



## **Rules & Regulations Governing the Use of Lodging facilities at HomeTeamNS**

All successful applicants for lodging facilities in HomeTeamNS (hereinafter "Occupants") are required to comply with the following rules and regulations: -

- The facilities are for the use of Occupants, their relatives and guests. Occupants, their relatives and guests are to abide by these regulations.
- Subletting of the lodging facilities are not permitted.
- Occupants should observe the recommended capacity of each facility. All other guests other than the registered occupants to leave the premises by 12 midnight. HomeTeamNS reserves the right to request Occupants who are found to have violated this regulation to leave the Clubhouse.
- Occupants will permit reasonable access and inspection of their facilities and/or facilities by authorized agents of HomeTeamNS at all reasonable times.
- Users of the pool at Bukit Batok and the pool and gymnasium of the Sembawang Clubhouse Guest Rooms must be attired in accordance to the respective dress codes and must comply with all rules and regulations on the use of the facilities displayed at the respective facilities.
- Occupants are responsible for any breakage, loss or damage to any property in the lodging facility and the surrounding grounds and are required to pay for the costs of repairs or replacements.
- All charges payable (breakage, loss, rental of items, etc) will be offset from the deposit amount paid. Any outstanding amount to be paid via cash upon checkout.
- Professional sound systems with tower speakers and sub-woofers are not allowed within the Clubhouse grounds. We reserve the right to terminate the booking of any Occupants found to have violated this regulation and/or disturbing his/her neighboring chalets. No refunds on the booking will be given in such cases.
- No pets are allowed within the Clubhouses (unless otherwise stated). We reserve the right to terminate the booking of an Occupant should the Occupant be found bringing in any pets to within the grounds of the Clubhouses and its lodging facilities. No refunds on the booking will be given in such cases. The Occupant may also be disqualified from using all HomeTeamNS lodging facilities in future.
- Noisy activities and games must not be held in the Villas / Guest Rooms between 2400 hrs and 0800 hrs of the following day. Occupants may be subjected to a fine if they were found to have violated this regulation.
- Setting up of Tentage / Marquee / Furniture / Bouncing Castle / Playground Equipment / Camping Tent, etc, are strictly prohibited.

- HomeTeamNS reserves the right to take any action it considers necessary against any Occupant, his/her relatives and guests, if found misusing the villa or guest room premises or violating these regulations. This includes immediate cancellation of an Occupant's application or terminating his stay without refunding the amount paid for and disqualifying him from using all HomeTeamNS lodging facilities in future.
- Smoking and all forms of gambling are not permitted.
- For accommodation with cooking facilities, occupants to ensure that the crockery and utensils are properly washed before check-out. All food residue and rubbish must be properly packed and dumped in the refuse bin provided.
- The arrangement of the furniture / equipment should be the same as per check-in. Any furniture / equipment found to be moved or dismantled will incur additional charges.
- Save the Earth! Water and electricity is precious. Lighting, air-conditioned and other electrical appliances are to be turned off, when not in use.
- Decorations for birthdays, weddings & festive celebrations are permitted in the rooms. However, occupants must remove all decorations before checking out and ensure that the properties (e.g., walls) are not damaged.

## **Representations & Warranties**

- You represent and warrant that you are of at least 18 years old when making the booking; and all information supplied by you is true, current, complete and accurate.
- We reserve the right to cancel your accepted booking without paying any compensation to you if it comes to our attention that any registration details you have provided is not current, incomplete, inaccurate, or false.

## **Charges and Payments**

- The rates quoted are inclusive of applicable government taxes and are subject to change without notice.

## **Refund and Cancellations**

- We may refund you all amounts paid by you if the accommodation you booked and paid for is not available and our suggested alternative is not acceptable to you.
- Any amendments to your booking which results in a booking of lower value as compared to the previous booking will be considered as a downgrade. For such downgrading, strictly no refund to be made between the value of the 2 bookings.
- All amendments are subject to availability. However, you are required to top up any additional rentals incurred should you choose to upgrade the unit or extend your stay period.

## Amendment / Cancellation Policies

	30 days and more*	Less than 30 days*
Amendment	Permitted once with an Admin Fee of \$21.40	Not permitted.
Cancellation	Not permitted.	Not permitted.

\*Calculated as at Check-in date.

- No refund is permitted for all cancellations, including in an event of a no show.
- All amendment charges imposed shall be in accordance with the aforementioned amendment and cancellation policies and shall be final and conclusive.

## Liability and Indemnity

- To the fullest extent permitted by law HomeTeamNS will not be liable for any liability, loss, injury, claims, actions, costs or other damage which you or your guests suffer arising from or incidental to your booking of any Resort, unless such liability, loss, injury, claims, actions, costs or other damage arises from our negligence or default.
- You will indemnify us against all actions, claims, proceedings, costs (including legal costs), damages and other expenses and losses which we incur or suffer arising out of or incidental to your breach of any of (i) the terms and conditions in this part, or (ii) the regulations of the Resort.
- HomeTeamNS shall not be liable for damages of any kind arising from our failure, delay in performing any, or all of our obligations if such failure or delay is due to circumstances or cause beyond our reasonable control.
- HomeTeamNS reserve the right to terminate or shorten your accepted booking in the event of a national crisis or emergency without incurring any liability on our part.
- HomeTeamNS may vary these terms and conditions at any time without notice to you.