



HOTEL POLICIES & HOUSE RULES

1.0 GENERAL

Dē MOCCIS Boutique Hotel strives to provide our guests with an exceptionally **Affordable, Best Value** and **Comfortable** hotel experience. These Hotel Policies / House Rules are considered part of our reservation agreement with you, as our guest. Thus, as our hotel guest, and **upon your checking-in, you are agreeing to abide by all our Hotel Policies and House Rules, terms and conditions, and procedures**, and we reserve the right to refuse service, or to make a charge to the guest's credit or debit card for damages or not complying with Hotel Policies and House Rules. The Management of Dē MOCCIS Boutique Hotel would greatly appreciate your co-operation in abiding the following policies and rules, as we value each of our guest's safety, comfort and enjoyment. Our Hotel Policies and House Rules may change from time to time.

2.0 GUEST POLICIES

a) **GUEST REGISTRATION**

We are require valid contact information from the guest making the reservations including first and last name, address, phone number, email and signature.

b) **DEPOSIT**

A security deposit of MYR100.00 **CASH** is required to make an individual room reservation. However, this deposit is refundable provided if there are no lost or damaged items from the room occupied during your stay.

c) **CHECK-IN REQUIREMENTS**

Guests must be at least 18 years of age to check in at Dē MOCCIS Boutique Hotel. In the interests of security and to prevent fraud, guests are required to confirm their identity by providing their valid government issued photo identification such as Passport or Identification Card (IC) at check-in.

d) **CHECK-IN TIME**

Guests check-in time is at 03.00 pm after registration

e) **EARLY CHECK-IN / PRE-REGISTRATION**

Early check-in is offered based on availability. If you require a guaranteed check-in for arrival prior to 3:00 PM, then pre-registration and payment may be required. Please contact Front Desk staff directly to make reservations requiring early check-in at Telephone No. **(+603) 40500003**.

f) **CHECK-OUT TIME**

Check-out time is 12:00 noon.
Please check-out at the Front Desk and handover the room keys.

g) **CHECK-OUT PROCEDURE**

Kindly check-out at Front Desk so that housekeeping may inspect and begin cleaning your room as soon as possible. If you require a late check-out, kindly inform our reception counter on/before 10.00 am on the date of your departure and we will do our best to accommodate your request.

Late check-outs are subject to availability, and may be chargeable at RM50.00 per hour. Check-outs past 6:00PM will be subjected to a full-day's rate.

h) **EARLY DEPARTURE**

Guests who check out of the hotel after 12:00 noon and prior to their scheduled departure date are subject to an early departure fee of one night, plus tax.

i) **PAYMENT**

We prefer Visa or Master Card or any other mode of payment. Pursuant to credit card agreements; credit cards are not valid unless signed by the cardholder.

Government guarantee letter or voucher may be accepted prior check-in, once verified by the Hotel Management.

Cheques and foreign currency are not accepted.

j) **ALCOHOL**

In whatever circumstances, alcohol, spirit, liquor and the like of that nature are **PROHIBITED** on the hotel premises.

k) **CHILDREN**

Children aged 12 and under, are required supervision. As parents, guardians, or chaperones you are personally and legally responsible for, and must supervise them at all times. For safety reasons, please do not leave children unattended in guest rooms or allow them to roam the hotel premise unsupervised.

l) **DURIAN, MANGOSTEEN AND DRAGON FRUIT**

NOT permitted on hotel premises.

m) **QUIET HOURS**

The quite hours on guest room floors are from **10:00PM to 08:00AM**

If you become aware of a disruptive guest, please contact Front Desk staff immediately by phone or in person. Televisions, voices or other devices must be kept at a respectful low level volume at all times. Doors should be opened and closed quietly. No congregating or running in halls.

n) **PETS**

Pets are **NOT** allowed on the Hotel premise.

o) **RIGHT TO REFUSE SERVICE**

Dē MOCCIS Boutique Hotel is privately owned and operated. We reserve the right to refuse service to anyone for any reason that violate Federal or State Laws. Dē MOCCIS Boutique Hotel has a zero tolerance policy in which we will refuse to admit or refuse service or accommodation in our hotel or may remove a person, without refund, who refuses to abide by the reasonable

standards and policies established by Malaysian Law and the owners for the operation and management of the hotel.

