

TERMS & CONDITIONS FOR CHALET & BUNGALOW RESERVATION AND STAY

ELIGIBILITY

1. THE CHEVRONS members
2. Public (Singaporeans, Permanent Residents, and MOM Pass/Permit holders)

APPLICATION

3. 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 starting from 1 April.
4. 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.
5. THE CHEVRONS members shall ensure that their membership status is active during the stay period; otherwise, public rates shall apply.
6. Applicants with a MOM pass / permit must ensure that their pass / permit is valid during the stay period.
7. Applicants who are below 18 years old must be accompanied by a guardian or adult during the stay period.
8. Should the club find out that the member who made the reservation is not personally staying in the chalet / bungalow, public rates shall apply for that chalet / bungalow stay; any additional charges shall be paid during check-out.
9. Chalet / bungalow reservations for the staycation package during this period are to be made via e-mail or telephone, or in person at the Reception office.
10. Reservations for continuous stay in different chalet / bungalow units will not be accepted, and the maximum period of occupancy shall be three (3) days and two (2) nights for all applicants across all units.
11. Reallocation of chalet / bungalow units is not allowed once payment has been made.
12. The chalet and bungalow rates are as follows:

	MEMBERS				PUBLIC			
	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>
Non-Peak	\$140/-	\$240/-	\$240/-	\$420/-	\$240/-	\$440/-	\$340/-	\$620/-
Peak	\$170/-	\$300/-	\$300/-	\$540/-	\$270/-	\$500/-	\$400/-	\$740/-
Super-Peak	\$200/-	\$360/-	\$360/-	\$640/-	\$300/-	\$560/-	\$460/-	\$840/-

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

CANCELLATION

13. For the cancellation of a confirmed reservation, applicants are required to complete the booking cancellation form found in the club's website (<https://www.chevrans.org.sg/Facilities/Chalets-Bungalows/Cancellation>). Any changes to the check-in or check-out date will be considered as cancellation once payment has been made.

Submission of Cancellation Request	Cancellation Charges
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.

CHECK-IN

15. Check-in time is between 1200 - 1900 hrs. 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.
16. Applicants are required to show a hard copy or a soft copy of the booking receipt during check-in.
17. 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 for approval, and provide a valid explanation to the club for his / her inability to check in or check out in person. Following which, the club will determine if the member will be allowed to authorise a relative/friend to check in or check out on his/her behalf.
18. Public rates will apply for reservations made by members if they do not personally utilise the chalet / bungalow unit they reserved.
19. Public rates will apply for reservations made by members if their membership status is not valid upon check-in.
20. The applicant will be given the chalet / bungalow unit's key and a welcome folder at the Reception Office.
- The applicant is required to report any damage to the Member Relations Officer via WhatsApp. Otherwise, all items will be considered to be accounted for and in good condition.
 - The applicant 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.
21. The applicant will be provided with three (3) complimentary parking tickets (one-time entry) for the entire duration of the stay; parking lots are subject to availability.
22. Housekeeping services (e.g. changing of towels and provision of amenities, etc.) are not available during the stay.
23. 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.
24. A replacement fee of \$10 will be charged for any damage to the chalet / bungalow unit's keys.

DURING THE STAY

25. Occupants shall permit reasonable access and inspection of their unit by THE CHEVRONS Security Officers at all times.
26. 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.
27. 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.
28. 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.
29. 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.
30. 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.
31. Bungalow occupants are allowed to cook in the bungalow units. For safety reasons, only light cooking is allowed; heavy cooking (e.g. frying, deep frying, grilling) is prohibited.
32. 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

CHECK-OUT

33. Check-out time is between 0900 - 1200 hrs.
34. Occupants are to call the Member Relations Officer at 6668 8896 / 8897 before 1100hrs 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 checklist (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 cash / 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

35. The following are prohibited within the club's chalet / bungalow units, or in the surrounding area:
- a. Smoking, 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. (Only applicable to chalet bookings) Cooking in any form.
 - e. Use of personal electrical appliances (e.g. induction cooker, sound system, etc.).
 - f. Pets.
 - g. Setting up of tents, marquees, furniture, bouncing castles, playground equipment, etc.
36. 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

37. 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.
38. 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

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

RIGHTS OF THE CLUB

41. 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.
42. 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.
43. 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.

SAFE MANAGEMENT MEASURES

44. All occupants have the responsibility to notify the club if they felt unwell, if they had any travel history, or if they had any contact with COVID-19 patients within the past 14 days before, or during the stay. The club has the right to cancel the booking, and a full refund will be issued. However, the occupant will forfeit the full booking fee if he / she failed to declare any of the conditions listed above.
45. The applicant is required to submit a list of names and the contact numbers of all the individuals who will be visiting or staying over at the chalet / bungalow unit via e-mail (mro@chevrans.org.sg) at least five days before the check-in date.
46. When the Reception Office is fully occupied, visitors must queue up at the designated waiting area outside the office, while maintaining a distance of at least 1m apart from other individuals or groups.
47. Smoking is only allowed within the designated area near the chalet units. A maximum of 5 persons is allowed in the designated smoking area, and individuals must maintain a distance of at least 1m apart from others at all times.
48. Occupants must wear a mask at all times, except when eating, drinking, smoking, or swimming.
49. Occupants must comply with all instructions given by the club's Safe Management Ambassadors and Security Officers for the rectification of any Safe Management Measures violations.
50. Any individual or group found to have ignored warnings by the club's staff with regards to Safe Management Measures will be asked to leave the premise immediately. Assistance from the Singapore Police Force will be sought if any individual or group is found to be uncooperative.
51. The club has the right 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.
52. Occupants and guests must check in / out using SafeEntry and show proof when requested.
53. Last entry into chalet / bungalow unit is at 2230hrs. The main gate will be closed at 2300hrs.
54. Occupants must inform the Reception Office before 2000hrs if they wish to access their unit after 2230hrs.
55. In each chalet / bungalow unit, there should not be more than five (5) persons from different households at any one time. If there are more than five persons in the unit, all individuals must be from the same household with the same address. The club reserves the right to request for occupants to produce their NRIC, or documents to verify that they share the same address as the other occupants if more than five persons are found to be in the unit.
56. Security Officers and Safe Management ambassadors reserve the right to stop the activities of any unauthorised gatherings and disperse any crowd.
57. Security Officers may conduct random spot checks on any chalet / bungalow unit. Occupants must allow Security Officers to enter the unit and comply with all instructions given.
58. Occupants must inform the club's staff immediately if any individual in their unit develops a fever or feels unwell (Reception Office: 0900 - 2000 hrs, Security Office: 2000 - 0900 hrs).
59. Food delivery items are to be collected from the atrium; food delivery personnel will not be allowed to enter the premises to deliver food at the chalet and bungalow area. For the delivery of BBQ food items, or a large quantity of items, occupants must escort the delivery personnel to their units.