



House Rules

Serenity at Port Dickson

7377 RUMAH BANGLO, JALAN PANTAI BATU
12, PASIR PANJANG, 71050 PORT DICKSON

IMPORTANT HOUSE RULES

We kindly ask you to read our house rules carefully and keep them in mind during your stay.



NO SMOKING INDOORS

Smoking areas: veranda area, garden, pool, wakaf (gazebo). Use the ashtrays provided. Butts found in the compound will be charged.



NO FOOD OR DRINKS

In the TV lounge, Bedrooms & any closed-up rooms with air- cond. Foods attract ants and wont be comfortable for you.



NOISE

Must be minimised by 11pm as we are in a kampung area .



BREAKFAST

Staff will set up breakfast from 7.30-8.30am . Guests are responsible for cleaning up.



GUESTS

Please be mindful of number of pax in the home , no extra guests allowed.



PAMPERS/PADS

Do not throw large tissue balls & pads into toilet bowl! It will clog! It has happened before :(Use bins provided.



NO PARTIES

Group events must be discussed prior



NO PETS

Sorry, they cant stay!



NO SHOES INDOORS

Please dont walk into the home with your shoes.



CHECK IN / OUT TIME

Check in 3pm
Check out 11 am



NO WIFI HERE

No wifi here, but we promise you will find a better connection !

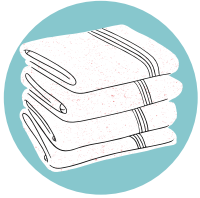


NO FIREWORKS/ BONFIRE/DRUGS

Strictly prohibited.

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NO WET TOWELS ON BED

Please hang it on the clothes horse in your room. After using pool, kindly dry up before entering the villa.



SAVE WATER + ENERGY

Turn air-cond / fan / lights off when not in use. Save water where you can. The energy supply in PD is not that stable.



GUARD DOGS

There are two guard dogs on the premises. They will be locked up during your stay.



KITCHEN

Please wash your dishes, or you may incur a cleaning fee.



RUBBISH BINS

They are available all around the villa. Kindly dispose of your rubbish properly and not in the garden.



BYO DRINKS

Alcohol is allowed, but can only be consumed outdoors in the alfresco & dining area.



POOL SAFETY

Children **MUST** use arm floats if they can't swim.

Don't leave children unattended anywhere especially near Pool.



TOP GRILL GATE

Is best kept locked. We recommend you access the home through internal steps that go down to the main entrance.



TOWER DOORS

Lock the tower doors after you are done. Winds are strong and they may break. Each door costs RM175 to replace.

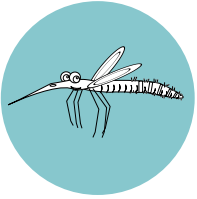


WINDOW/SLIDING DOOR

All windows/doors must be closed before going to sleep. This is for your safety and to prevent the house from getting wet if it rains.

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MOSQUITO COILS

Are provided, as there can be lots of mosquitoes in the evening. Ensure you close your room windows by 6pm. Light the coils and put them scattered on the verandah. That will keep those little things away!



MONKEYS/ LUTONG/ BERUK

MONKEYS do come around as we have invaded their space. Don't tempt them by leaving food outside unattended including behind the kitchen!! If you are going out please close all sliding doors and windows as they are smart & sneaky.



CUSHIONS

If the cushions have been moved, please kindly return them back to their place.



PING PONG TABLE

Free to be used by guests. Kindly put the table away and cover it with the protective plastic cover to avoid damages from rain.



DAY VISITOR CHARGES APPLY

Please notify us if you are having guests for the day. They will be charged per head.



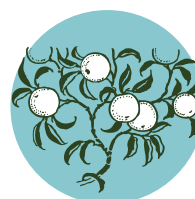
GRILL GATE

The main top grill gate is best kept locked. It's best to access the home only through internal steps that go down to the main entrance.



LEAVE ONLY FOOTPRINTS, TAKE ONLY PICTURES

Not the contents of the house. Ask us, and we will tell you where we purchased it!



