

NPF BALI POLICIES

96, Jalan Kompleks Sukan, 31400 Ipoh, Perak, Malaysia.

Tel: +605-5488833

E-mail: npfbali@gmail.com

NPF Bali Sdn. Bhd. (herein after called NPF Bali looks forward to making your visit to Ipoh enjoyable.

NPF Bali feature 5 uniquely designed rooms.

Please contact us and we will do our best to accommodate your reservations and enquiries.

Check-In

Check in time is at 3:00 pm (not guaranteed in the event of high occupancy).

Early check-in is possible subjects to availability of rooms.

Upon arrival at the premises, guests are required to present legitimate photo identification e.g. I.C for Malaysians, passport for foreigners.

NPF Bali reserves the rights to refuse service to any guests who do not comply with NPF Bali's policies.

Check-Out

Check out time is at 12:00 pm.

Late check-out request can be made to the front office on the day before your departure.

The request is subjected to availability and an additional charge.

Payment Methods

Nett prices quoted are per room per night inclusive of 6% government tax and 10% service charge.

Prices are quoted in Malaysian Ringgit (RM) and are due upon check-in.

Payment is accepted in the form of Master Card, Visa and Malaysian Ringgit currency only.

Personal checks are not accepted.

Guests are required to pay the full amount of the room including taxes and fees.

Deposit

NPF Bali requires a RM150 per stay deposit per room in addition to the room rate in the form of cash or via credit/debit card.

NPF Bali is not responsible for overdrafts/fees associated with your credit/debit card.

No Smoking Policy

NPF Bali is designated as a non-smoking premise.

In the event a guest smokes in a guest room, a "Smoke Elimination Fee" of RM200 will be posted to the guest's account upon checkout.

For guests who are smokers, they can do so outside the premise.

Cancellation Policy

Cancellations of reservation should be made 48 hours prior to the arrival.

For guests who have already checked in, 50% retention will be charged on the reserved room rate if cancellations for the remaining duration of stay is received less than 48 hours prior to the remaining dates of stay.

All cancellations must be directed to the front desk personnel on duty.

If the cancellation is received 48 hours prior to the date of stay, guests are entitled to a full deposit refund.

Reservation Policy

Guests must be at least eighteen (18) years of age to register at NPF Bali.

Early reservation of room is recommended especially during weekends, holiday season.

Reservations can be done via phone, hotel website, e-mail and online booking engines.

A confirmation shall be communicated to the guest by e-mail during regular office hours.

Please note that our online reservations and availability is subject to change without notice.

A valid credit card is required to secure your reservation whereby a minimum of one night's stay deposit for each room reserved will be charged to your credit card.

For group and long stay reservations, a 50% deposit of the entire stay is advisable during the time of reservation.

Reservation Requests & Enquiries

Reservation enquiries may be done via e-mail or phone.

Replies will be done during regular working hours with detailed accommodation offer according to availability.

We will be happy to answer any questions and queries that you may have concerning your visit.

Online and e-mail reservation requests do not constitute a reservation until guests are contacted by our personnel and a reservation memo is issued.

Guests are advised to provide relevant credit card information in order to make a deposit and hence secure the reservation.

Guarantee Policy

A reservation is deemed guaranteed when the future guest's valid credit card details are submitted to the reservation, or other form of payment that covers one (1) night's stay inclusive of taxes.

This guarantees that the hotel will not cancel the reservation at 4pm (usual cancellation time), and allows a guest to check in later.

All rooms will only be held until 4pm on the day of arrival without a secured reservation.

Rooms that have not been secured are non-guaranteed.

Daily Room Rates

All room rates are based on two persons per room per night and are determined by the date of request, room type, and availability.

The room rates quoted is inclusive of relevant taxes and service charges, and are on a per-room basis (unless stated otherwise).

During the high season period, the room rates are subject to change without prior notice.

Government, corporate and special service rates are not applicable on Fridays, Saturdays and public holidays.

All rates quoted for confirmed bookings will be honored.

Surcharges are applicable for extra mattresses; whereby an advance request is required.

A surcharge of RM50.00 will be charged to the guest's account in the event of an additional adult occupying the room.

General Policy

Guests must be at least eighteen (18) years of age to register at NPF Bali.

A photo ID is required upon check-in.

NPF Bali reserve the right to refuse admission, service, accommodation, may remove a person who while in the premises acts in an obviously intoxicated or disorderly manner, destroys or threatens to destroy premise property, causes or threatens to cause public disturbance; refuses or is unable to pay for the accommodations or services.

NPF Bali reserves the rights to limit the number of persons who may occupy a particular guest room in the hotel and will only allow registered guests to use its facilities.

A person who negligently or intentionally causes damage to the premise or any of its belongings shall be liable for damages, including the hotel's loss of revenue resulting from the inability to rent or lease rooms while maintenance is in progress.

NPF Bali reserves the right to charge the guest for the liable damages without prior notice.

Lost & Found Policy

All items found are endorsed and logged in the "Lost & Found" section of the Housekeeping Department and are kept available for the original owner within sixty (60) days from the day of check out.

NPF Bali will make a reasonable effort to contact the guest in the case of any items left behind after check-out.

After sixty (60) days, all unclaimed lost & found items whether valuable or non-valuable will be either discarded or donated.

Pet Policy

Pets are NOT allowed in rooms and at all facilities on the property.

There is also a RM 200.00 cleaning fee charged immediately in the case of policy violation.

No Cooking Appliances Allowed

In view of safety, NPF Bali prohibits guests to bring in external electrical appliances and/or equipment for heating and/or cooking purposes.

Housekeeping service is provided daily from 9am to 5pm.

Please contact the front office personnel to arrange for additional service.

Promotion Policy

Should you choose to take advantage of any promotions offered by NPF Bali, please adhere to all terms & conditions associated with each promotion.

The management reserves the rights to change or cancel all promotions.

Lost Room Keys/Remote/Front Entrance Access Cards

All the above keys& cards must be returned to the front desk during check-out.

In the event of loss of any above mentioned, a replacement charge of RM50.00 each will be chargeable to the guest during check-out.

Phone Call charges

Guests who intend to make phone calls should proceed to the front office to do so.

A charge of RM2 per minute is applicable for local calls.

For international calls, guests will be charged RM3 per minute.

The Management reserves the rights to modify and amend its policies at any time without notice.