



HOTEL POLICY/HOUSE RULES

We strive to provide our guests with an exceptionally clean, safe, and friendly hotel experience. The following Hotel Policy/House Rules have been established based on industry standards, management and operational procedures, and our personal experience of owning and operating Hotel Bhutan since 2016. These Hotel Policy/House Rules are considered a part of our reservation agreement with you. As our hotel guest, by reading and signing your hotel registration you are agreeing to abide by all of our Hotel Policy/House Rules, terms and conditions, and procedures. These Hotel Policy/House Rules are presented here to help promote our guests' safety and enjoyment and to ensure that each guest is aware of the understandings between the Hotel Bhutan and the guest. Our Hotel Policy/House Rules may change from time to time, so please check back often.

100% SMOKE-FREE

Hotel Bhutan has been 100% Smoke-Free since 2016. For safety and to assure that our facility is not exposed to items or actions that create an odor which is unhealthy and objectionable to our guests and staff, and that is difficult to remove from the air, carpet, walls, and furniture we do not permit smoking tobacco, marijuana, illegal drugs, e-cigarettes, vape pens, vaping, cartridges containing the liquid of nicotine, hookahs, incense, cooking, cigars, candle burning, the use or diffusing of patchouli oil or other strong-smelling plant-based essential oils or synthetic products in our facility.

Guests are encouraged to notify Front Desk staff immediately if they smell cigarette, marijuana, or other objectionable odors. This policy is not intended to stop people from smoking, but to regulate where they smoke and how it affects others. A Designated Smoking Area is provided on each floor. **Marijuana is prohibited at all times.**

CANDLE, INCENSE, ESSENTIAL OILS:

Candle, incense, essential oils (*diffusing, vaporizing, etc.*) are prohibited. These items and activities will be treated as smoking, a fine assessed, and the guest may be evicted with no refunds.

NO-COOKING, COOKING APPLIANCES, COMBUSTIBLES, OR FIREWORKS:

The safety of our guests, staff, and this facility is extremely important to us. Except for the water boiler for tea/coffee that the hotel provides, preparation of food in guest rooms by any type of cooking appliances is prohibited. A minimum fee of Nu.10,000.00 will be charged for cooking in a room, including, but not limited to hot plates, toaster ovens, rice cookers, combustible, open flame, barbecue grill, burners, heating appliance, or any other item intended for cooking. Open fires, flames or cooking grills, either charcoal or gas, and fireworks are not allowed anywhere on hotel property.

GUARANTEED RESERVATIONS:

Full payment in advance must be made to guarantee room reservations. Advance payments should be deposited 5 days after confirmation or will be automatically null and void. All reservations must be in writing. Guests must be 18 years and older. Please make sure to receive a reservation confirmation number when you make a reservation. Reservations must be cancelled as per the hotel cancellation policy prior to your arrival date, in order to avoid a one (1) room night (++) cancellation fee. Reservations will be held until 12:00 p.m. the morning following your scheduled arrival date. If you have not checked in by that time, a NO-SHOW charge of one room night (++) will be charged and the balance of your reservations will be cancelled. Hotel Bhutan is not responsible for weather conditions, personal emergencies, or schedule changes.

CHECK-IN TIME: 2:00 p.m.



EARLY CHECK-IN/PRE-REGISTRATION:

Early check-in is offered based on availability. If you require a guaranteed check-in for arrival prior to 4 p.m. then Pre-Registration and payment may be required. Please contact Front Desk staff directly to make reservations

CHECK-IN REQUIREMENTS:

Guests must be at least 18 years of age to check in at Hotel Bhutan. In the interests of security and to prevent fraud, guests are required to confirm their identity by providing their valid government issued photo identification (*Citizenship Identity, Driver's license, passport, etc.*) at check-in. The room must be paid for during check-in.

GUEST REGISTRATION:

We require valid contact information from the guest making the reservations including first and last name, address, phone number, and signature. The names of all guests occupying the room must be registered. Information regarding your license plate/car description is also gathered at check-in for security.

CHECK-OUT TIME:

Room rental period expires at 12:00 p.m. Additional day charge (++) may apply for late checkout.

CHECK-OUT PROCEDURE:

Check-out time is 12 p.m. Please check-out with Front Desk so that housekeeping may begin cleaning your room as soon as possible. If you require a later check-out, please contact Front Desk prior to the day of your departure and we will do our best to accommodate your request. A charge may apply for late check-out.

EARLY DEPARTURE:

Guests who check out of the hotel after 12 p.m. and prior to their scheduled departure date are subject to an early departure fee of one night (++).

