

Reservation/Booking Terms & Conditions

The following Terms and Conditions and any other applicable specific Terms and Conditions relevant to the accommodation type or offer package (“Terms and Conditions”) shall apply to your accommodation bookings and shall form a legal agreement between Hovoh Pte Ltd (“Hovoh”) and you. In the event of any conflict or inconsistency between the Terms and Conditions herein and the specific Terms and Conditions relevant to the offer package, the specific Terms and Conditions relevant to the offer package will prevail, followed by the Terms and Conditions herein. We recommend that you read them before making a booking. Upon a confirmed booking with Hovoh, you confirm that you have read, understood and agree to be bound by these Terms and Conditions.

Cancellation Policy

- The right to cancel your accommodation booking, applicable cancellation charge and a no-show charge will be determined by the accommodation rate confirmed at the time of booking.
- Applicable cancellation policy and a no-show charge will be shown on your booking confirmation.

Reservation/Booking Terms

- Rates quoted are based on your period of stay and are subject to change if you change your arrival and/or departure dates. Rates quoted are in Singapore Dollars. Rates are based on the number of adults confirmed at the time of booking. Rates are inclusive of a 10% Service Charge and prevailing Goods and Services Tax (GST).
- A rate adjustment will apply should you decide to stay in a higher accommodation category than the one originally booked. All services not included in the offer package or your accommodation rate shall be charged separately.
- Any extension of stay will be charged based on either the prevailing accommodation rate or the rate set out in your offer packages offered by Hovoh.
- Amendments to any bookings must be made in writing. No changes are guaranteed until written confirmation is provided by Hovoh.
- Maximum occupancy for overnight stays ranges from 3 to 10 guests (including children aged 12 years and below), depending on the accommodation type. Children aged 12 years and below sleep for free in the existing bedding of a shared room with a paying adult. Fees apply should a floor mattress (where the space permits) be required.

- A valid credit card or security deposit is required to secure your reservation. Upon booking, you shall be required to pay as per the stated payment method and will be charged the amount indicated on the booking confirmation page and email. Hovoh accepts Visa, MasterCard, bank transfers and cheques (cheque clearance required).
- All charges for your stay will be in Singapore Dollars.
- Blackout dates may apply.
- In the event that you complete a booking based on a rate that has been incorrectly posted or quoted, Hovoh reserves the right to correct the rate or cancel the booking at its discretion and will contact you directly in order to do so.
- Bookings are not transferable. No name change is allowed.
- All offers are not valid for group bookings. For bookings of groups of 5 rooms and above, please email reservations@hovoh.com

Check-in and Check-out

- You must be at least 18 years of age to check in and register for an accommodation at Hovoh.
- Check-in time is from 3 pm onwards, and check-out time is by 11 am Singapore time (+8 GMT). A valid government-issued identification or passport is required at check-in. Hovoh reserves the right to make changes to the check-in and check-out time.
- Early check-in and late checkout are subject to availability, and charges may apply.
- Late check-outs are available on request, subject to room availability and occupancy levels. Please check with Hovoh at least 24 hours prior to your departure on the availability of late check-out. A half-day accommodation charge may be imposed for late check-outs between 11 am to 6 pm, and a full-day accommodation charge may be imposed for late check-outs after 6 pm.
- A minimum deposit of \$300 to \$1000 is applicable for each night of stay, depending on the booked room type, by way of cash payment. A valid credit card is required upon check-in for payment of incidentals in addition to full payment of the room and prevailing government taxes.

Breakfast, Food & Beverage

- Accommodation rate includes breakfast for 2 persons unless stated otherwise in the offer package.
- Penthouse rate includes breakfast for the number of persons indicated at the point of booking.
- Additional adult(s) breakfast is chargeable
 - \$25++ for Adult
 - \$15++ for Child (ages 6 yrs old to 12 yrs old)
- Children ages five (5) years old and below registered under the same booking dine free of charge.

- All other Food and Beverage consumed will be charged to the booking and be paid as accommodation charges.

