

Terms and Conditions

1. Reservation Policy:

- (i) All normal bookings require a full payment of 100%, which is strictly non-refundable.
- (ii) Booking request for upper and/or lower beds is subject to availability of beds at the point of request. The Management reserves the right to allocate at will.

2. Payment Options

- (i) Cash, PayPal and Credit Card options are available. A 5% surcharge will be levied on PayPal/Credit Card payments.

3. No-Show Policy:

- (i) For cancellation, there will be no refund on deposits made to secure the booking. In the event of no-show on day of check-in, the reservation will be released with no compensation should we not receive a request by email (hello@stayquarters.com) to keep the reservation by 12.00PM the following day. If there is any delay in your itinerary, please do let us know through email.

4. Privacy Policy:

- (i) All personal data provided is confidential and will only be used for statistical studies of the hostel.

5. Check-in:

- (i) Check-in earliest at 3.00PM.

- (ii) Early check-in is subject to bed/room availability, with an additional charge of S\$10/person.
- (iii) Self-check-in will be available should you arrive after 10.15PM.

6. Check-out:

- (i) Check-out latest by 12.00PM.
- (ii) Early check-out (before 7.45AM) requires at least one day notice to avoid forfeiture of deposit.
- (iii) Late check-out (after 12.00PM):
 - a) 12.00PM to 2.00PM: S\$50/person will be charged.
 - b) After 2:00PM: Full day walk-in rate will be charged.
 - c) The Management reserves the right to remove your belongings from bed/room to the reception area and deny you further access into the room. The Management shall not be liable for any loss or damage to your belongings as results of the action(s) taken.

7. Minimum Age Policy:

- (i) To check-in at the hostel, guests must be at least 18 years old. No children (under 18 years old) are allowed in the hostel.

8. Restrictions:

- (i) Smoking is strictly prohibited within the premises.
- (ii) For the safety and security of all guests, outside visitors are not permitted.
- (iii) Failure to adhere to Clause 8(ii) will result in a fine of S\$200/person/night.

- (iv) The Management reserves the right to report trespassers to the police.
- (v) The Management reserves the right to ask you to leave the premises and remove your belongings from the room immediately, without refund, in situations such as but not limited to:
 - a) Intoxication and unsavoury behaviour;
 - b) Physical or verbal assault towards hostel representatives or other guests;
 - c) Wilful damage to Quarters Hostel's property;
 - d) Any incident for which the police need to be called onto the premises;
 - e) Any behaviour posing safety threat to others; and
 - f) Throwing of objects from windows

9. Fair Use:

- (i) You and Your Party agree to be considerate tenants by taking good care of the property, and to leave it in a clean and tidy condition at the end of the staying period. You and Your Party also agree not to act in any way which would cause disturbance to those residents in neighbouring properties.
- (ii) Failure to adhere to Clause 9(i) will result in consequences as outlined in Clauses 8(iv)-(v).

10. Damages:

- (i) You are liable for any damages done to the property and/or its fixtures, intentional or otherwise, up to the total cost of the replacement, plus an additional administrative fee of S\$50/item.

11. Additional Information:

- (i) All guests are required to place a refundable key card deposit of S\$20 per person upon check-in.
- (ii) To facilitate housekeeping and to ventilate the premises, air-conditioners will be switched off for durations as recommended by the manufacturer.
- (iii) All pictures and/or photos shown on the website (<http://www.stayquarters.com>) and Online Travel Agencies (including but not limited to Booking.com, HostelWorld, Agoda, Traveloka, Ctrip, Expedia, Airbnb) are for illustration purposes only.

12. Conflict Between English Text and Other Language Text:

- (i) Should there be any conflict or discrepancy between the English text of these Terms and Conditions, and content of the Quarters Hostel website (<http://www.stayquarters.com>), inclusive of all translations thereof, the English text shall prevail.