SPECIAL REQUESTS:

We will make every effort to honor special requests such as a specific floor or room number, adjoining rooms, extra bed, etc. upon your arrival. All special requests are noted on reservations and we will do our best to accommodate. However, the availability of these items cannot be guaranteed in advance.

PAYMENT:

All reservations and registration must be guaranteed with advance payment. Cash or credit card payment are welcomed. All guests are required to present a government issued photo identification even if guests are planning on paying in cash upon check-out. Checks are NOT accepted.

CHECKS AND CHECK CASHING:

We do not accept checks. We do not provide check cashing services.

DEPOSITS AND GUARANTEES:

Room cost has to be paid in advance at the time of booking to guarantee the room and secure the reservation period.

RATES:

All rates are quoted in Bhutan Currency or hotel rate of exchange. Rates may increase without notice. Rates as advertised on the Hotel Bhutan website or any other website or promotional material are subject to change at any time and may increase or



decrease at the hotel's discretion. Rates are based on standard room (1-3 occupancy), and superior room (1-3 occupancy) and are subject to availability.

RIGHT TO REFUSE SERVICE:

Hotel Bhutan is privately owned and operated. We reserve the right to refuse service to anyone for any reason(s) that does not violate country laws. Hotel Bhutan has a zero tolerance policy in which we will refuse to admit or refuse service or accommodation in our hotel or may remove a person, without refund, who refuses to abide by the reasonable standards and policies established by the country and the owners for the operation and management of the hotel. Hotel Bhutan will refuse service or evict a guest: for refusal or failure to pay for accommodations, is under the influence of alcohol, drugs, or any other intoxicating substance and acts in a disorderly fashion as to disturb the peace of other guests or is not in compliance with state liquor laws; acts in a disorderly fashion as to disturb the peace of other guests; is unable to properly supervise their children at all times, seeks to use the hotel for an unlawful purpose; seeks to bring into the hotel: an unlawfully possessed firearm; or something, including an explosive or hazardous or toxic substance, that is unlawful to possess and that may be dangerous to other persons; destroys, damages, defaces, or threatens harm to hotel property or guests; causes or permits persons to exceed the maximum allowable occupancy of room, refuses to abide by the reasonable standards or policies established by Hotel Bhutan for the operation and management of our hotel.

QUIET HOURS:

10:00 p.m. to 9 a.m. If you become aware of a disruptive guest, please contact Front Desk staff immediately by room phone or in person. Televisions, voices, or other devices must be kept at a respectful low level at all times. Doors should be opened and closed quietly. No congregating or running in halls.

VISITORS:

No visitors after 10:00 p.m. Visitors must notify Front Desk upon their arrival. Visitors must be accompanied by the registered guest at all times. Visitors are not allowed to use guest amenities including the showers or Wi-Fi. As a registered guest, you are responsible for your visitor at all times.

CANCELLATION:

Hotel Bhutan is not responsible for weather conditions, personal emergencies, or schedule changes. Refund and Cancellation Table:

Days prior to check-in	Festival Period annually *updated	Season (Mar, Apr, May, Sept, Oct, Nov)	Off Season (Dec, Jan, Feb, Jun, Jul, Aug)
60 days plus	No Charge	No Charge	No Charge
46 - 60 days	10%	No Charge	No Charge
31 - 45 days	20 %	No Charge	No Charge
15 - 30 days	100%	50%	No Charge
3 - 14 days	100%	80%	No Charge
0 - 2 days	100%	100%	100%

*Festival dates will be informed to you during confirmation of booking.



If you are staying more than one (1) night, only the first night (++) will be charged. If you cancel any reservation, you must obtain and save the cancellation number or hotel communication confirmation for your records.

NO SHOW CHARGES:

Failure to check in on the scheduled arrival date will result in a No-Show fee being charged. You will only be charged the first night, one (1) night's full room rate (++) and the balance of the reservation will be cancelled.

GROUP RESERVATIONS:

Large group/Block reservations must be cancelled eight (8) weeks prior to arrival date. Reservations cancelled after that date may be charged one (1) full room charge (++) for each room reserved and the balance of their reservations cancelled.

HOUSE RULES:

Groups, School groups, sports/ski teams, weddings, special events, etc. Please contact hotel directly for current House Rules.

