

# Magic Homestay

## T&C

1. Check-in time is at 2.00pm onwards. Check-out time is at 12.00pm sharp. If check-out time exceed 12.01pm surcharge of RM50 applied and if exceed 1.00pm then a full day charges applied.
2. Reservations are encouraged and will be accepted up to one year in advance. For walk-in guest please call for availability.
3. In some instances, access to your unit may be unavoidably delayed due to cleaning or maintenance issues. There will be no discounts offered due to a late check-in. Your patience will be appreciated in these circumstances. Guests who will be arriving later than 5PM should make late arrival arrangements by telephone prior to arrival. Early check-ins are available for a fee. Please call 012-6774777 for more info.
4. Rates are based on property features, location, and season, and can be found listed on this website. Rates are subject to change without notice. This fee will vary with each property.
5. Booking Fee: Booking fee is RM50 per day booking and will be added to each reservation for administrative and processing of your reservation and is non-refundable upon cancellation.
6. Rental Payments: Final rental payments must be made upon check-in by cash.
7. Refunds or discount will not be given for late arrivals or early departures.
8. Disaster Policy: Should a flood or tropical storm or Water & Electrical supply cut-off or any emergency threaten - Magic Homestay will not issue refund of any rent payments.
9. Key Policy. Unit keys will be presented at check-in and must be returned at check-out. There will be a charge of RM50 for each key not returned at check-out. In the event you are locked out, call our emergency numbers 012-6774777 and our agent will meet you at the house. A charge RM20 is payable directly to the agent for this service.
10. We appreciate you reporting all maintenance items and we will respond to them as soon as possible.
11. Drugs & Illegal Activities are Strictly Prohibited.
12. For couple, must be married under Muslim Syariah Law and Non Muhrim are not allowed in the house.
13. Housekeeping. Your vacation accommodations will be cleaned to quality standards prior to your arrival and after your departure. You will be responsible for the cleaning of your unit during your stay and for leaving the unit in good condition at check-out. We respectfully request that you remember that you are staying in someone's home during your vacation; please treat it with the care you would your own. Linens are an initial set up and that it is the renter's responsibility to wash them if needed. If requested we can supply new towels and linen for a fee.
14. Linens/Towels/Supplies. Although linens are furnished, please bring your own beach towels and beach blankets, as linens are not to be removed from the unit. Guests will need to provide their own paper items and cleaning supplies. An initial set up of trash liners, towels and soap is provided. Extra items needed are the responsibility of the guest.
15. Guests may request extra mattresses for RM5 per unit per day rental. Iron and iron bed can be requested for a fee of RM5 per unit per day rental.
16. All Units provide the same basic furnishings and equipment.
17. Modification on the Automated Electric Cut Off strictly prohibited. Surcharge of RM100 applied if found faulty or modified.
18. Units may have one or more lockers/closets/store that are reserved for storage of owner's property and are not included in the rental.
20. Please use ashtray when smoking.
21. PETS ARE NOT PERMITTED. This policy is strictly enforced. The Owners reserve the right to cancel your rental reservation and occupancy of rental, plus charge RM100 to treat the property for fleas
22. DURIAN ARE NOT PERMITTED. This policy is strictly enforced. The Owners reserve the right to cancel your rental reservation and occupancy of rental, plus charge RM100 to treat the property for deodorizing
22. Units may not be sublet.
23. Injury. Guest shall hold harmless Magic Homestay and its employees or agents from and against all claim, suits, damages, costs, losses and expenses arising from injury to any person or property occurring on or about the premises.
24. Magic Homestay will not be held responsible for acts of theft or vandalism or other damages to the guest's personal property or items left in the unit.
25. Guest is responsible on the safety of the house, equipment, furniture & electric appliance.
26. Good Neighbor Policies. We respectfully request that you remember you are staying in someone's home during your vacation. Please treat it with care and leave it in good condition at checkout. Guest are not allowed to make noise, party, singing, dancing as this is residential area
27. PARKING: Parking provided and limited - in the house 2 cars and in front of the house for 1 car. No overflow parking is allowed. Other cars could be parked at the nearby public park or outside the residential area. Long vehicle's, motor homes and trailers are not allowed to be parked on the street or in front of the house.
28. We reserve the right to change unit assignments. When you confirm a reservation, a unit will be assigned, however, no unit request is guaranteed. If a change becomes necessary, every attempt will be made to contact you and a new confirmation will be sent.
29. Construction. Occasionally, you may experience construction in your neighborhood during your stay. Please be patient and understanding should this situation arise. Magic Homestay will do everything possible to contact the contractor if this is a problem. However, no refunds can be made in the event of construction noise or problems.
30. Maintenance: From time to time equipment need to be serviced and are subject to no use for a limited time. Please understand Magic Homestay has no control over when this may take place and there will be no discounts for any temporary shut down.
31. Contacting us: We at Magic Homestay hope you have a wonderful stay. If we can be of further assistance, please feel free to contact us at 012-6774777 or by email [rafi@homestaymelaka.com](mailto:rafi@homestaymelaka.com). Thank you for choosing Magic Homestay.
32. Property Rules and Regulations. Please observe all rules and regulations governing the use of the property you are occupying. These rules apply to guests, and failure to comply can result in eviction.