Damage to Property

- Any damage or loss determined by Hovoh to be caused to the property, including but not limited to furniture, furnishings, fittings, appliances, equipment, detector heads, break glass points, fire extinguishers through any act or negligence by you, your invitees, subcontractors or guests may be subjected to repair and replacement charges.
- Should this damage or loss be discovered only after your departure, Hovoh shall reserve the right to make the charge to your credit card.

Returns of Guest Security Deposit

- **Cash security deposit will be returned upon check-out**, Frontdesk staff to notify the Housekeeping supervisor to inspect the unit to verify damaged or lost items immediately upon guest checkout from the counter. The date and time of guest checkout must be determined during deposit collection to ensure that cash is returned to the guest on the expected check-out time, particularly for guests departing during late hours.
- **Terms and conditions for the return of cash deposit:**
 1. Actual original receipt must be provided to frontdesk staff to verify and return the deposit to the guest.
 2. Return of deposit will be given only to the person who made the booking/process the payments and deposit.
 3. Deposit can be returned as cash, or should the guest prefer to receive the deposit under bank transfer, notify the guest to allow us a minimum of 3 working days and subject as well to the process of their bank.
 4. Frontdesk staff shall collect additional deposit should the guest request to use any additional/chargeable items during the period of stay.
- For **security deposit via credit card**, to perform the release of the hold amount from the pre-authorization on the EDC machine and advise the guest that the amount will be reflected back to the guest account within 14 days of the process.

Safe Management Measures (non-exhaustive)

- All visiting guests are required to register with Hovoh.
- You agree to uphold Hovoh's strict "zero tolerance" policy towards the commotion, excessive noise and parties.
- You may not exceed the permitted number of staying persons as stated in your booking.
- Acts of a criminal nature shall be handed over to the local police.
- All accommodation types are for dwelling only. Gambling, prostitution, smuggling or other illicit activity shall be reported to the local police and be subjected to all claims and damages arising out of use other than a dwelling.
- Smoking is prohibited in all accommodation types and common areas - which are fitted with smoke detectors and alarms. Hovoh shall reserve the right to charge an air refreshment fee. #

Miscellaneous#

- Hovoh shall not be in default or liable for any delay or failure to perform its obligations under its agreement with you relating to your booking to the extent such performance is prevented or disrupted by a Force Majeure Event or your non-compliance with Hovoh's Safe Management Measures.#
- Hovoh may cancel the booking by written notice, and all monies paid may be returned to you in such an event.
- For the purpose of this clause, "Force Majeure Event" shall mean a cause which arises from circumstances beyond Hovoh's reasonable control, including but not limited to (i) strike, boycott or other industrial action; (ii) Act of God or other natural disasters such as but not limited to typhoon, hurricane, major flood, fire, damage or destruction by lightning, earthquake, volcanic activity or tsunami; (iii) any riot, civil disturbance or any act of war or terrorism; (iv) any major shortage, unavailability or disruption in the supply of labour, materials, fuels, transportation services or major disruption of postal, electrical, telephone or other utility services; (v) any epidemic, outbreaks of infectious diseases or other public health crisis including the impositions of quarantines or other employee restrictions in response to such crisis; and (vi) any governmental law, regulation, directive or advisory in effect on or after the date of the booking.
- Hovoh may revise, alter or delete any part of these Terms and Conditions at any time without prior notice.
- You shall indemnify and hold Hovoh harmless in respect of any liability, loss, damage, cost and expense of any nature arising out of and/or in connection with the acceptance of your booking by Hovoh.
- Hovoh shall not be liable for any losses, damages, costs or expenses incurred by you as a result of any cancellation of your booking by Hovoh.
- These Terms and Conditions and the provision of our services shall be governed and construed in accordance with the laws of the Republic of Singapore, and any dispute arising out of these Terms and Conditions and

our services shall be exclusively submitted to the courts of the Republic of Singapore.

- A person who is not a party to any agreement governed by these Terms and Conditions shall have no rights under the Contracts (Rights of Third Parties) Act (Cap. 53B) to enforce any term of such agreement or these Terms and Conditions.