



# House Rules

## Containers of Serenity

Lot 2530, Batu 9 Jalan Pantai, Taman Tiara,  
Port Dickson, 71050 Negeri Sembilan

# 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: Outdoor areas, room balcony only. 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 residential 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



## WIFI AVAILABLE

Wifi available. The password is in the indoor lounge.



## NO FIREWORKS/ BONFIRE/DRUGS

Strictly prohibited

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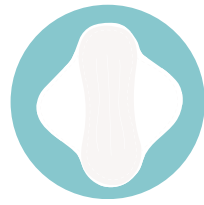
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## NO WET TOWELS ON BED

Please hang it on the hooks/racks available. After using pool, kindly dry up before entering the rooms



## 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.



## RUBBISH BINS

Dispose of food waste only in the large black bins with the lid, or you will find cats going through them.



## KITCHEN

Please wash your dishes. If left unclean during checkout, you may incur a cleaning fee.



## POOL SAFETY

Children **MUST** use arm floats if they can't swim. **Don't leave children unattended anywhere especially near Pool.**



## BYO DRINKS

Alcohol is allowed, but can only be consumed outdoors in the kitchen & dining area. Its not allowed in the pool area, to avoid glass breakage.



## WINDOW/SLIDING DOOR

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



## MONKEYS/ LUTONG/ BERUK

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



## DONT MOVE FURNITURE

Please dont move the heavy furniture around the house.

# IMPORTANT HOUSE RULES

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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.



## MOSQUITO COILS

Are provided in the kitchen trolley. Close your room doors & windows by 6pm. Scatter the lit coils around the property!



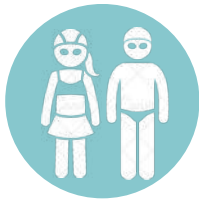
## NO LIFE GUARD ON DUTY

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



## PARK AT THE FRONT AND ALONG THE ROAD

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



## 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.



## DO NOT LEAVE SHOES OUTSIDE

Bring them indoors and store them on the grey metal racks at the entrance door before you sleep.



## LEAVE ONLY FOOTPRINTS, TAKE ONLY PICTURES

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

# IMPORTANT HOUSE RULES

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## BRING YOUR OWN FLOATIES

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



## POOL DEPTH

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



## BRING YOUR OWN INSECT REPELLANT

Just in case, its best to have some handy!



## FIRST AID KIT

is located in the kitchen, in the trolley next to the fridge.



## ANTS/ INSECTS

Insects and ants may come around, please dust your Towels, clothing and bed before use as a precaution.



## OUTSIDE CATERERS

Not allowed. Our kitchen utensils have gone missing. Use our panel caterers or discuss with management for exceptions.



## 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.



## DAY VISITOR CHARGES APPLY

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

# KITCHEN RULES

Here are some important kitchen rules to adhere to 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 and return them as found.

## 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. There is also no 'maid or butler' service, so please wash up after!

## 4. CLEANING FEE RM 50

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

## 5. BARBECUE:

We kindly ask Guests to clean up the BBQ after use . Failing to do so may incur a RM50 cleaning fee. You are free to use the Gas BBQ. If you wish to use the Charcoal BBQ, you are required to bring your own charcoal.



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

# KITCHEN RULES

## 6 EQUIPMENTS AND FACILITIES

Equipped Kitchen - Kettle, Pots, Pans, Glasses, Coffee Cups, Cutlery, Plates, Cooking Utensils, Rice Cooker, Filtered Water. Large Fridge with freezer space.

## 7. DRINKING WATER AVAILABLE

Coway water Dispenser available with hot and cold water.

## 8. BRING YOUR OWN COFFEE/TEA

Guests are encouraged to bring their own coffee and tea if they need 24 hour caffeine fixes. We only provide a set amount of coffee and tea sachets for breakfast, which is what we set up before check-in.

## 9. PLEASE USE BLACK BINS WITH LID AND SECURE AT NIGHT

There may be stray cats that loiter and try to scavenge for food. In the kitchen area, please ensure all rubbish are placed in the black bins, and then lid secured to prevent a mess in the morning .



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

# KITCHEN AMENITIES



Filtered water from silver tap



Microwave



Double gas hob



Self Service Breakfast Tea/Coffee



Forks/Spoons/Teaspoons/Steak  
Knives/ Kitchen Utensils



Curry/ Soup/ Goreng Kual

# KITCHEN AMENITIES



Oven



Dinner Plates, Soup Bowls, Deep Plates, 20 Cup Rice Cooker



Teapots, Serving Bain Maries with cover



Utensils placed in secured containers



Glasses, Coffee Cups, Childrens tableware, Cutlery Holders

# KITCHEN AMENITIES



Kitchen sink open area



BBQ Area at night



Charcoal barbecue. Please BYO charcoal & clean before use.



Gas barbecue with Hot Surface. Please clean before use.

# ADDITIONAL CHARGES

## EXTERNAL CATERERS

### **A CORKAGE FEE OF RM 100 APPLIES TO OUTSIDE CATERERS**

We prefer use of our Panel Caterers. If you do bring outside caterers, it is your responsibility to ensure they do not take any of our kitchenware home, as this has happened many times before. You will bear the cost of missing items.

## DAY GUESTS/ PARTIES

### **EXTRA/DAY GUESTS WILL INCUR A FEE OF RM 75 PER DAY.**

The home is to be utilised only by the number of pax that are mentioned when booking is made. Events / parties need to be discussed with manager prior to booking and will incur additional charges.

# 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 and ensure everything goes well with your stay.

## 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



**CURTAINS-** Tie all curtain tie back to ensure none of them get taken home or dropped in guests' luggage. If lost, rm 50 will be deducted.



**TURN OFF SWITCHES.** Air-cond, light, and fan switches to be turned off after they have been used. This includes the water heater switches too.



**LEFTOVER FOOD** must be cleared from the fridge or thrown out. If there is nice food that you want to pass to staff, please keep in fridge and let staff know.



**RUBBISH AND RECYCLING.** Guests must separate their rubbish accordingly. *CANS/PLASTIC & GLASS BOTTLES/ CARDBOARD* to be placed in the black bin , and food scraps in the other black bins available.



**CLOSE** All doors and windows.



**TOWELS** used are to be collected and placed in the white plastic laundry basket. Do not put wet towels on bed.



**FURNITURE** that has been moved, must be placed in its original placement.



**KITCHEN-** Ensure plates/cutleries are washed thoroughly and left to dry on rack. Staff can keep them away once dried.



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



**ALL REMOTE CONTROLS-** Collect the remote caddies (fan and aircond remotes) from each room and place them in the REMOTE BOX. Please hand this remote box to the host upon checking out.