

# Guest Guidelines

To : Guest

Last updated: Oct 10, 2025

## How to save/print your tickets?

Step by step

1. **Open this email** in Gmail (on your laptop/PC or mobile).
2. Click the **: More (three dots)** icon in the top-right corner of the email.
3. Select **Print**.
4. In the print view, choose one of the options:
  - **Save as PDF** → to save the ticket on your device.
  - **Print (physical printer)** → to directly print your ticket.

Save/print the document and bring it with you when checking in at the hotel.

## General Guidelines During Your Stay

### Guide 1 : Check-in & Check-out

- Standard check-in time: **2:00 PM**
- Standard check-out time: **12:00 PM**
- Early check-in or late check-out is subject to availability and **may incur additional charges**.

### Guide 2 : Identification

- Guests must present a valid government-issued ID or passport upon check-in.

## Guide 3 : Room Capacity

- Please respect the maximum occupancy for your room. Extra guests may result in additional charges or refusal of entry.

## Guide 4 : Safety & Security

- Please keep your valuables secured; the hotel is not responsible for lost items.
- Fire safety equipment must not be tampered with.

## Guide 5 : Compliance

- Guests must comply with hotel staff instructions and local laws at all times.
- Failure to follow the guidelines may result in termination of your stay without a refund.



**We thank you for your cooperation and wish you a pleasant stay!**

For any questions, special requests, or urgent matters during your stay, please contact our Customer Service or reach out to the hotel front desk directly.