

TERMS AND CONDITIONS

GENERAL

“www.hotelsempurna.com” means the domain name used under licence by Hotel Sempurna Sdn Bhd , a company registered in Malaysia and having its registered address at 173 & 175 Jalan Imbi, 55100 Kuala Lumpur.

“www.sempurna-international.com” means the domain name used under licence by Sempurna International, a registered business with registration number 53196787E of 14 Robinson Road, #13-00, Far East Finance Building, Singapore 048545. Sempurna International acts as online booking agents for Hotel Sempurna Sdn Bhd.

CONFIRMATION

1. You warrant that you are 18 years of age or over and have legal capacity to use the Site and to create a legally binding contract.
2. You warrant that all personal information submitted during accommodation booking is correct and you accept financial responsibility for all transactions made under your name or account.
3. All online bookings are to be made through www.hotelsempurna.com or www.sempurna-international.com.
4. Online bookings are dealt with by the hotel's affiliate, Sempurna International through their representative offices in Singapore and Indonesia.
5. To make a booking you must be authorised to make the booking by all persons named on the booking and their parent or guardian for all party members who are under 18 when the booking is made. By making the booking, you are confirming that all persons named on the booking accept the terms and conditions herein and that you will inform the other persons named on the booking of the confirmation details and any other appropriate information. By making the booking you also become responsible for making all payments due under the booking.
6. You warrant that you are responsible for the suitability of the accommodation booked (see Clause 13 below).

ROOM RATES

7. The room rates quoted are on per room per night basis and are nett in Malaysia Ringgit (RM), inclusive of taxes and service charges. Hotel Sempurna and its affiliates reserve the right to utilize the appropriate exchange rates as it deems fit where payment is made in a different currency.

8. Additional charges may apply during high/festive seasons. This will be advised to you when availability is confirmed for your booking.
9. Room rates are nett and may change without prior notice. The room rates does not include the cost of breakfast (non-vegetarian, rotating menu) which is provided free of charge (i.e. not provided as part of your room rates).
10. Booking must be made minimum **THREE (3) days** before arrival date.

BOOKING

11. **ALL ONLINE BOOKINGS ARE ON REQUEST BASIS AND SUBJECT TO AVAILABILITY. BOOKINGS WILL ONLY BE CONFIRMED WHEN PAYMENT IS MADE AND A HOTEL VOUCHER OR A BOOKING CONFIRMATION NUMBER IS SENT BY US VIA EMAIL.**
12. As we have offered you a special price as agreed for your booking, once payment has been made and a hotel voucher issued, the booking is strictly **NON-REFUNDABLE**. No cancellatiion, modification or amendment can be made.
13. **IMPORTANT** : Hotel Policy strongly stipulates that the maximum occupancy per room is as follows :-
 - 2 adults for Standard, Superior and Deluxe Rooms; and
 - 3 adults or 2 adults plus 1 child for Family Room;Children under the age of 8 years may be accommodated free in the Standard, Superior and Deluxe rooms using existing bedding. **ONLY ONE (01) 1 CHILD IS ALLOWED PER ROOM.**
14. An additional mattress may be supplemented in the Family Room and in some Deluxe Rooms at an additional charge. This will add an extra number of adult/child allowed in the said rooms together with corresponding breakfast.
15. For bookings of more than 1 night, in the event guest(s) do not show for the first night of the booking but plan to check-in for subsequent nights, guest must confirm the booking changes with the Hotel no later than 4pm on the date **BEFORE** the first night of the booking. In the event of no-show without notification, your booking for the subsequent nights will be cancelled and the hotel reserves its right to re-sell the booked rooms. The booking remains non-refundable.
16. Failure to comply with Clause 13 above may result in additional charges being incurred or the hotel refusing to accommodate you and the cancellation policy (see Clause 22 below) shall apply.
17. Check in is at 2pm and check out is at 12pm daily. This will be **STRICTLY** applied. Additional hourly charges will apply for early-check-in and late check-out.
18. Charges for booking extra nights' accommodation after your arrival will be at the rate advertised at the hotel at the time of such booking.
19. It is unlikely that we will change or cancel your booking once it is confirmed. If we do make changes then we will inform you as soon as we reasonably can. We reserve the right to make changes that are not significant and to correct errors in your booking details at any time without being liable to you.

PAYMENT

20. **FULL PAYMENT FOR YOUR ACCOMMODATION WILL HAVE TO BE MADE** on or before the date specified in the Booking Details Form and/or email sent to you.
21. If an arrangement has been made for a booking confirmation fee to be paid in lieu of full payment above, the booking confirmation fee is non-refundable.
22. Payment is by way of bank transfer in Malaysia, Singapore and Indonesia into the accounts specified in the Booking Details form or as specified in the email sent to you.
23. Payment can also be made via credit/debit card (Paypal) where applicable. This is subject to Paypal accepting your card for processing. A processing fee of 3% of the total cost of your accommodation may be imposed. This processing fee will NOT be refunded in case of any cancellation or amendment to your stay.

AMENDMENTS, CANCELLATIONS AND/OR REFUNDS

24. **CANCELLATION POLICY/FEE** : Please note that once your booking is confirmed and a Hotel Voucher and/or a booking confirmation number has been issued, your booking is non-refundable and cannot be amended, modified or cancelled. This applies to change of dates, early check out, delay of arrival or cancellation in full or in part.
25. Failure to arrive at the hotel on the first date specified in the Hotel Voucher will be treated as a no-show and your room will be released for the remaining nights of your booking. Refusing to take the accommodation as booked upon arrival, shortening your stay, cancelling your booking or cancelling the remaining unused portion of your accommodation will not entitle you to a refund.
26. Any amendments made to your reservation (e.g. extensions, addition and/or upgrade of rooms, etc) **AFTER** you have arrived at the hotel will be at the **FULL** hotel rate and at the discretion of the hotel management.

OTHERS

27. We do not accept liability in any circumstances where any death, injury, illness or other loss or damage has been caused by a third party unconnected with the services or facilities set out on your Booking Confirmation email.
28. We do not accept liability where any form of loss or damage (whether by reason of death, injury, illness or otherwise) is due to your own fault (or contributed by you in any way) or that of any party named on your confirmation email, or for any such loss caused by unusual or unforeseeable circumstances beyond our control the consequences of which could not have been avoided even if all due care had been exercised or where any loss or damage is due to an event which we could not have either foreseen or forestalled.
29. We have no liability and will make no refund in the event of any delay, cancellation, overbooking, strike, force majeure or other causes beyond their direct control, and have no responsibility for any additional expenses, omissions, delays, re-routing or acts of any government or authority.

30. We reserve the right to make changes to the terms and conditions herein without prior notice.

Ver. 02/17