



HOLLANDSE CLUB HOTEL

TERMS & CONDITIONS

The following Terms and Conditions apply to all Hotel Bookings made with the Hollandse Club. We kindly ask that you take a moment to read them prior to making a Booking.

The Club enters into this Agreement as principal for Bookings made for its Hotel. In these Terms and Conditions the following definitions apply:

DEFINITIONS

- “Club” or “we” or “us” means the Hollandse Club, a nonprofit legal entity incorporated under the laws of the Republic of Singapore, whose business address is: 22 Camden Park, Singapore 299814
- “Booking” means the booking for accommodation, functions and/or any other services or items made with us.
- “Agreement” means the Booking and these Terms, and any other terms and conditions stated to apply to the Booking.
- “Hotel” means the hotel premises situated within the Club.
- “Terms” means these terms and conditions.
- “Website” means any website owned or operated by us relating to the Hotel.

QUOTATIONS

- Any quotation for accommodation must be given in writing and is based on availability at the date and time of quoting.
- Prices are subject to change without notice and are not confirmed until the time of booking.

BOOKINGS

- All bookings at the Hotel are made subject to these terms.
- Bookings must be made in advance.
- At the time of booking, you must provide us with a valid credit card which you authorise the use of for any sums that become owing to us.
- We shall have the right to require partial or full payment at the time of booking or any time prior to check-in.
- No booking shall be treated as confirmed until the guest receives a written booking confirmation and has adhered to the details and/or payments described in this paragraph.

CHARGES AND PAYMENTS

- Standard Room Rates: Full payment for your hotel stay will be charged to the credit card provided 72 hours prior to arrival.
- Promotional Room Rates: Full payment for your hotel stay will be charged to the credit card provided at the time of booking.
- Prices will be charged in the local currency of the hotel (SGD) and any currency conversion facility is provided as a proximation tool only.
- Price lists for additional items or services are available on request or are displayed at the relevant location within the Club.
- All other charges incurred during your stay may either be settled immediately or by debiting them to each room's account, in which event such account shall be settled in full at check-out upon presentation of an invoice.
- The following methods of payment are accepted: Cash, NETS, Credit Card (Visa, Mastercard, AMEX).
- Should a person fail to pay any charge in accordance with these terms, the Club will charge any sums owed to the credit card provided at the time of booking without any further notice.



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CANCELLATIONS & NON-ARRIVALS

- Standard Room Rates: Cancellations made at least 72 hours prior to arrival will receive a full refund. Cancellations made within 72 hours of arrival are non-changeable and non-refundable.
- Promotional Room Rates: Strictly no changes, cancellations or refunds post booking.
- One free date change is allowed with 72 hours prior notice.
- Cancellation of any booking must be made to the Club via email.
- All confirmed room bookings will be held until 22:00 on the scheduled date of arrival at which time the booking will be cancelled without any refund and the room may be re-let unless the hotel is notified of any late arrival.

CHECK-IN & CHECK-OUT

- You must be at least 18 years of age to check-in and/or register for a room.
- Any person under 18 years of age must be accompanied by an adult during their stay.
- Rooms are subject to maximum occupancy rules set by the hotel.
- In the interests of security and to prevent fraud, at the time of check-in, guests may be required to confirm their identity by providing their booking reference, their passport/identity card/driving license and a valid credit card. We reserve the right to refuse entry to persons who cannot provide the information set out above.

Check-In: 14:00 Hrs

Check-Out: 12:00 Hrs

- Requests for early check-in or late check-out are at the sole discretion of the hotel.
- An additional fee is payable for a guaranteed late check-out.
- Exceeding check-out times without notifying reception in advance may result in extra charges, including, but not limited to, late check-out fees and/or an extra nights charge being applied to your bill.

CHANGES TO BOOKINGS BY THE GUEST

- Any changes to a booking must be requested by the guest via email.
- No amendments are guaranteed until written confirmation is provided by the Club. Rate variations may apply depending on the nature of the change.

CHANGES OR CANCELLATION BY THE CLUB

- The Club may, at its absolute discretion, cancel a reservation if of the opinion that the reservation information provided is falsified or incomplete.
- The Club shall be entitled to cancel any booking immediately if a guest is in arrears with payment to the Hotel, or if the guest becomes insolvent or has an administrator appointed over his/her affairs, or if the guest breaches any of these terms and conditions.
- Very occasionally we may need to cancel your booking for reasons other than set out in these terms and conditions. In such circumstances, you will be given a full refund, but we shall have no further liability to you arising out of such cancellation. We will, however, use reasonable endeavours to provide alternative accommodation at another hotel similar or of comparable standard subject to such hotels having availability.
- Your booking is for a class of room in the Hotel and does not guarantee that you will be able to stay in a specific room or in the same room for the duration of your stay. If you have indicated a preference for a particular room, we will use our reasonable efforts to honour this preference. However, we may need to allocate an alternative room to you for operational or safety reasons.



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POOL POLICY

- Swimming is permitted in the main pool between the hours of 07:00 and 22:00.
- Please note that there are no lifeguards on duty, children are to be supervised at all times by parents or guardians.

FOOD & BEVERAGE

- Only food and beverages purchased on the Club premises may be consumed at the Club.

SMOKING

- Smoking is strictly prohibited in all rooms and areas of the Club. A \$250 fine applies for smoking on the premises.

PETS

- All pets are prohibited on the property, with the exception of service animals.

