

HOTEL POLICIES & HOUSE RULES

Twice The Comfort, Twice The Value in Kuching only at Hock Lee Hotel & Residences!

To ensure peaceful and safe stay for all our guest, the hotel management will highly appreciate your collaboration in abiding ALL the hotel Policies/ House Rules, terms and conditions, and procedures upon your check-in to our hotel, and we reserve the right to refuse service, or to make charge to guest's card if any fees are assessed for damages or not complying with Hotel Policies/ House Rules which may change from time to time.

DAMAGE POLICIES

DAMAGE AND/ OR THEFT OF HOTEL PROPERTY:

You are liable for any damage howsoever caused to hotel's premises or property caused by you or any person in your party, the hotel deserve the right to charged you accordingly at the discretion of the management.

DAMAGE DISCOVERED AFTER CHECK-OUT:

Guest rooms found with damages towards fixtures, furnishing & equipment including removal of electronic equipment etc repairs or replacement charges will be charged accordingly to the guest on the day itself. In extreme cases, criminal charges will be pursued.

DAMAGE TO ROOM:

Damage to rooms fixtures, furnishing and equipment including the removal of electronic equipment including removal of electronic equipment, towels, artwork, etc. will be charged at **150%** of full and new replacement value plus 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 of the registered guest. In extreme cases, criminal charges will be pursued.

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.

DAMAGE OR TAMPERING WITH FIRE DETECTION SYSTEMS / FIRE-FIGHTING EQUIPMENT:

Hock Lee Hotel & Residences 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, 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

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(Company Reg. No: 201501044887 (1170208-H))

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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.

INFESTATION:

The cleanliness of our 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.

GUEST POLICIES

ALCOHOL:

Registered non-Muslim guests of legal age (21), who choose to bring their own alcoholic beverages must consume those in their room. Alcohol is not allowed in public areas such as the reception area, work area, lounge area, corridors, staircases, etc.

CHECK-IN REQUIREMENTS:

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

CHECK-IN TIME: 3:00PM.

CHECK-OUT PROCEDURE:

Check-out time is 12:00PM. Please check-out with Front Desk so that housekeeping may begin cleaning your room as soon as possible. If you require a later check-out, please contact Front Desk by 10:00AM on the date of your departure and we will do our best to accommodate your request. Charges may apply for late check-out.

CHECK-OUT TIME:

12:00PM. Check-outs past 6:00PM will be subject to a full-day's rate. However, if you would like to request for a later check-out time, please inform Front Desk by 10:00AM on the date of check-out. Late check-outs are subject to availability, and may be chargeable.

CHILDREN:

As the parents, guardians, or chaperones of children aged 12 and under, 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 property unsupervised.



DEPOSIT:

A security deposit of minimum MYR50.00 is required to make an individual room reservation. However, this deposit is refundable provided there are no lost or damaged items from the room occupied during your stay.

DURIAN & MANGOSTEEN:

Durians and/or mangosteens are **NOT** permitted on hotel grounds. Violation of this rule will be subject to a fine of MYR500.00.

EARLY CHECK-IN / PRE-REGISTRATION:

Early check-in is offered based on availability. If you require a guaranteed check-in for arrival prior to 3:00PM, then pre-registration and payment may be required. Please contact Front Desk staff directly to make reservations requiring early check-in at **(082) 484 888**.

EARLY DEPARTURE:

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

GUEST REGISTRATION:

We require valid contact information from the guest making the reservations including first and last name, address, phone number, email and signature. The names of all guests occupying the room must be registered as well.

QUIET HOURS:

10:00PM to 8:00AM. 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 at all times. Doors should be opened and closed quietly. No congregating or running in halls.

PETS: Pets are not allowed in the hotel premises.

PAYMENT: We accept Visa and Master Card. Pursuant to credit card agreements; credit cards are not valid unless signed by the cardholder. Credit cards must be signed. Cash (MYR) payment is welcomed. All guests are required to present a valid government issued photo identification even if guests are planning on paying in cash upon check-out. Cheques and foreign currency are not accepted.

