



HOTEL DEL LUNA

RULES & REGULATIONS

Dear Guest,

Hotel Del Luna is a Five-Star Hotel, please follow the SOP for check in. to avoid disturbing the other guests here.

1. Collect your key at the receptionist counter at the ground floor of Hotel Del Luna building.

CHECK-IN TIME: After 3PM

CHECK-OUT TIME: Before 12PM

Go to the receptionist counter to get back the deposit and return the room key and parking card

HOTEL PARKING:

RM20 per car, Multiple Entry

To Parking: Scan the parking card

You can park your car at Level: P7, P8, P9, P10

WI-FI

User: DelLuna

Password: 123321123321

REFUNDABLE DEPOSIT:

We will collect RM100 upon check-in, as the card deposit

THIS IS NO SMOKING PROPERTY, FAILURE TO COMPLY WILL RESULT IN A FINE UP TO RM3,000

UTILITIES FEES

- For guests who stay above 7 days, you will need to pay your own electricity bill, based on daily usage reading from myTNB App. The electricity bill collected starts from your first day check-in.

Estimation daily usage for the electricity:

Normal use RM3-RM10 per day

Heavy use RM10-RM40 per day

EXTRA CHARGES

- Please check the correct number of guests before checking in. We will charge RM100 per guest/visitor who exceeds the number of guests.
- Additional cleaning fees of RM500 for party/celebration inside the room.
- Additional cleaning fees of RM1000 for guests who make the room very dirty or vomiting

HELPLINE

Del Luna Customer Service: 010 - 456 7890
