

HOLLANDSE CLUB RETREAT

TERMS & CONDITIONS

The following Terms and Conditions apply to all Retreat reservations made with the Hollandse Club. We kindly ask that you take a moment to read them prior to making a reservation.

The Club enters into this agreement as principal for reservations made for its Retreat. In these Terms & Conditions the following definitions apply:

DEFINITIONS

- “Club” or “We” or “Us” means the Hollandse Club, a non-profit legal entity incorporated under the laws of the Republic of Singapore, whose business address is: 22 Camden Park, Singapore 299814.
- “Reservation” or “Booking” means the reservation of the accommodation, function and/or any other service or items made with us are exclusive to Members only.
- “Agreement” means the reservation/booking and these Terms, and any other terms and conditions stated apply to the reservation/booking.
- “Retreat” means the guest accommodation(s) situated within the Club.
- “Terms” means these terms and conditions.
- “Website” means any website owned or operated by us relating to the Retreat.

QUOTATIONS

- Any quotation for accommodation must be given in writing and is based on availability at the date and time of quoting.
- Prices are subject to change without notice and are not confirmed until the time of the booking.

RESERVATIONS/BOOKINGS

- All reservations/bookings at the Retreat are made subject to these terms.
- Reservations/Bookings must be made in advance.
- A valid credit card guarantee is required at the time of booking, which you authorise the use of for any sums that become owing to us.
- Member-only rates are exclusively reserved for Hollandse Club members, and a valid membership number must be provided at the time of booking. Guests unable to present proof of membership upon check-in will be charged the standard public rate.
- The Club shall have the right to require partial or full payment at the time of booking or any time prior to check-in.
- No reservation shall be treated as confirmed until the guest receives a booking confirmation and has adhered to the details and/or payments described in this paragraph.

CHARGES AND PAYMENTS

- All rates, charges and fees will be charged in local currency (SGD), and any currency conversion facility is provided as an approximation total only.

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- Applicable guarantee and prepayment policies are specified under the terms and conditions of each rate plan.
- Modifications to the length of stay or dates of your reservation are subject to the applicable rate plan conditions. If permitted, all modifications are subject to availability and may result in rate changes.
- Price lists for additional items or services are available on request or are displayed at the relevant location within the Club.
- All other charges incurred during your stay may either be settled immediately or by debiting them to each room's account, in which event such account shall be settled in full at check-out upon presentation of an invoice.
- The following methods of payment are accepted: Cash, NETS, Credit Card (VISA, Mastercard, American Express).
- Should a person fail to pay any charge in accordance with these terms, the Club has the right to charge any sums owed to the Club via the credit card provided at the time of booking without any further notice.
- The Club will implement any changes in taxes, fees, and charges according to local law and government regulations. Any change after the booking confirmation will affect the total room charge.

CANCELLATIONS & NON-ARRIVALS

- Applicable cancellation policies and fees are specified under the terms and conditions of each rate plan. If not specified, you may cancel/modify up to three (3) days prior to the arrival date to avoid a penalty of one (1) night stay.
- Any modification or cancellation for any reservations must be made before arrival through the applicable booking platform or by contacting the Club via email.
- All confirmed room reservations will be held until 23:59 hours of the scheduled date of arrival, at which time the booking will be cancelled without any refund, and the room may be available unless the Club has been notified of any late arrival.
- No-shows and early departures will incur a penalty equal to the full stay amount.
- A change in the length of stay or dates of your reservation is subject to availability and may result in rate changes.
- Refunds, where applicable, will be processed within 14 working days from the date of approval and credited via the original payment method.

CHECK-IN & CHECK-OUT

- You must be at least 18 years of age to check-in and/or register for a room.
- Any person under 18 years of age must be accompanied by an adult during their stay.

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- Rooms are subject to maximum occupancy rules set by the Retreat.
- In the interest of security and to prevent fraud, at the time of check-in, guests will be required to confirm their identity by providing their booking reference, their passport/identity card/driving license and a valid credit card. We reserve the rights to refuse entry to persons who cannot provide the information set out above.
- Guests may check-in after 15:00 hrs (3:00 pm)
- Guests are requested to check-out before 10:00 hrs (morning)
- Requests for early check-in or late check-out are at the sole discretion of the Club.
- Subject to availability, guests may extend their check-out time to 18:00 hrs and the applicable late check-out fee will be charged to the final invoice.
- Exceeding check-out times without notifying reception in advance may result in extra charges, including, but not limited to, late check-out fees and/or an extra night(s) charge being applied to your folio.

