

# FRENCH HOTEL POLICIES

60-62, Jalan Dato Onn Jaafar, 30300 Ipoh Perak, Malaysia.

Tel: +605-2413030 Fax: +605-2416060

E-mail: [general@frenchhotel.com.my](mailto:general@frenchhotel.com.my)

Ipoh French Hotel Sdn. Bhd. (herein after called French Hotel Ipoh or French Hotel) looks forward to making your visit to Ipoh an enjoyable one. Our accommodations feature 48 guest units. In the case of specific requests, please contact us and we will do our best to accommodate you as will be our pleasure to assist you with your reservations and enquiries. Guests are welcome to contact us at +605-241 3030 or email us at [general@frenchhotel.com.my](mailto:general@frenchhotel.com.my)

## **Check-In**

Check in time is at 3:00 pm (not guaranteed in the event of high occupancy). Should you need earlier accommodation we are happy to assist, however it is subject to the availability of rooms. Upon arrival at the premises, guests are required to present a valid form of identification stating the name, address, nationality, identity card number, place and date of issue to ascertain the identity and thus to be saved in the registry. French Hotel will make every effort to honour special requests (specific floor or room number, extra mattresses, crib etc.) subject to the availability upon your arrival. The hotel reserves the rights to refuse service to any guests who do not follow or comply with hotel policies.

## **Check-Out**

Check out time is at 12:00 pm. Requests for a late check-out can be directed to the front office on the morning of your departure and may be subject to availability and an additional charge.

## **Payment Methods**

Nett prices quoted are per room per night inclusive of 6% government tax. Prices are quoted in Malaysian Ringgit (RM) and are due upon check-in. Payment is accepted in the form of Master Card, Visa and Malaysian Ringgit currency only. All money orders and travelers' checks must be in Malaysian Ringgit currency. Personal checks are not accepted. Guests are required to pay the full amount of the room including taxes and fees.

## **Tourism Tax**

Tourism tax will be officially enforced on **1<sup>st</sup> September 2017**. Malaysians and permanent residents will be exempted from paying the tax, while foreign tourists will be charged a **flat rate of RM10** per room per night for all hotel classifications follow by Tourism Tax Act 2017.

## **Deposit**

French Hotel requires a RM100 per stay deposit per room in addition to the room rate in the form of cash or via credit/debit card. For credit card deposit transactions, we will hold (authorize) the deposit value. The hold will be released 3-14 business days after departure depending on the credit card issuers processing speed.

If you are using a debit card as a method of payment, you will be charged the full amount and the deposit will be refunded to you in cash upon check-out. French Hotel is not responsible for overdrafts/fees associated with your credit/debit card.

French Hotel reserves the right to pre-authorize RM1.00 to the guests credit/debit card to ensure whether the credit card is valid or invalid.

## **No Smoking Policy**

Out of concern for all of our guests, employees, and owners, Ipoh French Hotel has been designated as a non-smoking accommodation. In the event a guest smokes or permits smoking in a guest unit, a "Smoke Elimination Fee" of RM200 will be posted to the guest's account upon checkout.

## **Cancellation Policy**

All cancellations must be directed to the front desk personnel on duty. If the cancellation is received 48 hours prior to the date of stay, guests are entitled to a full deposit refund. The hotel reserves the right to levy one night's room charge, as cancellation or no show charges, unless reservation is cancelled 48-hours prior to the date of arrival.

## **Reservation Policy**

Guests must be at least eighteen (18) years of age to register at the Ipoh French Hotel. Early reservation of room is recommended especially during weekends, holidays and in-season periods to insure your accommodations. Reservations can be done via phone, hotel website, e-mail and online booking engines. A confirmation shall be communicated to the delegate by e-mail during regular office hours. Please note that our online reservations and availability inventory is subject to change without notice due to the fact that it is not 'real time availability'. A valid credit card is required to secure your reservation whereby a minimum of one night's stay deposit for each

room reserved will be charged to your credit card by Ipoh French Hotel. For group reservations and long stay reservations, a 50% deposit of the entire stay is advisable during the time of reservation.

**French Hotel reserves the right to pre-authorize RM1.00 to the guests credit/debit card to ensure whether the credit card is valid or invalid.**

### **Reservation Requests & Enquiries**

Reservation enquiries may be done via e-mail or phone. Replies will be done during regular working hours with detailed accommodation offer according to availability. We will be happy to answer any questions and queries that you may have concerning your visit to Ipoh and Ipoh French Hotel. Online and e-mail reservation requests do not constitute a reservation until guests are contacted by our personnel and a reservation memo is issued. Guests are advised to provide relevant credit card information in order to make a deposit and hence secure the reservation. Guests may write to us at [general@frenchhotel.com.my](mailto:general@frenchhotel.com.my) or contact us directly at +605-241 3030.

