

BOOKING CONDITIONS

THE PALM LEAF APARTMENTS

Guests who book a stay at The Palm Leaf apartments automatically agree to the following conditions:

Check in starts at 2pm - Check out finishes at 11 am. Early check in/late check out could be available on request (fees may apply). Please make sure to schedule an appointment for check in and check out as there is no front desk at our property.

Cancellation policy

If guest books directly with The Palm Leaf, guest can cancel free of charge till 2 weeks of check - in date, if guest cancels within 2 weeks of check - in date, a 50% fee will be charged. If guest cancels on day of check - in, or is a 'no-show', 100% of the amount will be charged. If guest books through a third-party booking channel, the cancellation policy of the specific booking / booking channel applies.

Charges

Guest who book directly with The Palm Leaf will be charged 50% of total amount 2 week before check-in and 50% of the day of check-in (unless agreed upon otherwise). Non-refundable reservations can be charged from day of booking.

The Palm Leaf reserves the right to issue a hold on guest's credit card of 50% of the total amount within 1 month until day of check in. (Even if booking states 'pay at property' or 'pay with check in').

Damages

Guests who damage the property will have to reimburse the owners the full amount of the occurred damage.

HOUSE RULES

The Palm Leaf will be your home-away-from-home for a little while and we kindly ask our guests to take care of the furniture and accommodation. Guests are not allowed to move furniture or hang anything on the walls or ceiling without consulting the host. Guests that book at The Palm Leaf Apartments will automatically agree to the following house rules:

We do not allow glass in / around the pool, this also goes for bottles Plastic, cans and metal are no issue. There are plastic cups in the kitchen to use (penalty: \$400)

Smoking is only allowed in the smoking area in the back of the garden to the right (penalty smoking inside the apartment: \$300, penalty smoking outside smoking area: \$60)

Visitors are allowed on request (penalty unauthorized visitors: \$35 per visitor per day)

Pool hours: 8 am to 10 pm

Silent hours: 10 pm to 8 am

Airconditioning can be used when in the apartment, when guest is not present aircon has to be turned off. We will charge an extra 25 USD per day that the aircon has been left on while guest was not in the apartment.

Please be careful with the bedsheets / towels. (Penalty permanent spots: \$25 per item)

We will charge an extra cleaning fee of \$30 if room is extremely dirty with check out