CHANGES TO BOOKINGS BY THE GUESTS

- Any modification or cancellation for any reservations must be made before arrival through the applicable booking platform or by contacting the Club via email.
- No modifications are guaranteed until written confirmation is provided by the Club. Rate variations may apply depending on the nature of the change.

CHANGES OR CANCELLATION BY THE CLUB

- The Club may at, at its absolute discretion, cancel a reservation if of the opinion that the reservation information provided is falsified or incomplete.
- The Club shall be entitled to cancel any reservation immediately if a guest is in arrears with payment to the Club, or if a guest becomes insolvent or has an administrator appointed over his/her affairs, or if the guest breaches any of the terms and conditions.
- Very occasionally we may need to cancel your reservation for reasons other than set out in these terms and conditions. In such circumstances, you will be given a full refund, but we shall have no further liability to you arising out of such cancellation.
- Your booking is for a class of room in the Retreat and does not guarantee that you will be able to stay in a specific room or in the same room for the duration of your stay. If you have indicated a preference for a particular room, we will use our reasonable efforts to honour this preference. However, we may need to allocate an alternative room to you for operational or safety reasons.

POOL POLICY

- Swimming is permitted in the main pool between the hours of 07:00 hrs and 22:00 hrs.

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- Please note that there are no lifeguards on duty, children are to be always supervised by parents or guardians.

FOOD & BEVERAGE

- Only food and beverages purchased on the Club premises may be consumed in the Retreat and at the Club.

SMOKING

- Smoking is strictly prohibited at the Club premises, including the Retreat, guestrooms and public areas of the Club. A \$250 fine applies for smoking on the premises.

VISITORS' POLICY

- Visitors of registered Retreat guests are welcome at the Club's restaurant only.
- Retreat guests are responsible for the behaviour of their visitors and for ensuring they follow the Club's rules and policies.
- The Club reserves the right to refuse entry or ask unregistered visitors to leave if necessary.

PETS

- Pets are not allowed at the Club premises, including the Retreat, guestrooms and public area (except service animals).

LOST PROPERTY

- If the Club staff find any personal effects, goods left behind by a guest or any other lost property, the Club will retain such items and if an item is not reclaimed within 1 month of the guest's departure, it will be disposed of by the Club at its discretion.

PARKING & VEHICLES

- Parking is available for registered guests, subject to availability.
- Vehicles are parked at the owner's risk, and the Club accepts no liability for loss or damage to vehicles or their contents.

CHILDREN

- Cots and extra bed are available; however, these are limited and subject to availability and additional charges may apply. If you require a cot or extra bed, please check with the Club at time of booking.

HEALTH, SAFETY & EMERGENCIES

- Guests must comply with all health, safety, and security regulations in force at the Club. In case of emergency, guests should follow the evacuation instructions provided by Club staff.

AVAILABILITY AND USE OF THE CLUB FACILITIES

- When using the facilities of the Club, guests must comply with the respective rules, which are available on request or are displayed at the relevant locations within the Club.
- Charges may apply for use of some facilities, please enquire at the Club for further details.

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- At certain times, facilities may become unavailable due to maintenance, adverse weather conditions or other reasons beyond our control. We will attempt to keep all guests informed of these circumstances however this may not always be possible.
- If any facility is a significant reason for your choice of staying at our Retreat, we would advise you to check directly with the Club in advance of arrival.
- The Club will not be liable for any inconvenience or loss caused by temporary interruptions in utilities, maintenance works, or other operational requirements.

CLUB EVENTS

- Please take note that certain times during the year the Club may host functions, events and parties which may be considered a disturbance or intrusion during a guest's stay.
- Please contact us directly in advance of your stay should you require further information.