Dē MOCCIS Boutique Hotel will refuse service and/or evict a guest for :-

- i. refusal or failure to pay for accommodation;
- ii. under the influence of alcohol, drugs, or any other intoxicating substance;
- iii. being disorderly manner as to disturb the peace of other guests;
- iv. unable to properly supervise their children at all times;
- v. seeking to use the hotel for an unlawful purpose;
- vi. bringing into the hotel an unlawfully possessed firearm, explosive, hazardous or toxic substance, that is unlawful to possess and that may endanger to other persons;
- vii. destroying, damaging, defacing, or threatening to harm hotel property, guests or hotel staffs;
- viii. allowing the number of persons to exceed the maximum allowable occupancy of room;
- ix. refusing to abide the standards, policies and rules established by Dē MOCCIS Boutique Hotel; and
- x. contravening any other issues that the Hotel management feels appropriate.

p) SPECIAL REQUESTS

We will make every effort to honour special requests such as a specific floor or room number, adjacent rooms, etc. upon your arrival. Any other special request is to the discretion of the Hotel management.

q) TOURISM TAX

In compliance with the Malaysia Tourism Tax Act 2017, and other relevant Malaysia Tourism Taxes (TTx) imposed to registered tourists, who stay at the Hotel, an additional fixed rate of **MYR10.00 per room per night**, or the current applicable tourism rate imposed.

This tax will be reflected in your guestroom's folio and will be collected as a **separate amount in addition to quoted room charges** prior to guest departure.

MyKad (Malaysian) and MyPR (Permanent Resident of Malaysia) holders are exempted from this tourism tax.

For official guides and documents in regards to tourism tax released by the Royal Malaysian Customs Department, please click to view the following: Malaysia Tourism Tax Act 2017; General Guide on Tourism Tax; Panduan Am Cukai Pelancongan.

Other relevant TTx may refer:

- I. Tourism Tax (Digital Platform Service Provider) Regulations 2021;
- II. Tourism Tax (Rate of Digital Platform Service Provider Tax) Order 2021;
- III. Tourism Tax (Digital Platform Service Provider) (Exemption) Order 2021;

3.0 RESERVATION

a) EARLY CHECK-IN / PRE-REGISTRATION

Early check-in is offered based on availability. If you require a guaranteed check-in for arrival prior to 2:00PM, then pre-registration and payment may be required. Please contact Front Desk staff directly to make reservations requiring early check-in at Telephone No. **(+603) 40500003**.

b) CANCELLATION

Dē MOCCIS Boutique Hotel is not responsible for weather conditions, personal emergencies, or schedule changes. Once bookings are made and/or guest(s) are checked-in, booking fees are non-refundable. Any changes regarding the date, room category, duration of stay of your booking will require you to cancel your initial booking and re-book your stay with the hotel.

Reservations must be cancelled forty-eight (48) hours hotel time, prior to your arrival date in order to avoid a one (1) night full room cancellation fee.

If reservations are cancelled less than 48 hours before the arrival date, a cancellation fee of your first night rates will be charged. If you are staying more than one (1) night, only the first night rate will be charged. For cancellation of reservation please obtain and save the cancellation number for your record purpose.

c) GROUP RESERVATIONS

Large group / Block reservations must be cancelled eight (8) weeks prior to arrival date. Reservations cancelled after that date may be charged one (1) full room charge plus tax for each room reserved and the balance of their reservations cancelled.

d) GUARANTEED RESERVATIONS

All reservations must be guaranteed with a valid major credit card. Guests must be 18 years and older. We accept Visa and Master Card. We do not charge your credit card at the time you make your reservations. Your credit card guarantees your reservations.

Reservations must be cancelled forty-eight (48) hours, hotel time, prior to your arrival date, in order to avoid a one (1) room night, plus tax, and cancellation fee. Reservations will be held until 11:00PM your scheduled arrival date.

