

## TERMS & CONDITIONS FOR CHALET & BUNGALOW RESERVATION AND STAY

### **ELIGIBILITY**

1. THE CHEVRONS Members
2. SAFRA Members / Members of MINDEF-Related Organisation (MRO) Clubs (Temasek Club, Sembawang Country Club and SAF Yacht Club)
3. Public (Singaporeans, Permanent Residents, and MOM Pass/Permit holders)

### **APPLICATION**

4. THE CHEVRONS and MRO Club members shall ensure that their membership statuses are active during the stay period; otherwise, public rates shall apply.
5. Applicants with a MOM pass / permit must ensure that their pass / permit is valid during the stay period.
6. Applicants who are below 18 years old must be accompanied by a guardian or adult during the stay period.
7. Reallocation of chalet / bungalow units is not allowed once payment has been made.
8. All applicants are limited to one chalet / bungalow stay every three (3) months, i.e., if an applicant makes a reservation with a check-in date on 1 January, the next reservation that he / she is allowed to make will be for a stay with a check-in date from 1 April onwards.
9. All applicants are limited to book one chalet / bungalow unit per stay period. The club reserves the rights to cancel any booking made by an applicant that exceeds the stipulated limit.
10. THE CHEVRONS members can book chalet / bungalow facilities 6 months in advance, while the public and SAFRA / MRO Club members can make bookings 5 months in advance.
11. The chalet and bungalow rates are as follows:

	MEMBERS				SAFRA / MRO				PUBLIC			
	Chalet		Bungalow		Chalet		Bungalow		Chalet		Bungalow	
	<u>2D1N</u>	<u>3D2N</u>	<u>2D1N</u>	<u>3D2N</u>	<u>2D1N</u>	<u>3D2N</u>	<u>2D1N</u>	<u>3D2N</u>	<u>2D1N</u>	<u>3D2N</u>	<u>2D1N</u>	<u>3D2N</u>
<b>Non-Peak</b>	\$155/-	\$270/-	\$255/-	\$450/-	\$210/-	\$380/-	\$310/-	\$560/-	\$270/-	\$500/-	\$370/-	\$680/-
<b>Peak</b>	\$185/-	\$330/-	\$315/-	\$570/-	\$240/-	\$440/-	\$370/-	\$680/-	\$300/-	\$560/-	\$430/-	\$800/-
<b>Super-Peak</b>	\$215/-	\$390/-	\$375/-	\$670/-	\$270/-	\$500/-	\$430/-	\$780/-	\$330/-	\$620/-	\$490/-	\$900/-

3D2N Package Rates: For consecutive nights stay

Non-Peak Period: Monday to Thursday

Peak Period: Friday to Sunday, Eve of Public Holiday

Super-Peak Period: School Holiday, Public Holiday, Public Holiday-In-Lieu

12. Please note that there will be a 1.2% surcharge for online eNETS payment. Guests may also make payments at the Reception office (NETS, Visa, Master) or via PayNow (UEN number will be provided via email).

## **CANCELLATION**

13. For the cancellation of a confirmed reservation, applicants are required to send an e-mail to [mro@chevrons.org.sg](mailto:mro@chevrons.org.sg) with the following booking details:
- Full name
  - Home address
  - Contact no.
  - Booking reference no.

Any changes to the check-in or check-out date will be considered as cancellation once payment has been made.

<b>Submission of Cancellation Request</b>	<b>Cancellation Charges</b>
More than 30 days from check-in date	15% of chargeable rental fee
15 to 30 days from check-in date	25% of chargeable rental fee
7 to 14 days from check-in date	50% of chargeable rental fee
less than 7 days from check-in date	100% of chargeable rental fee