LOST PROPERTY

- If the hotel staff find any personal effects, goods left behind by a guest or any other lost property, the Club will retain such items and if an item is not reclaimed within 1 month of the guests' departure it will be disposed of by the hotel at its discretion.

CHILDREN

- Cots and extra beds are available, however, these are limited and subject to availability and additional charges may apply. If you require a cot or extra bed please check with the hotel at time of Booking.

AVAILABILITY AND USE OF THE CLUB FACILITIES

- Guests staying in the hotel may use the Club facilities throughout the duration of their stay.
- A condition of using the facilities is that you must comply with the Club's rules, which are available on request or are displayed at the relevant locations within the Club.
- Charges may apply for use of some facilities, please enquire at the Club for further details.
- At certain times, facilities may become unavailable due to maintenance, adverse weather conditions or other reasons beyond our control. We will attempt to keep all guests informed of these circumstances however this may not always be possible.
- If any facility is a significant reason for your choice of hotel, we would advise you to check directly with the hotel in advance of arrival.

CLUB EVENTS

- Please take note that at certain times during the year the Club may host functions, events and parties which may be considered a disturbance or intrusion during a guests stay.
- Please contact us directly in advance of your stay should you require further information.

GUEST BEHAVIOUR

- Guests are requested to conduct themselves appropriately at all times and to comply with any procedures, directions or requests made by the Club management.
- Guests are requested not to disrupt the comfort and enjoyment, or to cause offence to any other guest, member, visitor or member of staff.



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- The Club enforces a strict “no party” policy within the hotel for the protection of all guests. In the event of a disturbance, a final warning will be given to reduce the noise and to follow any directions given by the Club management.
- The Club reserves the right to refuse accommodation, terminate a booking or remove you and members of your party from the hotel with immediate effect if, in our reasonable opinion, we consider these provisions have been breached.
- Where this is the case, we shall have no obligation to refund you for lost accommodation, other services or any other loss or expense incurred.

DAMAGE TO OR REMOVAL OF PROPERTY

- Guests shall be responsible for any damage caused to the hotel rooms or Club facilities therein caused by or attributable to any act, omission default or neglect of the guest, his/her invitees, visitors, or guests. The guest will pay on demand the amount required to make good or remedy any such damage.
- The Club reserves the right to charge guests the cost of replacing any items that are removed from the Club by them without consent. The charge will be the full replacement amount of the missing item.
- The Club reserves the right and you hereby authorise us to charge your credit card for any damage incurred during your stay or for items that are missing when you leave. This applies to any damage or loss discovered both prior to or after you have checked-out.

WEBSITE INFORMATION

- While all reasonable efforts have been taken to ensure the accuracy of the information on the website, the Club does not accept responsibility for errors or omissions and reserves the right to amend, cancel or vary any of the arrangements featured on the website without notice.
- Please note that in certain circumstances, generic photographic images have been used to represent the general style of the hotel or a particular product or service.

FORCE MAJEURE

- The Club accepts no liability and will not pay any compensation where the performance of its obligations is prevented or affected directly or indirectly by or as a result of force majeure or any circumstances beyond its reasonable control including, but not limited to;
 - fire, lightning, flood, earthquake, extreme adverse weather conditions, natural disasters and other acts of God.
 - explosion, acts of terrorism, riot or civil commotion, malicious damage.
 - failure of electric power, gas, water, or other utility services.
 - failure of plant machinery, computers, vehicles or any collapse of building structures.
 - the closure of any part of the Hotel by order of any public authority.
 - the hotel or any part thereof being designated for alternate use

GENERAL PROVISIONS

- The Club shall be entitled to vary, amend and/or otherwise change these terms and conditions at any time without prior notice.
- The Club reserves the right to deduct any sums owed to it by the guest and the exercise of such right shall be without prejudice to any other rights which the Club may have in terms of this agreement or in law.
- Any notice or invoice hereunder shall be duly served on either party if delivered to their last known address.
- In the event that a guest has a complaint during his/her stay at the hotel, he/she must bring it to the attention of Club management as soon as possible to allow the hotel the opportunity to address the issues during the guests stay.



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GOVERNING LAW & JURISDICTION

- This agreement will be construed in accordance with Singapore Law and guests agree to submit to the exclusive jurisdiction of the Singapore courts.
- Each party irrevocably waives any objection which it may now or later have to proceedings being brought in the Singapore courts.

LIABILITY

- All warranties, conditions and other terms implied by statute or common law are, to the fullest extent permitted by law, excluded from this agreement.
- The Club shall not be liable to the guest and/or the guests' visitors, employees, sub-contractors or invitees for any indirect, consequential or pure economic loss or any loss of profit, goodwill or opportunity (whether caused by the negligence of the Club, its employees, contractor or agents or otherwise).
- The Clubs total liability shall, wherever permitted by law, not exceed the value of the charges received by it under this agreement.
- The guest shall indemnify and not hold the Club responsible in respect of any liability, loss, damage, cost and expense of any nature arising out of, and in connection with the booking made by the guest and the acceptance of the reservation by the club.
- The Club shall not be liable for any losses, damages, costs or expenses incurred by the guest as a result of any cancellation of the reservation.
- Guests are encouraged to lock their rooms at all times. Guests should take note that the Club does not accept responsibility whatsoever for theft from the Club premises or from rooms in the hotel.
- Guests are advised to have and are responsible for insurance to cover the loss of baggage, personal effects and money.