If you have not checked in by that time, a “no-show” charge of one room night, plus tax will be charged to your credit card and the balance of your reservation nights will be cancelled.

Dē MOCCIS Boutique Hotel is not responsible for weather conditions, personal emergencies, or schedule changes.

e) NO SHOW CHARGES

Failure to check in on the scheduled arrival date for a reservation guaranteed with a credit card will result in a No-Show fee being charged to your credit card. You will only be charged the first night, one (1) night's full room rate plus taxes and the balance of the reservation will be cancelled.

f) RATES

All rates are quoted in Malaysian currency (MYR), plus tax. Rates may change without notice. Rates as advertised on Dē MOCCIS Boutique Hotel website or any other website or promotional material are subject to change at any time and may increase or decrease at the hotel's discretion.

Rates are based on types of room and their availability

The types of rooms are: Executive Suite (2-3 occupancy), Family Executive suite (3-4 occupancy), Junior Suite (2-3 occupancy), Deluxe Twin (2-3 occupancy) and Deluxe Double (2-3

occupancy), Disability Twin/Double (2-3 occupancy) and Honeymoon Suite (only 2 persons occupancy).

4.0 ROOM POLICIES

a) **ADDITIONAL BEDDING**

A limited number of rollaway beds are available upon request, and subject to availability. The charge is MYR50.00 each, per day. Maximum capacity of rollaway bed is one (1) per room. Please note that not all rooms can be furnished with extra beds due to different room arrangements and orientations.

b) **DO-NOT DISTURB & ACCESS TO ROOMS**

To provide all of our guests with an exceptionally clean and safe hotel experience, we provide daily housekeeping. The Housekeeping Staff is required to enter the room at subsequent times to clean the room, check for safety, and verify the condition of the room.

Our Housekeeping Staff will honour the "Do Not Disturb" door hanger once during a thirty-six hour period indicating that the room is occupied. Management reserves the right to enter a room with a known status of "Do Not Disturb" for reasonable purposes, such as an emergency, housekeeping, maintenance, verify that the room, its furnishings, and mechanical equipment are intact, or to address or prevent a violation of our Hotel Policies / House Rules. In the event of suspected illegal activity, management reserves the right to summon law enforcement officers to aid in eviction. Law enforcement officers will be granted immediate access to hotel property and rooms of evicted guests.

The right to privacy ends when a Hotel Policy / House Rule is broken.

c) **CANDLE, INCENSE, ESSENTIAL OILS**

Candle, incense, essential oils (diffusing, vaporizing, etc.) are prohibited. The activities of these items will be treated as smoking. A fine will be assessed, and the guest may be evicted with no refunds.

d) **COOKING, COOKING APPLIANCES, COMBUSTIBLES, OR FIREWORKS**

The safety of our guests, staff, and Hotel facilities are extremely important to us. Preparation of food in guest rooms by any type of cooking appliances is prohibited. A minimum fee of MYR 1,000.00 will be charged for cooking in a room, including, but not limited to coffee makers, hot plates, toaster ovens, water heaters, rice cookers, combustible, open flame, barbecue grill, burners, heating appliance, or any other item intended for cooking. Open fires, flames or cooking grills, either charcoal or gas, and fireworks are not allowed anywhere on hotel property.

e) **HOUSEKEEPING / ROOM INSPECTION**

Housekeeping is provided daily between the hours of 9:00AM to 6:00PM. Rooms are cleaned and inspected daily and a detailed log is maintained on each room and linen. Rooms are rented to guests in appropriate condition without any prohibited odour. Housekeeping and Front Desk staff are trained and skilled in identifying the odours from prohibited items. If our investigation concludes that you have smoked in your room, cooked, or brought a prohibited item into our facility, fees will be assessed, and you may be evicted without any refund.

f) **LINEN CHANGING**

Your comfort is very important to us. For guests staying multiple nights, bed linen is changed every other day with all personal items are removed from the bed, and our housekeepers can access the walkways around the bed.

