

House Rules for “House On Waves”

“House On Waves” management will highly appreciate your collaboration in abiding by these rules and regulations, whose aim is to ensure peaceful and safe stay for our Guests.

1. Tariff

The tariff is for the room only and is exclusive of any government taxes applicable. Meals and other services are available at extra cost. Guest registration forms must be signed on arrivals.

- a. Please present your ID card, Passport or Temporary Residence Card upon Check-in. By Law visitors must present personal documents for hotel records. These documents will be returned upon departure.
- b. Rooms are rented for house days. A house day starts at 12:00 noon on the day of arrival and ends at 10:00 a.m. of the following day. Failure to check out by 10:00 a.m. will result in an additional fee for extending a house day. A charge for the extension until 1:00 p.m. amounts to Rs. 500.00. After 1:00 p.m. the hotel will charge for an additional house day. On failure of the guest to vacate the room on expiry or period the management shall have the right to remove the guest and his/her belongings from the room occupied by the Guest.
- c. The house reserves the right to pre-authorize your credit card upon check-in or collect a fee for the entire stay in the form of a cash deposit.
- d. The house guest cannot hand over a room to third persons, even if the period for which the guest paid has not yet expired.
- e. The house may refuse to accept the guests who grossly violated the House Rules and Regulations during the last stay by damaging the hotel's or guests' property or by inflicting damage on other guests, house employees or other persons staying in the house or in other way violated the stay of other guests or the functioning of the house.

2. Services:

- a. The house renders services in accordance with its category and standard. Guests are requested to submit any complaints regarding the quality of services at the reception desk as soon as possible, thus allowing for the house's immediate reaction.
- b. The house is obliged to ensure:
 - A) conditions for full and undisturbed rest of the guest
 - B) professional and polite service in respect of all services rendered by the house

- C) cleaning of the room and performing necessary repairs of equipment during the guest's absence or in their presence is so requested by the guest
 - D) in case of any defects which could not be repaired, the hotel shall make every effort to, where possible, change the room or in any other way redress the inconvenience.
- c. The hotel's liability for any loss or damage of items brought in by guests to the hotel shall be limited. The hotel has the right to refuse to store money, securities and valuable belongings, or if they take up too much space.
- d. The guest should notify the hotel's reception desk immediately upon noticing any damage.
- e. The lights-out period starts at 10:30 p.m. and ends at 06:30 a.m. of the following day.
- 3. Conduct of guests and persons using services of the hotel should not disturb the peaceful stay of other guests. The hotel may refuse to render services to a person violating the above rule.
- 4. When leaving the room, guests are expected to check whether the door is properly locked. Loss of a room card/key is subject to an extra charge of Rs. 500.00
- 5. The hotel guest bears financial liability for damaging or destroying the hotel's equipment and technical devices due to their fault or due to the fault of their visitors.
- 6. Food heaters, micro-ovens, electric irons and other similar devices which are not a part of the hotel room equipment are not allowed to be used inside the rooms due to the fire safety.
- 7. Smoking in hotel rooms, corridor, staircase, restaurant, bar, wellness zone, cloak rooms, and reception hall is prohibited. Violation of the prohibition is subject to a fine of Rs. 1000.00.
- 8. It is prohibited to consume foodstuffs bought outside the hotel in the common area.
- 9. It is prohibited to wash clothes in the hotel. Violation of the prohibition is subject to a fine of Rs. 500.00.
- 10. Personal belongings left by guests in the hotel room upon leaving shall be sent to the address indicated by the guest at their expense.

11. Settlement Of Bills

Bills must be settled on presentation, personal cheques are not accepted.

12. Lien On Guest's Luggage And Belongings

In the case of default in the payment of dues by a guest, the management shall have the lien on their luggage and belongings, and be entitled to detain the same and to sell or auction such property at any time without reference to the guest. The net sale proceeds will be appropriate towards the amount due by the guest without prejudice to the management's rights to adopt such further recovery proceedings as may be required.

13. Pets are not allowed.

14. The Guest shall be solely liable and responsible to the management, its other guests, invitees visitors, agents and servants for all loss financial or otherwise and damage that may be caused by such articles or as a result of the guests' own negligence and non-observance of any / instructions.

Gambling, contraband, prostitution, weapons, explosives, flammable objects, poisons, drugs, animals and pungent food are strictly prohibited on hotel premises.

15. Damage to Property

The guest will be held responsible for any loss or damage to the hotel property caused by themselves, their guests or any person for whom they are responsible.

16. Management's Rights

It is agreed that the guest will conduct him/ herself in a respectable manner and will not cause any nuisance or annoyance within the hotel premise.

The 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 the default, the Management has the right to remove the Guest luggage and belongings from the room occupied by him/her.

17. Government rules and regulations and application of laws

Guest are requested to observe, abide by confirming to and be bound by all applicable acts and laws and Government rules and regulations in force from time to time.

18. Photographs and Video's

Using photographs and video's taken in the hotel for commercial or public purposes are illegal. Those who do so will be subject to prosecution.

19. Cancellations

	Date the cancellation notice was received.	Deduction
1.	No Show / Same Day	100%
2.	1 – 2 days before	50%
3.	3 – 7 days before	20%
4.	More than 7 days	10%
5.	Above 15 days	0%

Our Request to our Customers

This is a floating house. Customers are requested to be extra careful while walking and relaxing on the promenades. Care should be taken of personal belongings to avoid loss by falling over into water. Avoid leaning over the railings for personal safety.

In deference to environ protection the scarce resources such as power and water are to be used with discretion avoiding misuse. The linen will be changed on alternate days. The air-conditioning has been set to comfortable 24degrees as per government advisory.

Guested are advised not to call for boats alongside without the prior permission of the management.

THE MANAGEMENT RESERVES TO ITSELF THE RIGHT TO ADD TO, OR ALTER OR AMEND ANY OF THE ABOVE TERMS, CONDITIONS AND RULES.