*\*

- Guests are responsible for any damages incurred during their stay and will be charged for any repairs or replacements required.

- All guests must adhere to the hotel’s policies, including noise restrictions and conduct regulations.

6. Smoking and Pet Policy\*\*

- smoking is only allowed in the designated area

- pets are not allowed

7. Liability\*\*

- The hotel is not responsible for any loss or theft of personal belongings. We recommend securing valuables in the provided safe.

8. Privacy Policy\*\*

- Guest information will be used in accordance with applicable privacy laws. Personal data will not be shared with third parties without consent.

9. Changes to Terms and Conditions\*\*

- The hotel reserves the right to modify these terms and conditions at any time.