### **Guarantee Policy**

A reservation is deemed guaranteed when the future guest's hotel reservation has a valid credit card's details attached to the reservation, or other form of payment that covers a one (1) night's stay inclusive of taxes. This guarantees that the hotel will not cancel the reservation at 4pm (usual cancellation time), and allows a guest to check in later. All rooms will only be held until 4pm on the day of arrival without a secured reservation. Rooms that have not been secured are non-guaranteed for our guests subject to availability.

### **Daily Room Rates**

All room rates are based on two persons per room per night and are determined by the dates requested, room type, and availability. The room rates quoted are inclusive of relevant taxes and service charges, and are on a per-room basis (unless stated otherwise). During the high season period, the room rates are subject to change without prior notice. Government, corporate and special service rates are not applicable on Fridays, Saturdays and public holidays. All rates quoted for confirmed bookings will be honoured. Surcharges are applicable for extra mattresses and baby cots at RM40 each; whereby an advance request is required. A surcharge of RM30 will be charged to the guest's account in the event of an additional adult occupying the room.

### **General Policy**

Guests must be at least eighteen (18) years of age to register at the Ipoh French Hotel. A photo ID is required upon check-in for registration purposes. French Hotel has the right to refuse to admit or refuse service or accommodation in the hotel or may remove a person who while on the premises of the hotel acts in an obviously intoxicated or disorderly manner, destroys or threatens

to destroy hotel property, or causes or threatens to cause a public disturbance; or refuses or is unable to pay for the accommodations or services. Ipoh French Hotel reserves the rights to limit the number of persons who may occupy a particular guest room in the hotel and will only allow registered guests to use its facilities. A person who negligently or intentionally causes damage to the hotel or any its belongings shall be liable for damages sustained by the innkeeper, including the hotel's loss of revenue resulting from the inability to rent or lease rooms while maintenance is in progress. The hotel has the right to charge the guest for the liable damages without prior notice.

### **Lost & Found Policy**

All items found are endorsed and logged in the "Lost & Found" section of the Housekeeping Department and are kept available for the original owner within sixty (60) days from the day of check out. The hotel will make a reasonable effort to contact the guest in the case any items are left behind after check-out. After sixty (60) days, all unclaimed lost & found items whether valuable or non-valuable will be either discarded or donated.

### **Pet Policy**

Pets are not allowed in rooms and at all facilities on the property as a prerequisite on behalf of majority of the guests as a precaution towards guests with pet allergies. There is also a RM 200 cleaning fee charged immediately in the case of policy violation.

### **No Cooking Appliances Allowed**

In order to insure the safety of our guests, Ipoh French prohibits any electrical appliances and/or equipment for heating and/or cooking purposes that may compromise the safety of, or cause damage and/or harm to the room, the Hotel premises, the other Hotel guests, staff or any other persons or the reputation of Ipoh French Hotel.

### **Housekeeping Service**

Housekeeping service is provided daily from 9am to 5pm. Please contact the front office personnel to arrange for additional service. For extended stays, kindly put up the signs on the room door to indicate whether housekeeping services are required. Display the 'Do Not Disturb' or 'Make up Room' sign respectively for a convenient service.

### **Promotion Policy**

If you choose to take advantage of any promotions offered by the hotel, please adhere to all restrictions associated with each offer. The management reserves the rights to change or cancel all promotions.

**Lost Key Cards**

For security purposes and the safety for all our guests, all key cards must be returned to the front desk before exiting the hotel. Lost key cards will incur a replacement charge of RM20 each.

**Printing Services**

Print documents, email messages, attachments, boarding passes and web pages from your laptop, tablet, smartphone or laptop by sending your document via e-mail to [general@frenchhotel.com.my](mailto:general@frenchhotel.com.my) to be printed in our office. A charge of RM0.50 per printed page in black and white is applicable. You are advised to inform our front desk personnel in the event that you intend to use our printing services.

**Phone Call charges**

Guests who intend to make phone calls should proceed to the front office to do so. A charge of RM2 per minute is applicable for local calls. For international calls, guests will be charged RM3 per minute.

The Management reserves the rights to modify and amend its policies at anytime without notice.