



TERMS AND CONDITIONS FOR ACCOMONDATION AT NORA KEUSHI GUEST HOUSE

Bookings, Cancellation, Returned Deposit & Non-Arrival Conditions

1. No booking will be reassigned except with the express authority of Norah-Kieushi Guest House.
2. The management reserves the right to reassign a room to any other paying guest after 1800hrs unless prior notification is received of planned late arrival.
3. Full payment is required prior to final confirmation of the reservations unless credit facilities have been preapproved, failure of which Norah-Kieushi reserve the right to cancel.
4. We keep a register of guests who stay with us, this includes full names and nationality, and/or passport numbers, place of issue. As a requirement, all guests staying with us will give their names, passports, ID will be required at check-in and photocopied for our records.
5. Reservations that are cancelled, reduced in length of stay or reduced in number are subject to cancellation and no-show fees as follows:
 - Guest who need to cancel a booking should contact us in advance. Deposits already paid are only returned in accordance with the following conditions;
 - Cancellation made 7 days or more in advance of arrival date = Full deposit refund
 - Cancellation made 4 days or less of arrival date = 20% of deposit refund
 - Cancellation made 12hrs or less of arrival date = 30% of deposit refund.
 - Non-arrival guests, who are unable to check-in for whatever reason forfeit their deposit as stated above.
 - We reserve the right to cancel any booking without compensation, refund or reimbursement if the terms of these conditions are breached.

All notifications of cancellation or amendments will only be accepted on receipt of written notification by email.

Deposit payments must be 'cleared funds' before a booking can be confirmed. Deposits are only refundable under the conditions set-out here within.

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Payments can be made by bank transfer, cash deposit. Any charges raised against us by our banks for handling bank transfers or any other payments, must be reimbursed by the guest within seven (7) days of any request to do so.

All guests agree to respect the privacy and peace of all other staying guests, neighbors and the owners at all times. We reserve the right to cancel a booking with immediate effect if guests don't honor this agreement or are causing disturbance or are a nuisance to other guests, neighbors or the owners.

Check-in

- Normal Check In time starts at 1400hrs, but every effort will be made to accommodate earlier or later Check Ins (if arranged in advance). However, a guest can drop off luggage prior to Check In if desired.
- Valid guest identification i.e. national identification card or valid passport, required at check in.

Check-out

- Check out time is 1000hrs. The guest communicates in advance if s/he requires a later Checkout and the management will do its best to accommodate the request.

Room keys on arrival

- The keys will be handed over to the guest on arrival after payment and administration. Special arrangements for key collection must be made for late arrivals.

Room keys on departure

- Please leave the room keys at the reception. Guests do not have to lock the door on departure. However please close the door completely when leaving.

Room keys during long term stay

- Long term guests must lock their rooms on their way out and keep their set of keys for the duration of the stay.

Lost key or damage to locks

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- The cost for replacement of lost room keys or damaged locks is applicable and a total amount of 30 USD for lost keys and 50 USD for lock replacement to be paid immediately.

Breakfast

- Breakfast is served in the common dining room area between 0600hrs and 1000hrs. If a guest requires a different timing for Breakfast, please advise on arrival.
- Resident guests are free to make their own breakfast in the common kitchen on request

Meals

- Lunch and dinner/supper are provided on request and at an additional price.
- Resident guests are free to prepare their own meals in the common kitchen on request.
- The guest room charges will be on a meal plan specified by the booking office.
- No credit will be given for meals not consumed.

Smoking

- Smoking is completely forbidden inside the house.
- Smoking is permitted outside the house at a designated location (To be communicated)

Refunds

- There will be no refunds for early departures.

Guest Rooms

- Please do not use flammables for heating, cooking or the like, irons candles, etc. in the guest room or corridors without the consent of the Guest House owner.
- Please do not use guest rooms for business activities or for any purposes other than accommodation use, without the consent of the Guest House owner.

Valuables, Security and Storage

- Keep rooms locked at all times when absent.