RIGHT TO REFUSE SERVICE:

Hock Lee Hotel & Residences is privately owned and operated. We reserve the right to refuse service to anyone for any reason(s) that does not violate Federal or State laws. Hock Lee Hotel & Residences 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. Hock Lee Hotel & Residences will refuse service or evict a guest: for refusal or failure to pay for accommodations; is under the influence of alcohol, drugs, or any other intoxicating substance and acts in a disorderly fashion as to disturb the peace of other guests or is not in compliance with state liquor laws;

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acts in a disorderly fashion as to disturb the peace of other guests; is unable to properly supervise their children at all times; seeks to use the hotel for an unlawful purpose; seeks to bring into the hotel: an unlawfully possessed firearm; or something, including an explosive or hazardous or toxic substance, that is unlawful to possess and that may be dangerous to other persons; destroys, damages, defaces, or threatens harm to hotel property or guests; causes or permits persons to exceed the maximum allowable occupancy of room; refuses to abide by the reasonable standards or policies established by Hock Lee Hotel & Residences for the operation and management of our hotel.

SPECIAL REQUESTS:

We will make every effort to honour special requests such as a specific floor or room number, adjacent rooms, roll-away beds, etc. upon your arrival. All special requests are noted on reservations and we will do our best to accommodate. However, the availability of these items cannot be guaranteed in advance.

TOURISM TAX:

In compliance with the Malaysia Tourism Tax Act 2017, and with effect from 1st May 2019, Tourism Tax will be imposed to registered tourists, who stay at the Hotel at an additional flat rate of **MYR10.00 per room, per night**. This will be reflected in your guestroom's folio and will be collected as a **separate amount (additional to quoted room charges)** prior to guest departure. **MyKad (Malaysian) and MyPR (Permanent Resident of Malaysia) are exempted**. For our official announcement and more information regarding tourism tax, please visit: [Tourism Tax](#).

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

LOST & FOUND

LOST & FOUND POLICY:

Hock Lee Hotel & Residences 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 **(082) 484 888** or email reservation@hockleehotel.com and we will try to assist you in locating your lost item.

FOUND ITEMS:

Hock Lee Hotel & Residences 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 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.

RETURN:

We would be happy to return your lost item(s) to you. Your credit card will be charged packaging and postage, plus a 25% handling fee. A separate receipt will be mailed to

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you. Hock Lee Hotel & Residences is not responsible for any item lost or misdirected during shipment.

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 Hock Lee Hotel & Residences.

ON-SITE

ENFORCEMENT:

All staff are trained and required to respond to potential violations of our Hotel Policy / House Rules. Guests who refuse to abide by the reasonable standards and policies established by Hock Lee Hotel & Residences for safety of all guests, staff, owners, property, and the operation and management of the hotel will be evicted, with no refund. In addition to the room charge, a minimum MYR1,000.00 cleaning fee per room will be charged for infraction(s) of our Hotel Policy / House Rules.

FREE WiFi ACCESS:

Access to our WiFi is free for our registered guests. The hotel WiFi access code is subject to change without notice. WiFi signals 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. Hock Lee Hotel & Residences assumes no liability for guest use.

PARKING AT OWN RISK:

All vehicles are parked at the risk of the owner. Hock Lee Hotel & Residences shall not assume liability or responsibility for any vehicle, occupants, or contents while operated or parked near/ at the hotel property.

TERMS & CONDITIONS:

Hock Lee Hotel & Residences makes its best efforts to ensure that all the information that appears on its website is accurate. However, no warranty, expressed or implied, is given that the information provided on this website is error free. Hock Lee Hotel & Residences 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.

ROOM POLICIES

ADDITIONAL BEDDING:

A limited number of rollaway beds available upon request, and subject to availability. The charge is MYR40.00 per bed 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.

DO-NOT DISTURB & ACCESS TO ROOMS:

To provide all of our guests with an exceptionally clean and safe hotel experience, we provide daily housekeeping. Our Housekeeping Staff will honour the "Do Not Disturb" door

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hanger once during a thirty-six hour period indicating that the room is occupied. 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. 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 to aid in eviction. The right to privacy ends when a Hotel Policy / House Rule is broken. Law enforcement will be granted immediate access to hotel property and rooms of evicted guests.

CANDLE, INCENSE, ESSENTIAL OILS:

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

COOKING, COOKING APPLIANCES, COMBUSTIBLES, OR FIREWORKS:

The safety of our guests, staff, and this facility is extremely important to us. Preparation of food in guest rooms (Except for Apartment rooms at Tower B) by any type of cooking appliances is prohibited. A minimum fee of MYR500.00 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 (Except for Apartment room’s Kitchenette at Tower B).

HOUSEKEEPING / ROOM INSPECTION:

Housekeeping is provided daily between the hours of 9:00AM to 6:00PM. This is a **100 % NON-SMOKING** hotel (see above for what is included as “smoking”). 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.

