

## Terms and Conditions

### **Reservation Policy:**

All Normal Bookings require a full payment of 100%, which is strictly non-refundable.

### **Group Booking / Long Stay:**

This refers to any booking of 5 or more guests done via email

([enquiry@stayquarters.com](mailto:enquiry@stayquarters.com) / [theport@stayquarters.com](mailto:theport@stayquarters.com))

A 50% non-refundable deposit is required to secure the booking via cash or PayPal/Credit Card (5% surcharge).

Balance of payment, after 50%, can be paid via cash or PayPal/Credit Card (5% surcharge).

In the event of cancellation, no refund will be given.

In the event of early checkout, no refund will be given.

### **No Show Policy:**

In the event of no show on the first day:

Bookings paid are non-refundable.

By 12:00 p.m. next day, if there is no response or reply from guests, the reservation will be released for bookings.

### **Privacy Policy:**

All personal data provided is confidential and will only be used for statistical studies of the hostel.

### **Check-in:**

Check-in earliest at 3:00 p.m.

If there is any delay in your itinerary, please do let us know through email.

Early check-in is subject to bed/room availability, with an additional charge of SGD\$10/person.

### **Check-out:**

Check-out latest by 12:00 p.m.

Late check-out (12:00p.m. to 2:00p.m.): SGD\$30/person.

Late check-out (2:00p.m. onwards): assessed at the full daily room rate.

Quarters Hostel and The Port reserves the right to remove your belongings from bed/room to the reception area and deny you further access into the room. Hostel shall not be liable for any loss or damage to your belongings as results of the action(s) taken.

**Children Policy:**

Quarters Hostel

All children aged below 12 years old must stay in a private room, accompanied by at least One adult, with a minimum age of 18 years old.

All children 2 years old and above, must pay for a bed at the standard rate.

The Port by Quarters Hostel

All children aged below 12 years old are not allowed to stay in the hostel.

**Minimum Age Policy:**

To check-in at the hostel, guests must have a minimum age of 18 years.

**Restrictions:**

Smoking is strictly prohibited within the premises.

For the safety and security of all guests, outside visitors are not permitted.

A fine of SGD\$200/person/night will be charged.

Quarters Hostel and The Port reserves the right to ask you to leave the premises and remove your belongings from the room immediately, without refund, in these situations, not limited to:

- Intoxication and unsavory behavior
- Physical or verbal assault towards hostel representatives or other guests
- Willful damage to Quarters Hostel's/The Port's property
- Any incident for which the police need to be called onto the premises
- Any behavior posing safety threat to others
- Throwing of objects from the windows

**Fair Use:**

You and your party agree to be considerate tenants and to take good care of the property and to leave it in a clean and tidy condition at the end of the staying period. You and your party also agree not to act in any way, which would cause disturbance to those residents in neighboring properties.

**Damages:**

You are liable for any damages done to the property and/or its fixtures, whether intentional or not, up to the total cost of the replacement plus an additional administrative fee of SGD\$50/item.

**Additional Information:**

All guests are required to place a refundable deposit of SGD\$20 per person upon check-in. Due to our limited capacity, priority will be given to overseas guests.

Air-conditioners

As recommended by the manufacturer, to facilitate housekeeping and to ventilate the premise; Air-conditioners will be switched off between the periods of 12:00p.m. – 3:00p.m.

**Conflict Between English Text and Other Language Text:**

If there is any conflict or discrepancy between the English text of these Terms and Conditions and any translation thereof, the English text shall prevail.