DO-NOT DISTURB AND ACCESS TO ROOMS:

To provide all of our guests with an exceptionally clean and safe hotel experience, we provide daily housekeeping. Our Housekeeping Staff will honor the **"Do Not Disturb"** door hanger once during a twelve hour period indicating that the room is occupied. The Housekeeping Staff is required to enter the room at subsequent times to clean the room, check for safety, and verify the condition of the room. Management reserves the right to enter a room with a known status of **"IN"** for reasonable purposes, such as an emergency, housekeeping, maintenance, verify that the room, its furnishings, and mechanical equipment are intact, or to address or prevent a violation of our Hotel Policy/House Rules. In the event of suspected illegal activity, management reserves the right to summon law enforcement to aid in eviction. The right to privacy ends when a Hotel Policy/House Rule is broken. Law enforcement will be granted immediate access to hotel property and rooms of evicted guests.

CHILDREN:

Well behaved children of all ages are welcomed. Children aged 12 and under stay for free when sharing a room with one or more paying adult(s), using existing bedding. As the parents, guardians, or chaperones of children you are personally and legally responsible for and must supervise them at all times. For safety reasons, please do not leave children unattended in guest rooms or allow them to roam the hotel property unsupervised.

ADDITIONAL BEDDING:

A limited number of extra beds are available. Availability is on a first-come, first-served basis for larger rooms only. The charge is BTN 600.00 (++) per night. Maximum capacity of extra bed is one (1) per room.

MAXIMUM OCCUPANCY:



Room occupancy requirements are based on fire code/fire safety restrictions. Standard Room maximum occupancy is 3 adults in selected rooms. If you exceed the maximum number of guests allowed, you will be asked to rent another guestroom for proper accommodations or vacate the hotel.

A maximum of 2 children under 12 years, sharing with parent's room are allowed; upon 3rd child there will be an additional charge of Nu 600 per night, with 10% BST and 10% hotel's service charge

ROOM KEYS:

Room keys are issued to the registered guest(s). No room keys will be issued to youth under 18 at any time. I.D. is required if you have lost your key and require a duplicate. Please return room keys to Front Desk at Check-out.

HOUSEKEEPING/ROOM INSPECTION:

Housekeeping is provided daily between the hours of 9 a.m.-2 p.m. Housekeeping may start as early as 6 a.m. high season. This is a 100 % NON-SMOKING hotel, including medical marijuana. Rooms are cleaned and inspected daily and a detailed log is maintained on each room and linen. Rooms are rented to guests in appropriate condition without any prohibited odor. Housekeeping and Front Desk staff are trained and skilled in identifying the odors from prohibited items. If our investigation concludes that you have smoked in your room, cooked, or brought a prohibited item into our facility, you will be fined, and evicted without any refund.

LINEN CHANGING:

Your comfort is very important to us. For guests staying multiples nights, bed linen is changed on a rotation schedule. Used towels are exchanged for fresh towels daily. If Housekeeping is unable to change a bed due to personal items left on a bed, a note will be left. Housekeeping will be happy to change your bed linens and make your beds each day if all personal items are removed. Please contact our Front Desk staff if you have any additional questions or concerns.

LOST & FOUND POLICY:

Hotel Bhutan assumes no liability for lost, misplaced, stolen, or damaged valuables or belongings. If you discover that you have left behind something of value to you, please call us immediately and we will try to assist you in locating your lost item.

FOUND ITEMS:

Hotel Bhutan is not responsible for any item left behind by a guest. However, any item, with the exception of perishable items, left behind by our guests and found after departure by Housekeeping will be collected, logged in, and kept in a secure location for collection by the owner for up to fourteen (14) days. Records of Lost & Found items are retained for five years. Reasonable effort will be made to notify the guest that an item has found. Perishable items, underwear, and miscellaneous toiletries are discarded.

RETURN:

We would be happy to return your lost item(s) to you by Postal Service or DHL deliveries. You will be charged



packaging and postage, plus a NU.500.00 handling fee. A separate receipt will be mailed to you. Hotel Bhutan is not responsible for any item lost or misdirected during shipment by the Postal Service.

UNCLAIMED ITEMS/NO CONTACT:

Lost & Found items are held for fourteen (14) days while we attempt to contact the guest. If guest contact information is incorrect or cell phone mailbox is full and we are unable to contact the guest during the fourteen (14) day holding period, the unclaimed item(s) are thrown away, given to local organizations, or disposed of accordingly by Hotel Bhutan.

ALCOHOL POLICY:

Registered guests of legal age who choose to bring their own alcoholic beverages must consume those in their room. Alcohol is not allowed in public areas such as the lobby, halls, etc. Alcohol consumed during special events served by a licensed caterer with permit to serve/sale alcohol is restricted to those 21 years old or older (valid photo identification required) and can only be consumed at that event venue.

