

## 1. LADY JOINER / ESCORT

Important there can be no sexual trafficking in our hotel. The Lynnaya Urban Resort & Spa's regulation prohibits hotel customers to bringing outside guests inside their room, without priority registering with the reception. At the sole discretion of the manager on duty, the hotel may charge a US\$35.00 fee per day and per guest staying in the room. Further, in such case, the hotel will decline any responsibility in the loss or damage of personal belongings.

## 2. CHILD SAFE

Protecting Children Against Sexual Abuse Say No! / No Child trafficking

## 3. VISITORS

Visitors are not allowed to go into guests' rooms. It is for guest's security.

## 4. CHECK- IN/CHECK- OUT

The official check-in time is 14:00 hours. However, we will make every effort to accommodate any guest arriving prior to 14:00 hours. Check-out time is 12:00 noon on the day of departure.

## 5. LATE CHECK- OUT

The Late check- out is on requested, but it will be charged 50% before 18:00 hours and after 18:00 hours will be charged as full amount of room rate.

## 6. CANCELLATION AND NO-SHOW

Guaranteed reservations canceled less than 72 hours prior to arrival will be subject to a one-night charge, and a full charge of maximum nights booked in the event of non-arrival on the day. In order to avoid cancellation charges you must advise a cancellation at least 72 hours in advance.

## 7. NON- SMOKING

We are pleased inform that all rooms are non-smoking and there will be a monetary penalty of \$25 if you are found NOT abiding by our non-smoking policy.

## 8.PET

Pet is not allowed

## 9. SAFETY BOX

The hotel has provided the personal safety box to each guest's room to put your own valued things or money to be your security. The hotel will not responsible for any damages or lost items in your room.

## 10. PROPERTY CHARGE

The amenities and facilities are not allowed to take out from the room upon check out. The items will actual charged to your account if you make it lost or damage it. Please kindly return items back to your room after using it.

## 11. TOUR ARRANGEMENT & CANCELLATION POLICY

Front desk is available for your requirement of tour arrangement and providing information. For cancellation of your tour arrangement with us you need to inform our front desk staff one day before if not the hotel will apply fully charge of tour arrangement fee.

**Thank you very much for your cooperation and  
have a pleasant stay!**