LINEN CHANGING:

Your comfort is very important to us. For guests staying multiples nights, bed linen is changed every other day if all personal items are removed from the bed and our housekeepers can access the walkways around the bed. Housekeeping will be happy to change your bed linens sooner than every other day – please ask the Front Desk for service. 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. Please contact our Front Desk staff if you have any additional questions or concerns.

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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.

NON-SMOKING:

Hock Lee Hotel & Residences is a **100% smoke-free** hotel. For safety and to assure that our facility is 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 do not permit 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 or synthetic products in our facility.

Guests are encouraged to notify Front Desk staff immediately if they smell cigarette, marijuana, or other objectionable odours. A minimum fee of MYR100.00 will be charged for smoking of any kind on property. In accordance with the new smoking ban as of January 2019, those caught smoking on our premises will be reported to the authorities where a fine of MYR10,000.00 or jail-term of 2 years may be imposed.

NO PARTIES:

Hock Lee Hotel & Residences enforces a No In-Room Party Policy to ensure we can protect the hotel and our guests at all times. No parties, loud disturbances and/or noise-nuisance are allowed or tolerated on these 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.

ROOM KEYCARDS:

Room keycards are issued to the registered guest(s). No room keycards will be issued to youth under 18 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 MYR50.00 for each unreturned keycard.

VISITORS:

No visitors after 11:00PM. Visitors must notify Front Desk 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.



RESERVATIONS

EARLY CHECK-IN / PRE-REGISTRATION:

Early check-in is offered based on availability. If you require a guaranteed check-in for arrival prior to 3:00PM, then pre-registration and payment may be required. Please contact Front Desk staff directly to make reservations requiring early check-in at **(082) 484 888**.

CANCELLATION:

Hock Lee Hotel & Residences is not responsible for weather conditions, personal emergencies, or schedule changes. Once bookings are made and/or guest(s) are checked-in, bookings 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 seventy-two (72) 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 72 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. If you cancel any reservation, you must obtain and save the cancellation number for your records.

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.

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 seventy-two (72) hours, hotel time, prior to your arrival date, in order to avoid a one (1) room night, plus tax, cancellation fee. Reservations will be held until 11:00PM the morning following 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. Hock Lee Hotel & Residences is not responsible for weather conditions, personal emergencies, or schedule changes.

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.

RATES:

All rates are quoted in Malaysian currency (MYR), plus tax. Rates may increase without notice. Rates as advertised on Hock Lee Hotel & Residences 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.

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SAFETY

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. Hock Lee Hotel & Residences 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.

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.

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.

CHANGES & MODIFICATION TO THE HOTEL POLICY / HOUSE RULES:

Hock Lee Hotel & Residences 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.

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3. **PETS:** Pets are **NOT** allowed in the hotel premises.

4. **NON SMOKING FLOOR:** All rooms at Tower A are designated for non-smoking rooms while certain floor at Tower B are designated for smoking floor. For the safety purpose and to assure that our facility is not exposed to items or actions that create an odour which is unhealthy, Please don't smoke inside your room and do follow the hotels' no smoking policy. For those caught smoking on our hotel premises will be fined for **RM100.00**.

4. **SMOKE FREE HOTEL:** A dedicated smoking zone at Level 4 are provided for smoking guests who wish to enjoy a puff during their stay. For those caught smoking in non-smoking area can be fined RM 10,000 or jailed up to two years by the Malaysian government. As for guest who are found smoking in their hotel room will be subject to an RM200.00 cleaning fee.

*Smoking includes tobacco cigarettes, electronic cigarettes (vape), tobacco pipes & cigars.

5. **MINORS:** Guest must be able to present their identification card to shows that they are 19 years old and above to check in under their own booking. Minors below 18 will need to be accompanied by their parents or legal guardian.

6. **SAFETY,HEALTH & ENVIRONMENT:** The safety and security of our guests and staff is extremely important to us. The hotel is fully equipped with smoke detectors and emergency evacuation floor plan on the respective guest floor. Do review on this important information. In case of fire emergency or fire, please do notify the Front desk in the event of fire or other emergency. Any suspicious activity, such as drug trafficking or illegal substance found in the hotel room and with such evidence, report will be made to the authority concern in accordance to the by law.

For our full set of Hotel Policy & Hotel House Rule, please click [here](#) to download.