FIREARMS AND WEAPONS:

The safety and security of our guests and staff is extremely important to us. Our Firearms and Weapons Policy is designed for the protection of our guests, vendors, staff, and owners, and pertains to the presence of firearms and weapons on hotel premises. Hotel Bhutan recognize that guests and vendors may legally possess firearms or weapons for a variety of legitimate purposes. This policy has been developed to create a safe environment by providing appropriate guidance over the custody of firearms and weapons on our premises. Hotel Bhutan is private property. Guests, who are lawfully permitted to possess a firearm or weapon, may bring such onto our hotel premises for storage purposes only, with the understanding that they are personally responsible for following:

- Guests must abide by all country laws.
- Firearm and weapons must be appropriately registered.
- Firearms must be unloaded
- No cleaning of firearms is permitted on hotel premises.
- Firearms and weapons must be safeguarded and secured in either a locked, hard sided firearm container or a soft gun case provided by the guest at all times and clearly labeled with their name and contact information.
- No firearms or weapons in the public area.

Guests and vendors who fail to abide by our policy may be asked to leave the hotel premises, are subject to trespass and may be subject to further legal action. Exempted from this policy are law enforcement officers and designated military personnel who are on-duty and required to carry firearms in the performance of their duties. No exemption to this policy is allowed for private persons, even those licensed and permitted to carry a firearm openly or concealed under local, state, or federal law, are exempt from this policy. It is our policy to promptly turn over any firearms left on the property to the Royal Bhutan Police if we are unable to contact the owner. Questions concerning these policies or its implementation may be addressed to the hotel owners directly



BICYCLES/HOVER BOARDS/ROLLER BLADES:

Bicycles, Hover boards, and roller blades are not permitted in guest rooms. Depending on available space, Front Desk staff will be happy to secure these items in our store room. We assume no liability for theft, loss, and/or damage, and you waive any and all such liability.

IN CASE OF EMERGENCY OR FIRE:

Please notify Front Desk in the event of a fire or other emergency. A map that shows emergency exits can be found on the back of your room door and in the Guest Information Notebook located in each guest room.

FIRE SAFETY POLICY:

The hotel is fully equipped with smoke detectors, fire safety information in Guest Room Notebook, and emergency evacuation plans on the door of each guest room. Please review this important information.

NO IN-ROOM PARTY:

Hotel Bhutan enforces a No In-Room Party Policy to ensure we can protect the hotel and our guests at all times. No parties, loud disturbances and/or noise-nuisance are allowed or tolerated on these premises. In the event of a disturbance, one polite request (warning) will be given to reduce the noise. If our request is not followed, the guest will be asked to leave the hotel without refund. Registered guest(s) is responsible for all persons visiting. Non-Registered visitors are only permitted until 10:00 P.M. If found with more “people” not listed on the Guest Registration Form after 10:00 P.M. your stay will be considered a party. You will be ordered to vacate the premises without refund and may be access Guest Compensation Disturbance Fee.

FREE Wi-Fi ACCESS:

Access to our Wi-Fi is free for our registered guests. The hotel Wi-Fi access code is subject to change without notice. Wi-Fi signals are subject to change without notice depending on the room’s location, the status of our Wi-Fi-equipment, and interference from other local wireless signals. Hotel Bhutan assumes no liability for guest use.

ENFORCEMENT:

All staff is trained and required to respond to potential violations of our Hotel Policy/House Rules. Guests who refuse to abide by the reasonable standards and policies established by Hotel Bhutan for safety of all guests, staff, owners, property, and the operation and management of the hotel will be evicted, with no refund. In addition to the room charge, a minimum Nu.20, 000.00 cleaning fee per room will be charged for infraction(s) of our Hotel Policy/House Rules.

TERMS & CONDITIONS:

Hotel Bhutan makes its best efforts to ensure that all the information that appears on its website is accurate. However, no warranty, expressed or implied, is given that the information provided on this website is error free. Hotel Bhutan does not accept liability for any errors and/or omissions, and reserves the right to change the information published at any time and without notice.



LINKS:

The links provided on the Hotel Bhutan website are for the convenience of site visitors and are provided in good faith. Hotel Bhutan does not accept liability for the contents or links provided on such websites, nor does it accept liability for any indirect or consequential loss arising out of the use or connected with its website.