FRUIT TREES

On the premises are not for guest consumption. They are there to encourage local wildlife habitat. Please don't pick the fruits

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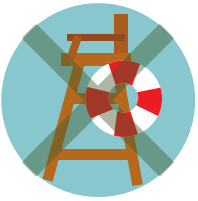
NO STRAY CATS

There are neighbourhood stray cats that loiter around the property, they are not our 'house cats'. Please don't bring them into the home.



POOL DEPTH

The pool is a deep pool 4ft to 6ft deep. There is no "wading pool" or "kiddies pool".



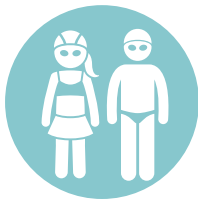
NO LIFE GUARD ON DUTY

There is no lifeguard on duty. Swim at your own risk!



WATER FEATURE

There is also a fish pond at the front porch, so be aware of your children's whereabouts at all times.



WEAR SWIM ATTIRE

Only proper swim attire allowed in the pool. Shower at the outdoor shower before going in.



SWIM AT YOUR OWN RISK

Guests are responsible for their own safety.



NEVER LEAVE CHILDREN UNATTENDED

Near Pond, on top near the tower and near pool.



NO PEEING IN POOL

Please keep our pools clean, and hygienic. Use the toilet to remove your body wastes.



NO PARKING ON GRASS

No vehicles are allowed on the lower garden lawn facing the sea,



PARK AT THE TOP OF HOUSE

10 cars can fit at the top where the entrance is. You can also park outside the property, along the right side.

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BRING YOUR OWN FLOATIES

Please bring your own swimming aid for your children's safety in the pool.



FIRST AID KIT

is located in the kitchen, in the trolley opposite the fridge.



BRING YOUR OWN INSECT REPELLANT

Just in case, its best to have some handy!



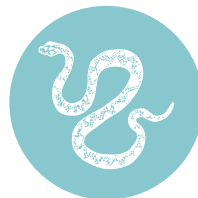
OUTSIDE CATERERS

Not allowed. Our kitchen utensils have gone missing due to this. Please use our panel caterers or discuss with management for exceptions.



VILLA KEEPER

We have a Villa keeper on site during your stay. He lives in the little side house. you can find his contact number in the kitchen, opposite the fridge. In case of emergencies though , please call 999 !



REPTILES / SNAKES

If you ever encounter one, keep your distance. If bitten, calm down & reduce movement, identify the snake and call 999 for ambulance. Head to Port Dickson Hospital Emergency , 13 minutes away.

KITCHEN RULES

Here are some important kitchen rules to adhere during your stay

1. HALAL KITCHEN. STRICTLY

Non-halal food(including pork products) is not allowed.

2. KITCHEN UTENSILS

All cutleries, utensils, pots & pans are provided for our guests comfort. Kindly treat them with care.

3. **CLEAN AS YOU GO.** We strive to provide a clean kitchen. Please wash up and keep things away in their respective places when done.

4. CLEANING FEE RM 50

A Gentle reminder that should the kitchen be left unclean, a cleaning fee will be charged.

5. **GAS BARBECUE:** We kindly ask Guests to clean up the GAS BBQ after use . Failing to do so may incur a RM50 cleaning fee. Please do not USE CHARCOAL.



*If something is broken or not working, please let us know.
We will try our best to fix it!*

KITCHEN RULES

6. WET AND DRY KITCHEN

We have a wet and a dry kitchen, with two gas ranges and two kitchen sinks and an in-sinkerator for organic food waste.

6 EQUIPMENTS AND FACILITIES

Rice cooker, microwave, toaster, deep fryer, basic condiments and spices, woks , saucepans, and frypans, electric kettle for tea and coffee, and a fridge.

7. DRINKING WATER AVAILABLE

its available on the main sink tap, with the water coming out of the little tap. If you want cold water, just fill the clear bottles provided and store in fridge.

8. BRING YOUR OWN COFFEE

Guests are encouraged to bring their own coffee and tea if they need 24 hour caffeine fixes. We only provide tea and coffee during breakfast.

