

# HOUSE RULES / GUIDELINES

- ❖ **CHECK IN 11:00 AM**
- ❖ **CHECK OUT 12:00 PM** \* Additional charges may apply in case of late Check Out. Please inform Resort Management in case of expected delay in Check Out.
- ❖ For any damage caused by the guests to the Resort property, the guest is obligated to cover the cost of damage.
- ❖ Upon arrival, a key to the room is provided at the reception. Guests are required to handover their keys to the receptionist upon departure. If guests lose or do not return the key, they are obligated to pay the penalty of 2000 PKR.
- ❖ Rooms can only be used by guests who are duly registered at the reception with a valid identity document.
- ❖ Guests may have visitors in their rooms which must be registered at the Reception. However, no visitors are allowed to stay overnight in rooms without prior information to Resort.
- ❖ Loud noises or music is prohibited during night hours, 11:00 PM to 07:00 AM; so that other guests are not disturbed.
- ❖ Make sure to lock your rooms when leaving because Resort will take no responsibility for any damage or loss of your personal belongings. In case of any loss, you are requested to immediately inform Resort.
- ❖ Weapons, explosives, alcohol, inflammable materials, other dangerous chemicals or any contrabands are prohibited.
- ❖ As far as possible, avoid eating in rooms. It is advised to use the Resort Dinning Area for meals.
- ❖ Pets are not allowed.
- ❖ Do not use iron, hot plates, or any other heating devices in the room. Laundry and ironing services are provided by the Resort for guests.
- ❖ There is a free parking area provided by the resort for the guests. However, you may only park at your own risk.
- ❖ Do not take items of the room inventory (pillows, blankets, towels) with you on departure.
- ❖ If you have any suggestion on Resort services or if you have any technical problem in your room, please be free to inform us at your earliest convenience. In case of late notice on any complaints, when Resort has no chance to react, the resort will not be subject to providing a discount of any sort.
- ❖ **Resort reserves the right to refuse further hospitality to the Guests, who disturb other Guests or disrespects House Rules.**