We hope our guests will assist us in decreasing our environmental impact and water use by reusing towels as much as possible. However, if new towels are needed, please leave them on the floor of your room and we will replace them.

g) **MAXIMUM OCCUPANCY**

Room occupancy requirements are based on fire code/fire safety restrictions. If you exceed the maximum number of guests allowed, you will be asked to rent another guestroom for proper accommodations or vacate the hotel. Room rates are listed for single / double occupancy.

h) **SMOKING**

Dē MOCCIS Boutique Hotel is a **100% smoking free** hotel, except on designated area.

For safety and to assure that our facilities are not exposed to items or actions that create an odour which is unhealthy and objectionable to our guests and staff, and that is difficult to remove from the air, carpet, walls, and furniture.

We prohibit smoking tobacco, marijuana, illegal drugs, e-cigarettes, vape pens, vaping, cartridges containing the liquid of nicotine, hookahs, incense, cooking, cigars, candle burning, the use or diffusing of patchouli oil or other strong-smelling plant-based essential oils, synthetic products or the like in our facilities.

Guests are encouraged to notify Front Desk staff immediately if they smell cigarette, marijuana, or other objectionable odours. A minimum fee of RM300.00 will be charged for smoking of any kind on property.

Smoking is only allowed on designated areas by the Hotel Management.

i) **CELEBRATION**

Dē MOCCIS Boutique Hotel enforces a no In-Room Party Policy to ensure we maintain comfort to our other guests at all times. No parties, loud disturbances and/or noise-nuisance are allowed or tolerated on Hotel premises. In the event of a disturbance, one polite request (warning) will be given to reduce the noise. If our request is not followed, the guest will be asked to leave the hotel without refund.

Registered guest(s) are responsible for all persons visiting. Non-Registered visitors are only permitted until 11:00PM. If found with more "people" not listed on the Guest Registration Form after 11:00PM, your stay will be considered a party. You will be ordered to vacate the premises without refund and may be assessed a Guest Compensation Disturbance Fee.

j) **ROOM KEYCARDS**

Room keycards are issued to the registered guest(s). No room keycards will be issued to youth under 18 years old at any time. Valid government issued photo identification (Passport or IC) is required if you have lost your keycard and require a duplicate. Please return all room keycards to Front Desk upon check-out. Failure to do so will result in a penalty of MYR 50.00 for each unreturned keycard.

k) **VISITORS**

No visitors are allowed in the guest room after 11:00PM. Visitors must notify reception counter upon their arrival. Visitors must be accompanied by the registered guest at all times. As a registered guest, you are responsible for your visitor at all times, and may be charged an Extra Person fee for guests on property after 11:00PM.

5.0 FACILITIES

a) **FREE WiFi ACCESS**

Access to our WiFi is free for our registered guests.

The hotel WiFi access code and signal are subject to change without notice depending on the room's location, the status of our WiFi-equipment, and interference from other local wireless signals.

Dē MOCCIS Boutique Hotel assumes no liability for guest use.

b) **PARKING OF GUESTS' VEHICLES**

Dē MOCCIS Boutique Hotel is not responsible in providing parking facilities or space for guest's vehicles. All vehicles are parked at the risk of the owner. The Hotel shall not assume liability or responsibility for any vehicle, its occupants and/or contents while operated or parked near the hotel property.

c) **HOTEL INFORMATION**

Dē MOCCIS Boutique Hotel makes its best efforts to ensure that all the information that appears on its website is accurate. The Hotel does not accept liability for any errors and/or omissions, and reserves the right to change the information published at any time and without notice.

d) **HOSPITALITY TRAY**

Hospitality tray that contains tea, coffee, sugar, etc including bathroom essentials are provided free for our guest comfort

6.0 GUEST'S BELONGINGS

Guests are requested to lock the door of their rooms when going out and/or going to bed.