9. INSINKERATOR

There is an insinkerator at the outdoor wet kitchen. The button is underneath the sink. Only adults allowed to operate . Keep your hands away and do not put your hands into the sink hole. Always close it to ensure no cutlery falls in .



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ADDITIONAL AMENITIES

DEWAN SUNGAI UJONG

1. A large multi-purpose hall with high vaulted ceilings and lots of glassed walls allowing the outside indoors.

This room is typically set up as an additional lounge for guests with larger parties/ additional meals area as well during times of wet weather/ hangout space. It's naturally ventilated with fans and surrounded by lots of greenery which keeps it surprisingly cool.

2. The "Training Setup" (additional RM300) includes :

- 8-hour block usage of the dewan with air conditioning if required
- theatre-style seating for up to 30+pax
- a stereo PA amplifier, microphones and 10" speakers
- a 7' x 8' projector screen & small whiteboard
- 2 pieces 4' and 6' banquet tables provided too.

NOTE: NOT Included (guests must BYO projector & cables, flip chart & paper, and stationeries)



LIABILITY & BOOKING POLICY

LIABILITY

The owners, operators and staff of Serenity do not accept any liability for accidents or loss incurred by guests during their stay with us. By confirming your booking with payment of deposit, the Lead Guest making the booking is responsible for informing other members of their party of the HOUSE RULES and that they are using the premises at their own risk.

HOLD HARMLESS

The management attempts to properly maintain the villa rental. The guest agrees to immediately notify the management of any maintenance problem, so that the situation can be remedied as soon as possible. The management is not responsible for any inconveniences that may occur for which he has no control of. This includes, but is not limited to: power outages, adverse weather conditions, mandatory evacuation, external construction by other homeowners, mechanical failure such as uypool, hot tubs, television. Whilst we have back up water tanks, we are not liable for inconvenience caused by water supply disruptions or power blackouts by services providers. However, we strive to provide the best experience for our guests ,

SECURITY / DAMAGE DEPOSIT

A separate security deposit of **RM500** is required for you to make a reservation. The deposit covers any damages to the rental property and its furnishings caused by Vacationers and their guests. The management may use all or part of the security deposit to repair any damage caused by the guests. Should the damage amount exceed the amount of the deposit, the guest remains liable for the balance.

BOOKING POLICY

- Payments by Bank Transfer
- A deposit of 50% of the booking total is required.
- The deposit will be refunded according to the cancellation conditions.
- Full booking balance must be paid 14 days before arrival.
- If the booking is cancelled less than 14 days before arrival then a charge equal to 50% of the stay will be made.
- If the booking is cancelled less than 7 days before arrival then a charge equal to the full booking amount will be made.
- If the booking is cancelled 14 or more days before arrival then a charge equal to 50% of the stay will be made.
- In the event of a no show or booking reduction (after arrival date) the full cost of the booking is charged.

PRE - CHECK OUT TO DO LIST

Before you check out, please go through this list as a reminder



CURTAIN TIES- Tie all curtains back to ensure none have gone missing or fallen into your bag. If lost RM 50 will be charged.



TURN OFF SWITCHES- Air-cond, light, and fan switches .This includes the water heater switches too.



DISPOSE leftover food from the fridge or throw out. If there is nice leftover food you want to pass to staff, please keep it in the fridge.



CLOSE- All glass windows and sliding doors



WET TOWELS -Place on tile floor outside of rooms. Housekeeping will count them to ensure correct numbers are there.



KITCHEN- plates and glasses are washed and left to dry on the rack.



RUBBISH- Separate rubbish accordingly.
PLASTIC/GLASS BOTTLES/ CARDBOARD - in the "RECYCLE" bin in the back area of the outdoor kitchen.
FOOD SCRAPS -in the indoor kitchen bin.



BELONGINGS- Check all areas, the cupboards, behind doors, chargers, wires. Serenity are not liable for the security of guest belongings.



EARLY CHECK-OUT Please close the Main wooden door. Open the electric gates and leave it open. Keep the key on the Indonesian teak table near the entrance. Otherwise Meet with the villa keeper and pass him the keys. Thank you, we hope to see you again !