CODE OF CONDUCT

- Everyone is required to always conduct themselves appropriately and to comply with any procedures, directions or requests made by the Club.
- Everyone is requested to not disrupt the comfort and enjoyment, or to cause offense to any guest, member or staff member.
- The Club enforces a strict "no party" policy within the Retreat for the protection of all guests and members. In the event of a disturbance, a final warning will be given to reduce the noise and to follow any directions given by the management of the Club.
- The Club reserves the right to refuse accommodation, terminate a booking and remove guests and their visitors from the Club premises with immediate effect if, in our reasonable opinion, we consider these provisions have been breached.
- Where this is the case, we shall have no obligation to refund you for lost accommodation, other services or any other loss or expenses incurred.

DAMAGE TO OR REMOVAL OF PROPERTY

- Guests shall be responsible for any damage caused to the Retreat or Club facilities therein caused by or attributable to any act, omission, default or neglect of the guest, his/her invitees, or members. The guest will pay on demand the amount required to make good or remedy any such damage.
- The Club reserves the right to charge guests the cost of replacing any items that were removed from the Club by them without consent. The charge will be a full replacement amount of the missing item.
- The Club reserves the right and you hereby authorize us to charge your credit card for any damage incurred during your stay or for items that are missing when you leave. This applies to any damage or loss discovered both prior to and after you have checked out.

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- Guests will be charged a \$35 cleaning fee per soiled linen sheet (tax inclusive).

WEBSITE INFORMATION

- While all reasonable efforts have been taken to ensure the accuracy of the information on the website, the Club does not accept responsibility for errors or omissions and reserves the right to amend, cancel or vary any of the arrangements featured on the website without notice.
- Please note that in certain circumstances, generic photographic images have been used to represent the general style of the Retreat or a particular product or service available and offered at the Club.

FORCE MAJEURE

- The Club accepts no liability and will not pay any compensation where the performance of its obligations is prevented or affected directly or indirectly by or as a result of force majeure or any circumstances beyond its reasonable control including, but not limited to;
 - fire, lightning, flood, extreme weather conditions, natural disasters and other acts of God.
 - explosion, acts of terrorism, riot or civil commotion, malicious damage.
 - failure of electric power, gas, water, or other utility services.
 - failure of plant machinery, computers, vehicles or any collapse of building structures.
 - the closure of the part of the Club by order of any public authority.
 - the Retreat or any part thereof being designated for alternate use.

DATA PROTECTION

- The Club collects, uses, and retains personal data in accordance with the Personal Data Protection Act (PDPA) of Singapore.
- Personal data provided during booking or stay may be used for administrative, operational, and security purposes.
- By making a reservation, guests consent to the collection and use of their personal data in accordance with the Club's Privacy Policy, which is available upon request or on the Club's website

GENERAL PROVISIONS

- The Club shall be entitled to vary, amend and/or otherwise change these terms and conditions at any time without prior notice.
- The Club reserves the right to deduct any sums owed to it by the guest, and the exercise of such right shall be without prejudice to any other rights which the Club may have in terms of this agreement or in law.
- Any notice or invoice hereunder shall be duly served on either party if delivered to their last known address.

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- If a guest has a complaint during his/her stay at the Retreat, he/she must bring it to the attention of the Club management as soon as possible to allow the Club the opportunity to address the issues during the guest's stay.

GOVERNING LAW & JURISDICTION

- This agreement will be constructed in accordance with Singapore Law and guests agree to submit to the exclusive jurisdiction of the Singapore Courts.
- Each party irrevocably waives any objection which it may now or later have to proceedings being brought in the Singapore Courts.

LIABILITY

- All warranties, conditions and other terms, implied by statute or common law are, to the fullest extent permitted by law, excluded from this agreement.
- The Club shall not be liable to the guest and/or the guest's invitees, employees, sub-contractors for any indirect, consequential or pure economic loss or any loss of profit, goodwill or opportunity (whether caused by the negligence of the Club, its employees, contractor or agents or otherwise).
- The Club total liability shall, wherever permitted by law, not exceed the value of the charges received by it under this agreement.
- The guest shall indemnify and not hold the Club responsible in respect of any liability, loss, damage, cost and expense of any nature arising out of, and in connection with the booking made by a guest and the acceptance of the reservation by the Club.
- The Club shall not be liable for any losses, damages, costs and expenses incurred by the guest because of any cancellation of the reservation.
- Guests are encouraged to always lock their rooms. Guests should take note that the Club does not accept responsibility whatsoever for theft from the Club premises or from the Retreat.
- Guests are advised to have and are responsible for insurance to cover the loss of baggage, personal effects and money.