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Parking Lot

- Parking is available free of charge for all house guests. Do not park in the way of the electrical motorized gate when in a fully open or half way open position as it closes automatically after a few seconds.
- Do not leave any valuables inside your car while it is parked. Norah-Kieushi Guest House cannot accept responsibility for the loss or theft of any such articles while your car is parked.

Toilets

- No cigarette buds, cotton buds, tampons, sanitary pads or any other material, other than toilet paper may be flushed down the toilet. Charges will occur for any blockage.

General

Common areas:

- The dining room are common areas of the house and guests are encouraged to use them to their need or recreation, nevertheless there are some rules to abide by:

The lounge area:

- Guests are allowed to use this common area.
- Eating and snacking in the lounge is completely forbidden.
- Avoid making noise that will disturb other house guests, musical instruments, radios, televisions, stereos, and/or any other source of amplified sound shall be played at a volume that shall not disturb or annoy other guests we shall pay particular attention to limiting noise between the hours of 10:00 p.m. and 8:00 a.m. We also request the guests to restrain from making any noise outside the building, in the courtyard or directly in front of the building.

The Dining Room

- Please use this common area to have your meals, preparation and cooking should be conducted in the kitchen area.

The Kitchen

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- Stove shall be clean and free of food and grease.
- Refrigerator shall be clean. Freezer door shall close properly. Freezer shall not be over-packed so that sufficient room is allowed for air circulation.
- Sink shall be clean, free of grease and garbage. Dirty dishes shall be washed and put away in a timely manner. Please put back into place all dishes, utensils, etc., properly cleaned after use.
- Food storage areas shall be neat and clean without spilled food
- Trash/garbage shall be stored in a covered container until removed to the collection containers.
- Cooking oils or grease shall not be disposed of down the kitchen drain.
- Garbage disposal, if any, shall be used only in accordance with the disposal instructions.
- Please label your food in the refrigerator. Anything not labeled and in non-consumable condition, excluding condiments that are still in consumable condition, will be disposed of.
- The kitchen includes a refrigerator, microwave, coffee and teapot, and limited dishes, glasses, and utensils for light meal preparation. Please clean up immediately after yourself.
- All guests are allowed to use this common area. Everything should be put back into place after use.

Your Liabilities

- We will hold you responsible for any damage or loss caused to our property by your acts or omissions, default, accident or neglect. Normal wear and tear are excluded.
- Please report any accidents or incidents to the guest house management in connection with any property damage.

Environmental Policy

- The owners of Norah-Kieushi Guest House are committed to the protection of our planets resources and would encourage our guests to help us by:
 1. Switching off lights when not in use;
 2. Ensuring that taps are always turned off after use;
 3. Avoiding the unnecessary use of towels – just use what you need;

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4. We will sort the recyclable rubbish collected from guest rooms i.e. paper, plastic, metal and glass;
5. We thank you in advance for your comprehension and co-operation.

WIFI Fair & Appropriate Usage Policy

- The Internet access provided is intended for general use such as access to the world wide web, email, messaging, social media, light video / music / media streaming. It is not intended or ideally suited for heavy media streaming, online gaming, extensive downloads / uploads. Access to illegal activity or use of our network for illegal activity is not prohibited and will be reported to local authorities.

Damages & Lost Property

- We reserve the right to charge the guest for any damages caused through the course of a booking by any member of the booking party. This includes breakages, spillages, stains, damage to furniture or fixtures and fittings. Any accidental damages should be reported as soon as possible in order to minimize damage and associated costs. Lost keys will incur a replacement charge per key lost.
- Any lost property, if discovered and found, left behind by guests during a stay will be held for a period of 2 months. While we will make our best efforts to reunite lost property with their owners, we accept no responsibility in replacing lost items and encourage guests to ensure they have all their belonging before checking-out. We may offer to post lost items via recorded delivery at the cost of the property owner, otherwise collection can be arranged.

Pets & Service Dogs

- We do not accept pets throughout the accommodation, except for service dogs.

Parking

- Where on-site parking is provided guests accept that they park their vehicles at their own risk.

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