

SEPILOK FOREST EDGE RESORT

Terms & Conditions

Your reservation and the accommodation agreement made within Sepilok Forest Edge Resort (whether made by you directly with SFER or via a third party such as a travel agent) will be subject to these Reservation Terms and Conditions and the Reservation Privacy Policy set out below. When you make your reservation, whether online or by telephone, you will be deemed to have read, understood and accepted these Reservation Terms and Conditions and the Reservation Privacy Policy.

CANCELLATION

Cancellation policies vary by hotel and destination. Please see below for our property cancellation policy.

SEPILOK FOREST EDGE RESORT

- Cancellation made before 2:00pm, 4 days prior to arrival, full refund of your booking deposit.
- Cancellation made after 2:00pm, 4 days prior to arrival AND before 2:00pm, 24 hrs prior arrival will be result in charge of 50% of room and tax for the entire length of stay.
- Cancellation made after 2:00pm 24hs prior arrival, will result in charge of room and tax for entire length of stay.
- Any early departure fee of 50% of the room charge / per night will be charged if guest check out prior to their departure date. Polices can vary for special, packages and prepaid reservation. Please review the booking description of the your reservation.
- For reservation not guaranteed with a form of payment at time of booking, rooms are held until 6pm as per the resort policy.

AGENT Contract Rate Bookings

- Cancellation made 30 days prior to arrival is fully refundable.
- Cancellation made 14 days prior to arrival is partially refundable.
- Cancellation made within 2 weeks prior to arrival is non refundable.

Deposit & Guarantees

A credit card is required at the time of booking to guarantee the room. All our properties required full amount of the reservation as a deposit at time of booking. Special event periods may require an actual deposit depending on the time of booking and will be stated during the booking process. Direct billing account must be set up through Property Accounting Offices and guest, must fax request on company letterhead.

Cash Guest Deposit can only be collected at check-out and can only be requested by registered guest; NO exceptions. You agree to forfeit your deposit if smoking in room, damages, missing room items and/or attempting to collect deposit at a later time after check-out.

Incidental(s) is defined as follows: Anything beyond the hotel room rate is considered an incidental charge. This includes: telephone charges, damage/trashed deep cleaning fee, un-registered pet fees, penalties, storage, failure to pay-on-time fee and other such amenities, fees and services. Generally, incidentals are charged to the credit card (and/or cash) used during Check-IN at Front Desk.

Check-In / Check-out

Check-in time is 2pm. Check-out time is 11pm. Early Check- In is by request only and not guaranteed. Late Check – Out must be coordinated and chargeable with Sepilok Forest Edge Resort if it is available.

Luggage Storage

Luggage storage is available to guest of Sepilok Forest Edge Resort through the Front Desk at no charge. Luggage can be held at the Sepilok Forest Edge Resort during your stay for up to 24 hours. The property is not responsible for luggage stored after 24 hours.

Gift Certificates & Prepaid Booking

Gift certificates (Vouchers) are available through Sepilok Forest Edge Resort individually. Prepaid booking require a Credit Card Authorization Form to be completed and faxed to the resort. This form is available by calling the resort directly.

DEPOSIT / PAYMENT

The resort require a deposit in the full amount of total estimated charges is to be made either by Credit Card or Bank- in Transfer.

All cheques should be crossed and payable to:

Company Name : DYNAMIC PRIMA VIEW SDN.BHD

Bank Name: Hong Leong Bank Berhad

Bank Address: Ground Floor, Lot 1-3, Block 18, Mile 4, Bandar Indah, North Road, 90000, Sandakan

Bank Account number :11800 019238

BSB Number/ Our swift code is: HLBBMYKL