The Hotel Management is not in anyway whatsoever be responsible for any loss or damage to the guest's belongings or any other guest's property from either the hotel room or any other part of the hotel for any cause whatsoever including theft of pilferage

7.0 ENFORCEMENT

Guests who refuse to abide by the reasonable standards, policies and rules established by Dē MOCCIS Boutique Hotel for safety of all guests, staff, owners, property, and for the operation and management of the hotel, the said guests will be evicted, with no refund.

The Hotel Management has the right to request any guest to vacate his/her room or other areas of the hotel forthwith. Without previous notice and without assigning any reason whatsoever, and the guest shall be bound to vacate when requested to do so, in case of default, the Management has the right to remove the Guest luggage and belongings from the room occupied by him/her.

In addition to the room charge, a minimum MYR1,000.00 cleaning fee, if applicable, per room will be charged for infraction(s) of our Hotel Policy / House Rules.

If necessary, the hotel management may engage the assistance of law enforcement officers in the eviction of the said guests.

8.0 SAFETY

a) HAZARDOUS GOODS

Bringing goods and/or storing of articles of combustible or hazardous nature and/or prohibited goods and/or goods of objectional nature is prohibited.

b) FIREARMS AND WEAPONS

The safety and security of our guests and staff is extremely important to us. Our Firearms and Weapons Policy is designed for the protection of our guests, vendors, staff, and owners, and pertains to the presence of firearms and weapons on hotel premises. Dē MOCCIS Boutique Hotel recognizes that guests and vendors may legally possess firearms or weapons for a variety of legitimate purposes. This policy has been developed to create a safe environment by providing appropriate guidance over the custody of firearms and weapons on our premises.

Guests and vendors who fail to abide by our policy may be asked to leave the hotel premises, are subject to trespass and may be subject to further legal action. Exempted from this policy are law enforcement officers and designated military personnel who are on-duty and required to carry firearms in the performance of their duties. No exemption to this policy is allowed for private persons, even those licensed and permitted to carry a firearm openly or concealed under local, state, or federal law, are exempt from this policy.

c) FIRE SAFETY POLICY

The hotel is fully equipped with smoke detectors and emergency evacuation plans on the door of each guest room. Please review this important information.

d) IN CASE OF EMERGENCY OR FIRE

Please notify Front Desk in the event of a fire or other emergency. A map that shows emergency exits can be found on the back of your room door located in each guest room.

In case of any emergency please follow the advice of our Hotel staffs.

In case of fire and emergency, please do not use staircase, and avoid using Hotel lift.

9.0 DAMAGE POLICIES

a) DAMAGE AND / OR THEFT OF HOTEL PROPERTY

Being a guest, you are liable for any damages howsoever caused (whether by deliberate, negligent, or reckless act) to the room(s), hotel's premises or property caused by you or any person in your party, whether or not staying at the hotel during your stay.

Dē MOCCIS Boutique Hotel reserves the right to retain your credit card and/or debit card details, or forfeit your security deposit of MYR100.00 as presented at registration and charge or debit the credit/debit card such amounts as it shall, at its sole discretion, deem necessary to compensate or make good the cost or expenses incurred or suffered by Dē MOCCIS Boutique Hotel as a result of the aforesaid.

Should this damage come to light after the guest has departed, we reserve the right, and you hereby authorize us, to charge your credit or debit card for any damage incurred to your room or the Hotel property during your stay, including and without limitation for all property damage, missing or damaged items, smoking fee, cleaning fee, guest compensation, etc. We will make every effort to rectify any damage internally prior to contracting specialist to repair and make good, and therefore will make every effort to keep any costs that the guest would incur to a minimum.

b) DAMAGE DISCOVERED AFTER CHECK-OUT

Guest Rooms found with waste materials scattered around, in complete disorder, and/or “trashed” will be subject to a MYR1,000.00 maintenance deep cleaning fee, administration fee and/or third party fees.

c) DAMAGE TO ROOM

Damage to rooms, fixtures, furnishing and equipment including the removal of electronic equipment, towels, artwork, etc. will be charged at **150%** of full and new replacement value plus any shipping and handling charges. Any damage to hotel property, whether accidental or wilful, is the responsibility of the registered guest for each particular room. Any costs associated with repairs and/or replacement will be charged to the credit card or debit card of the registered guest. In extreme cases, criminal charges will be pursued.