14. The refund amount will be issued by cheque within three (3) weeks from the date of the cancellation request.

## **FOOD AND BEVERAGE CATERING**

15. The occupant will bear full responsibility for maintaining cleanliness, and in ensuring that all club properties and items are in no way subjected to deterioration and/or damage, resulting either directly or indirectly from the food and beverage catering service engaged.
16. Relevant rectification charges will be imposed on the occupant should there be any form of deterioration and/or damage sustained to any club properties or items during the stay, resulting either directly or indirectly from the food and beverage catering service engaged.
17. All catered food and beverages can only be delivered after check-in during the occupant's period of stay. The club management shall not be held responsible for any loss or damage to food, beverages and items delivered.
18. All buffet set ups shall only be established at the designated areas beside the respective unit's BBQ pit area and/or corridor along the chalet BBQ pit area. Buffet set up should not be done inside the chalet/bungalow units and/or outside of designated areas such as along the corridor facing the swimming pool area, swimming pool poolside areas, pedestrian pathways and/or fire engine access/hard stand area. Nor should it be set up such that it causes obstruction to access of fire hose reels, fire extinguishers, and fire escape routes. For chalet bookings, all buffet set ups should not obstruct the entrance and/or pathway (including staircases and ramps) to adjacent chalet units.
19. In view of hygiene and pest related issues, occupant must coordinate with their appointed food and beverage caterer to clear all buffet set ups by 2300hrs on the same day.
20. The management reserves all rights to remove any non-compliant buffet set up after issuance of first verbal and/or written (e.g., Whatsapp text message to registered occupant) advise to occupant. No compensation shall be payable to any parties in respect of such removal.
21. The onus of food and beverage catering related issues lies fully on the occupant and their appointed food and beverage caterer. The club management shall not be held responsible in respect of the aforesaid.

## **CHECK-IN**

22. Check-in time is from **1500** hrs onwards. Room availability is subject to the completion of cleaning and maintenance works. In the event of unforeseen circumstances, additional waiting should be expected due to the unavailability of the allocated unit for check-in.
23. Applicants are required to show a hard copy or a soft copy of the booking receipt during check-in.
24. Members who reserved the chalet / bungalow unit are required to check in **AND** check out personally. In the event that the member is unable to check in **OR** check out personally, he / she must submit a formal request to authorise a relative/friend to check in or check out on his/her behalf.
25. Public rates will apply for reservations made by members if they do not personally utilise the chalet / bungalow unit they reserved.
26. The applicant will be given the chalet / bungalow unit's key at the Reception Office.
  - a. The applicant is required to report any damage to the Member Relations Officer via WhatsApp, a phone call, or in-person. Otherwise, all items will be considered to be accounted for and in good condition.
  - b. The applicant or authorised person who reserved the chalet / bungalow unit shall accept full responsibility and compensate the club for any damaged and / or lost item(s) in the chalet / bungalow unit or within the club's premises.
27. The applicant will be provided with three (3) complimentary parking tickets (one-time entry) per night of stay; parking lots are subject to availability.
28. Housekeeping services are not available during the stay.
29. In the event that a unit's door keys are lost, the club will replace the door lock to ensure the security of our units and occupants. A replacement fee of \$150 will be charged for the purchase and installation of the new lock.
30. A replacement fee of \$10 will be charged for any damage to the chalet / bungalow unit's keys.

## **DURING THE STAY**

31. Occupants shall permit reasonable access and inspection of their unit by THE CHEVRONS Security Officers at all times.
32. Occupants shall be responsible for the behaviour of all invited guests, family members, and friends who are visiting, or staying over at the chalet / bungalow, and ensure they maintain an acceptable level of noise, orderliness, and observe the rules and regulations of the club at all times. Any form of behaviour deemed to be rowdy or found to have created any nuisance or disturbance may lead to the immediate eviction of the occupant(s) or their guests from the club's premises.
33. Professional sound systems with tower speakers and subwoofers are not allowed in the chalet / bungalow premises. The club reserves the rights to terminate the booking and evict any occupant found to have violated this regulation, and / or caused disturbance to neighbouring occupants. No refunds will be accorded in such cases.
34. The occupant must ensure that there is no wastage of water and electricity. Lighting, air-conditioners, and other electrical appliances are to be switched off when not in use.
35. Bath towels provided in the chalet / bungalow unit are to be used for bathing-related purposes only, and not for any other purposes (e.g. as a rug for cleaning feet, as a cloth to wipe stains off the floor, etc.). Any towel found to be misused, soiled, damaged, or misplaced will be charged at \$20 per piece for replacement.

36. Party decorations, if any, are allowed only within the confines of the allocated unit. Any form of adhesive shall not be used on any part of the walls, furniture, or fixtures in the unit. Any damage caused as a result of the installation or removal of decorations will be chargeable, and the reparation / replacement cost shall be determined by the club.
37. Heavy cooking (e.g. frying, deep frying, grilling) is prohibited in bungalow and chalet units. Occupants shall only use the microwave oven provided within the unit for reheating of food or short duration light cooking. Microwave oven damaged due to prolonged usage will be chargeable in accordance with replacement cost listed in the inventory list.
38. Personal electric devices with power capacity 1600W and beyond is not allowed in the unit.
39. The services and amenities provided with the chalet / bungalow unit are complimentary; as such, no refunds will be accorded for any of the following issues:
  - a. Unavailability of Wi-Fi services
  - b. Unavailability of Singtel TV services
  - c. Unavailability of BBQ pits due to adverse weather conditions or any unforeseen circumstances
  - d. Unavailability of swimming pool due to club events, adverse weather conditions, or any unforeseen circumstances
40. For rental of tables and chairs, kindly contact our Sales Team at 6668 8868 / 69 / 70, or email [banquetsales@chevrans.org.sg](mailto:banquetsales@chevrans.org.sg).

