



NOVA HIGHLANDS  
HOTEL

## Booking Terms and Payment Policy

### 1.0 AGE POLICY

#### 1.1 0 to 4 years old (infant/toddler):

- 1.1.1 Stay for free using existing bed
- 1.1.2 Baby cot is FOC upon request, subject to availability
- 1.1.3 Dine for free (up to 2 infant/toddler per paying adult, excess will be charged the prevailing Child rate)

#### 1.2 5 to 12 years old (child):

- 1.2.1 Stay for free using existing bed
- 1.2.2 Extra bed is chargeable at RM50 nett (excluding breakfast)
- 1.2.3 Additional buffet breakfast is chargeable at RM15 nett per child
- 1.2.4 Dine at the prevailing Child rate

#### 1.3 13 to 60 years old (adult):

- 1.3.1 Extra bed is required, chargeable at RM50 nett per night (excluding breakfast)
- 1.3.2 Additional buffet breakfast is chargeable at RM25 nett per adult
- 1.3.3 Dine at the normal rate (Adult rate)

#### 1.4 Above 60 years old (senior citizen):

- 1.4.1 Extra bed is required, chargeable at RM50 nett per night (excluding breakfast)
- 1.4.2 Dine at the prevailing Child rate
- 1.4.3 Guest may be required to produce a valid ID documentation upon check-in and/or at the F&B outlet

### 2.0 PAYMENT POLICY

- 2.1 100% of the booking amount shall be charged at least 72 hours prior to arrival/check-in date
- 2.2 100% of the booking amount shall be charged upon booking made for all special rates, offers, promotions and packages
- 2.3 All special rates, offers, promotions and packages are non-refundable and not allowed to be modified unless otherwise stated

### 3.0 CANCELLATION / MODIFICATION POLICY

- 3.1 No charge if made more than 72 hours prior to arrival/check-in date
- 3.2 100% of the booking amount will be charged if made within or less than 72 hours prior to arrival/check-in date
- 3.3 Strictly NOT ALLOWED for all special rates, offers, promotions and packages unless otherwise stated

### 4.0 NO SHOW

- 4.1 100% of the booking amount will be charged

- END -