ILLNESS AND EPIDEMICS:

Hotel Bhutan reserves the right to refuse accommodations to a guest arriving with a contagious disease. In cases where sickness occurs during the stay, please notify the Front Desk staff. In the case of serious sickness, you may be requested to receive appropriate health care from a nearby healthcare facility. During epidemics we are entitled to employ precautionary measures within our judgment or as required by local authorities. We may charge you a room cleaning fee as we deem appropriate under the circumstances.

INFESTATION:

The cleanliness of our rooms is extremely important to our guests. If you bring any infestation into your room or onto our hotel premises, we may charge you for any and all costs and expenses, including immediate or urgent response requirements and loss of room revenue, that we deem necessary to address the infestation.

PARKING AT OWN RISK:

All vehicle(s) must be listed on the registration at check-in. Parking for registered guest(s) is free. All vehicles are parked at the risk of the owner. Hotel Bhutan shall not assume liability or responsibility for any vehicle, occupants, or contents while operated or parked on the hotel property. If a vehicle is left in the hotel parking lot after the guest has departed without the written consent of the hotel, the hotel reserves the right to have the vehicle towed at the owner's expense. No vehicle repairs on hotel premises.

DAMAGE AND/OR THEFT OF HOTEL PROPERTY

You are liable for any damage howsoever caused (whether by the deliberate, negligent, or reckless act) to the room (s), hotel's premises or property caused by you or any person in your party whether or not staying at the hotel during your stay. Such amounts (at the sole discretion) deemed necessary to compensate or make good the cost or expenses incurred or suffered by Hotel Bhutan as a result of the aforesaid will be charged to the guest. Should this damage come to light after the guest has departed, we reserve the right to bill you for any damage incurred to your room or the Hotel property during your stay, including and without limitation for all property damage, missing or damaged items, smoking fee, cleaning fee, guest compensation, etc. We will make every effort to rectify any damage internally prior to contracting specialist to make the repairs, and therefore will make every effort to keep any costs that the guest would incur to a minimum.

DAMAGE DISCOVERED AFTER CHECK-OUT: Guest Rooms found with waste strewn around, in complete disorder, and/or "trashed" will be subject to maintenance deep cleaning fee, administration fee and/or third party fees.

DAMAGE TO ROOM: Damage to rooms, fixtures, furnishing and equipment including the removal of electronic equipment, towels, art work, etc. will be charge at 120% of full and new replacement value plus any shipping and



handling charges. Any damage to hotel property, whether accidental or willful, is the responsibility of the registered guest for each particular room. Any costs associated with repairs and/or replacement will be charged to the registered guest. In extreme cases, criminal charges will be pursued.

DAMAGE TO MATTRESSES AND BEDDING: Damage to mattresses and linen including; towels, mattress pads, sheets, bedspreads, blankets resulting from the use of body oils, make-up, shoe-polish, etc. will result in a charge for the special cleaning, repair or replacement of the damaged article.

DAMAGE OR TAMPERING WITH FIRE DETECTION SYSTEMS/FIRE-FIGHTING EQUIPMENT:

Hotel Bhutan reserve the right to take action against any guest or visitor found to have tampered or interfered with any detection equipment throughout the hotel, including detector heads in public areas, guest rooms, break glass points and fire extinguishers. Guests or visitors found to have tampered with any fire detection or fire-fighting equipment will be charged with any costs incurred by the hotel due to their actions and will be evicted from the hotel. Depending on the severity of the guest actions, law enforcement may become involved at the hotel's discretion. Should the fact that fire-fighting or detection equipment had been tampered with come to light after the guest has departed, we reserve the right and you for any damage incurred to your room or the Hotel property during your stay, including and without limitation for all property damage, missing or damaged items, smoking fee, cleaning fee, guest compensation, etc.

CHANGES OR MODIFICATION TO THE HOTEL POLICY/HOUSE RULES:

Hotel Bhutan reserves the right to amend, modify, change, cancel, vary or add to these Hotel Policies/House Rules or the arrangements and content featured on our Hotel website at any time without prior notice. Please check our website regularly for updates to Hotel Policy/House Rules. Any modification to these Hotel Policy/House Rules that occurs before your departure is considered a part of your reservations agreement with us. A copy of these Hotel Policy/House Rules is located on our website, and available from Front Desk staff upon request.

TELEPHONE CHARGES:

Phones charges are computed and assigned to your room folio at the end of each telephone transaction.

- All calls within Bhutan: BTN 5.00 per minute
- No International Phone Call Facilities. Recommend online phone app as free Wi-Fi is provided for guests by the Hotel.

REFERENCE NOTE:

(++): 10% Bhutan Sales Tax & 10% Service Charge