d) DAMAGE TO MATTRESSES AND BEDDING

Damage to mattresses and linen including; towels, mattress pads, sheets, bedspreads, blankets resulting from the use of body oils, make-up, shoe-polish, etc. will result in a charge at **150%** of full and new replacement value plus any shipping and handling charges, for the special cleaning, repair or replacement of the damaged article.

e) DAMAGE OR TAMPERING WITH FIRE DETECTION SYSTEMS / FIRE-FIGHTING EQUIPMENT

Dē MOCCIS Boutique Hotel reserves the right to take action against any guest or visitor found to have tampered or interfered with any detection equipment throughout the hotel, including detector heads in public areas and guest rooms, break glass points and fire extinguishers. Guests or visitors found to have tampered with any fire detection or fire-fighting equipment will be charged with any costs incurred by the hotel due to their actions and will be evicted from the hotel. Depending on the severity of the guests' actions, law enforcement may become involved at the hotel's discretion. Should the fact that fire-fighting or detection equipment had been tampered with come to light after the guest has departed, we reserve the right and you hereby authorize us to charge your credit or debit card for any damage incurred during your stay to your room or the Hotel property, including and without limitation for all property damage, missing or damaged items, and for smoking fee, cleaning fee, guest compensation, etc.

f) **INFESTATION**

The cleanliness of Hotel rooms is extremely important to us, and our guests. If you bring any infestation into your room or onto our hotel premises, we may charge you for any and all costs and expenses, including immediate or urgent response requirements, and loss of room revenue, that we deem necessary to address the infestation.

10.0 LOST & FOUND

a) **LOST & FOUND POLICY**

Dē MOCCIS Boutique Hotel assumes no liability for lost, misplaced, stolen, or damaged valuables or belongings.

If you discover that you have left behind something of value to you, please call us immediately at Telephone No. **(+603)40500003** or email democcihotel@gmail.com and we will try to assist you in locating your lost item.

b) **FOUND ITEMS**

Dē MOCCIS Boutique Hotel is not responsible for any item left behind by a guest. However, any item, with the exception of perishable items, left behind by our guests and found after your departure by Housekeeping will be collected, logged in, and kept in a secure location for collection by the owner for up to thirty (30) days. Reasonable effort will be made to notify the guest that an item has found. Perishable items, underwear, and miscellaneous toiletries will be discarded.

c) **RETURN**

We would be happy to return your lost item(s) to you, however your credit card will be charged for packaging and postage, plus a 25% handling fee. A separate receipt will be mailed to you. Dē MOCCIS Boutique Hotel is not responsible for any item lost or misdirected during shipment.

d) **UNCLAIMED ITEMS / NO CONTACT**

Lost & Found items are held for thirty (30) days while we attempt to contact the guest. If guest contact information is incorrect or mobile phone mailbox is full and we are unable to contact the guest during the thirty (30) day holding period, the unclaimed item(s) are thrown away, given to local organizations, or disposed of accordingly by Dē MOCCIS Boutique Hotel.

11.0 CHANGES & MODIFICATION TO THE HOTEL POLICY / HOUSE RULES

Dē MOCCIS Boutique Hotel reserves the right to amend, modify, change, cancel, vary or add to these Hotel Policies / House Rules or the arrangements and content featured on our Hotel website at any time without prior notice. Please check our website regularly for updates to Hotel Policies / House Rules.

Any modification to these Hotel Policies / House Rules that occurs before your departure is considered a part of your reservations agreement with us. A copy of these Hotel Policies / House Rules are located on our website, and available from Front Desk staff upon request.

12.0 MALAYSIAN GOVERNMENT RULES & REGULATIONS AND APPLICABLE LAW:

Guests are required to observe abide by confirm to and be bound by only to all applicable Malaysian Acts & Malaysian Laws & Malaysian Government rules & regulations in force from time to time.

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Dē MOCCIS Boutique Hotel