**RUBY’S RESORT SDN BHD**

**RULES & REGULATIONS – PET OWNERS**

**ANNEXURE 1 – Page 1**

This **Rules and Regulations – Pet Owners** *(hereinafter refer to as “R&R”)* governs the behaviour, conduct and requirements of all **Ruby’s Resort** *(hereinafter refer to as “RR”)* customers who will be bringing along their pets for stay at RR.

You are required to read and fully understand each and every stipulated R&R stated below.

1. **DEFINITIONS**
   1. **“Ruby’s Resort”** herein refer to a vacation resort located at **Lot 350 *Jalan Kemaman, Kampung Chedor, Cendor 26080 Kuantan, Pahang Darul Makmur, Malaysia.***

1.2 **“The Management”** herein refer to as personnel employed under Ruby’s Resort Sdn Bhd and/or any of its agent.

* 1. **“Furkids”** herein refer to all species of Canines and Felines which are meant for the sole purpose as a domestic pet which does not fall under the category of endangered animals and/or any animal species protected by the law of Malaysia.
  2. **“Pet Owners”** herein refer to as customers checking in to Ruby’s Resort together with their furkids for the whole duration of stay.
  3. **“Poo Bags”** herein refer to as plastic bag for the use of collecting and disposing off the faeces of your furkids.
  4. **“Public Area”** herein refer to as area not within the compound of Ruby’s Resort.

1. **NECESSITIES**
   1. All Pet Owners *(hereinafter refer to as “PO”)* are required to bring along the below listed necessities prior to check in:
2. Pet Food
3. Drinking Bowl / Drinking Bottles
4. Hair Dryers / Blowers
5. Bed Sheets (Queen and/or Single)
6. Blanket
7. Towels pets and human
8. Leash
9. Poo Bags
   1. All PO’s are to bring along any medications that are required for your furkids.
   2. Failure to bring along and upon request, RR can provide the below at a charge of RM100/day usage:
10. Towels (for human usage only )
11. Bed Sheets
12. Blankets
13. Pillow case

Cont…2/-

**RUBY’S RESORT SDN BHD**

**RULES & REGULATIONS – PET OWNERS**

**ANNEXURE 1 – Page 2**

1. **PET OWNERS CONDUCTS**
   1. All PO are required to refrain their furkids from the bed. In any event of damages caused to the said bed, the management of RR will reserve the utmost rights to charge a **penalty of RM500 (Queen Bed)** and **RM200 (Single Bed)**.
   2. All PO are required to clean the room at all times (Mops, Pails and Brooms are provided in front of each and every chalet/rooms).
   3. All PO are required to leash their furkids whenever at Public Area. PO are to be solely responsible for the safety of their furkids and the management will not be held liable for any mishaps that might arise due to negligence in the part of PO.
   4. All PO **MUST** ensure that their furkid’s faeces are picked up, contained in a poo bag and be disposed of in the dustbin provided around the whole resort.
   5. All PO are to ensure that their furkids are free from ticks prior to check-in.
   6. Feeding of furkids is to be done **OUTSIDE** the chalet/room.
   7. All dogs has to be neutered /spayed , kindly bring along their medical card for verification of up to date vaccine and ticks/flea free. FYI we have 70 homeless cats which we rescued , 5 rescued dogs and 2 labradors which is Ruby’s Resort mascot.
2. **PENALTIES**

For necessities provided by RR, in event of damaged, the below penalty rates shall be imposed:

|  |  |  |
| --- | --- | --- |
| **No** | **Item** | **Penalty (RM)** |
| 1 | Mattress (Queen) + Mattress Protector | 500.00 |
| 2 | Mattress (Single) + Mattress Protector | 200.00 |
| 3 | Bed Frame | 350.00 |
| 4 | Bed Sheets / Pillow Case / Towels / Blankets | 100.00 |
| 5 | Curtains / Kettle | 100.00 |
| 6 | Television | 500.00 |
| 7 | Remote Controls (TV or Air Condition per unit) | 150.00 |
| 8 | Rubber Mat | 50.00 |
| 9 | Mosquito Netting (per piece) | 150.00 |
| 10 | Refrigerator | 750.00 |
| 11 | Microwave Oven | 300.00 |
| 12 | Oven Toaster | 180.00 |
| 13 | Ceramic Cups / Plates / Glasses (Per Piece) | 20.00 |
| 14 | Stand/Table Fan (Per Unit) | 250.00 |
| 15 | Chairs/Tables (per unit) | 250.00 |

**RUBY’S RESORT SDN BHD**

**RULES AND REGULATIONS - BOOKING PROCEDURES**

**ANNEXURE 2 – Page 1**

1. All bookings are on first come first serve basis and upon deposit received.
2. We will only block your required room for 2 days and if we do not hear from you, your enquiry will be given to waiting list customers without any notifications.
3. Bookings below rm1000 a deposit of **RM200** is required
4. Booking above rm1000 a 50% DEPOSIT IS REQUIRED.
5. **Any cancelation will be a week before your check in date or else deposit will not be refunded.**
6. **Cancellation of 1 day of the 2 days booking is 50% .**

**Bank : Hong Leong Bank**

**Account No. : 33800005037**

**Account Holder : Ruby Low Lian Gaik**

1. **Kindly email us a copy of your deposit slip once deposit has been made.**
2. A booking confirmation will be sent to you via email upon deposit received and a sign acknowledgment copy from our R&R.
3. **Cancellation of bookings will only be allowed if it is made at least 1-week prior to check-in date failing which all deposits received will be forfeited**.
4. Please put your name on the deposit slip as a reference for us to check.
5. All transaction upon check in is RM cash only.
6. Booking will only be proceed upon deposit received & signed copy of your agreement.

**PLEASE BE REMINDED OF THE BELOW:**

1. Additional Charges:
2. Bookings made for School Holidays will be charged an additional 10% on published rate.
3. Bookings made on Eve & Public Holidays will be charged an additional 30% on published rate.
4. Check-In will be at 2pm and Check-Out will be by 12Noon.
5. Extended check out till 3.00pm will be on availability basis and a charge of RM30 per hour will be imposed.
6. A full rate will be charged for extension after 3pm.

**BOOKING WILL ONLY BE PROCEED UPON THIS SIGN COPY OF**

**ACKNOWLEDGEMENT**

I, ……………………………………………………., (NRIC: ) hereby acknowledge that I have read and fully understood all Rules and Regulation (Annexure 1 & 2) for bringing my pet(s) for stay at Ruby’s Resort. I also hereby agree to be held responsible and shall bear any penalties that might be imposed due to damages and in any breach of the stipulated rules and regulations.

Kindly fill up the above and send the whole file back to us with thanks.