#### **CHECK-OUT**

41. Check-out time is by **1100** hrs.
42. Occupants are to call the Member Relations Officer at 6668 8896 / 8897 before 1000hrs to arrange for the check-out inspection.
  - a. During the inspection, the occupant will be advised of any damaged and / or lost item(s) by the Housekeeping team. When the cost of replacement / rectification is not listed in the inventory list (including immoderate stains, soils, and damages, etc.), the Member Relations Officer will advise the occupant of the costs involved during check-out. Any charges incurred due to damaged / lost item(s) shall be paid via NETS / Visa / MasterCard.
  - b. The occupant shall ensure that the condition, arrangement, and position of all furniture, appliances, and objects in the chalet / bungalow unit are the same as when they checked-in.

#### **RESTRICTION**

43. The following are prohibited within the club's chalet / bungalow units, or in the surrounding area:
  - a. Smoking outside of designated smoke area, gambling, possession and viewing of uncensored / illegal video contents and activities.
  - b. Wedding gate crashing.
  - c. Decorations which are permanent in nature, or difficult to remove.
  - d. Use of personal electrical appliances (e.g. induction cooker, sound system, etc.).
  - e. Pets.
  - f. Setting up of tents, marquees, furniture, bouncing castles, playground equipment, etc.
44. Subletting of the chalet / bungalow units for commercial or non-commercial purposes is strictly prohibited. Any applicant found to have repurposed the chalet / bungalow booking for commercial purposes (e.g. reselling reserved bookings to third parties) will have their booking cancelled without any refund accorded.

## **INDEMNITY**

45. The club shall not be held responsible for the loss of any valuables of the occupants and guests during their stay or while they are within the club's premises.
46. The club and its staff shall not be held liable for any injury or accident sustained by the occupants and guests during their stay or while they are within the club's premises.

## **USE OF CLUB'S FACILITIES**

47. Occupants may use the club's facilities except those exclusive to club members.
48. Occupants are required to observe the appropriate dress code at all times when patronising any of the club's facilities.

## **RIGHTS OF THE CLUB**

49. The club management reserves the rights:
  - a. To cancel any reservation without explication.
  - b. To reassign units for confirmed bookings without any prior notice.
  - c. To charge the occupants for any loss, damage, cost of replacement, or reparation of any item(s) in the units and within the club's premises caused by the occupants.
  - d. To take action against any occupant found to have misused or created a disturbance and / or nuisance at the chalet / bungalow units or any facility within the club's premises. Such action may lead to the immediate eviction of the occupant(s) from the club's premises without the refund of any rental fees.
  - e. To vary the terms and conditions at any time without prior notice.
  - f. To stop individuals who are feeling unwell from entering the clubhouse. Individuals who are feeling unwell are advised to seek medical help as soon as possible.
  - g. To act against occupants who are caught smoking outside of the designated areas. Smoking is only allowed within designated areas around the club.
  - h. To remove excess occupants if the group size is above the occupancy load limit. The maximum number of persons allowed in each chalet / bungalow unit shall be in accordance with the prevailing SCDF occupancy load limit (Chalet 7 pax / Bungalow 11 pax).
50. Occupants shall permit reasonable access and inspection of their units by security officers of the club, and authorised personnel such as the police, or the club's staff.
51. Any violation of the regulations or any falsification of information will render the occupants liable to be evicted from the chalet / bungalow unit and barred from future application / occupation.

## **GOVERNMENT QUARANTINE FACILITY**

52. The chalets and bungalows at THE CHEVRONS are designated as government quarantine facilities (GQF) that may be activated should the need arise. If, and when the chalets and bungalows at the clubhouse are activated as a GQF, all occupants and their guests must vacate the premises within 12 - 15 hours.
53. Upon activation, the Reception office will process and issue a full refund of the booking fees to the occupant, regardless of the duration of stay.

**AGREEMENT**

**Please tick (v) if you agree:**

- The chalets / bungalows are for the use of occupants and their guests only. Occupants and their guests are to abide by the rules and regulations outlined in this document.
  
- The signature below is valid for all constituent parts and pages of the “Terms & Conditions For Chalet & Bungalow Reservation And Stay” document.

\_\_\_\_\_

**Name**

\_\_\_\_\_

**Signature / Date**