

TERMS & CONDITIONS

1. All reservations made for the booking of a private room at The Chow Kit - an Ormond Hotel ("Hotel") ("Private Room") for the purposes of dining ("Reservations") are subject to various factors, including but not limited to, the availability of the private rooms. You acknowledge that ECML Hotels Sdn Bhd (the "Management") reserves the right to reject any request for Reservations, at its discretion.
2. Reservations cannot be combined with other offers or promotions.
3. Blackout dates and other restrictions may apply.
4. Full payment of pre-ordered meals before the proposed Reservation date is required to confirm the Reservation.
5. Postponement of the Reservation date/time or alterations (including but not limited to an alteration to the number of guests or selection of menu items) to the details of the Reservation is subject to availability and must be made 48 hours prior to the Reservation date. The Management reserves the right to reject any request relating to the above at its discretion.
6. Any cancellations must be made 48 hours prior to the Reservation date, otherwise the Management may, with its absolute discretion, decide not to refund and forfeit the total payment made under the Reservation (including any applicable tax paid).
7. The use of the private rooms under the Reservation shall be limited to the duration of three (3) hours commencing from the agreed time of Reservation as set out in the Reservation confirmation email ("Reservation Period"). You acknowledge that you shall kindly leave the Private Room at the end of the Reservation Period.
8. Food and drinks other than that served by The Chow Kit Kitchen and Bar will not be allowed in the Hotel. For the purpose of the Reservation, you and all members of your party shall order at least one item from the Private @ The Chow Kit menu.
9. You agree to indemnify the Management and agree to assume the entire responsibility and liability for losses, damages, claims, demand and expenses (including, but not limited to attorney's fees) arising out of in anyway connected with any injury to any person or loss and damage to any property arising out or in any way connected with any action by you or your guest at the Hotel. The Management reserves the right to retain your credit card and/or debit card details and charge or debit such amounts as it shall in its sole discretion deem fit on the said card(s) to compensate or make good the loss, damage, costs or expenses incurred or suffered by the Management as a result of the aforesaid. The Management reserves the right to at any time remove from the Hotel premises you or that of any member of your party due to misconduct or where it is justified in our sole opinion. No refunds will be made and Management shall not be under any obligation whatsoever to compensate or cover any costs or expenses you may incur as a result of your Reservation being terminated.
10. The Management reserves the right to review any setup material and decorative items to be brought into the Hotel, prior to checking-in to the Reservation for the purposes of evaluating the item(s) as to avoid any potential damages, breakages, fire or bodily injuries. The Management reserves the right to restrict or refuse any setup material and decorative item being brought into the premises of the Hotel without assigning any reason whatsoever. For the avoidance of doubt, you agree to be liable for any damages, breakages, fire or bodily injuries caused by and/or caused to the setup material and/or decorative items that you or your guest brought into the Hotel.
11. All chattels and items in the Hotel, which includes but is not limited to furniture and decorative items, may not be removed without prior permission from the Management.
12. You may not bring the following into the Hotels:
 - o pets (except for registered guide dogs) or livestock;
 - o any electrical appliances and/or equipment for heating and/or cooking purposes.

We reserve the right to remove and/or confiscate any of the above items found in the Hotel immediately without notice to you and to charge you for any costs incurred for taking such action or for any loss or damage caused to the Hotel or to any Hotel guests or third party as a result of your failure to comply with this policy.

13. No smoking, e-cigarette or striking of matches/gas lighters will be allowed in the premises. The Management reserves the right to take such action as the Management, in its sole and absolute discretion, deems necessary to ensure the safety of its personnel and Hotel, without any prior notification. A penalty or fine of RM500.00 will be charged to whoever violates the smoking policy.
14. If you have any special request, you must advise us at the time of making your Reservation. Although we will endeavour to entertain any reasonable request, the Management does not guarantee that all request(s) will be met. Failure to meet any special request will not be a breach of contract on our part.
15. The Management reserves the right to take such action as the Management, in its sole and absolute discretion, deems necessary to ensure the safety of its personnel, guest and property, including but not limited to, preventing the use of illegal drugs, illegal gaming or gambling, or behaviour that is deemed violent, drunken, abusive or threatening, without any prior notification.
16. You agree to comply with the standard operating procedure outlined by the Management and with all COVID-19 related guidelines, regulations, policies, rules, best practices and laws that the Malaysian government may issue from time to time. This includes and is not limited to scanning and registering / checking in on their respective MySejahtera application at the hotel, measuring one's body temperature upon entering the premise, wearing a mask at all times, maintaining a distance of (1 meter), regularly washing and sanitizing one's hand and avoiding grouping up in public areas. The hotel reserves all rights to deny entry into the premise should the individual display flu-like symptoms or have a body temperature of above 37.5 degree Celsius.
17. In the event the Management is prevented from performing with its obligations as set out in this letter, due to circumstances beyond the Management's control including but not limited to events of force majeure, the Management's liability to you shall be limited to the amounts already paid by you to the Management at the time of such discontinuation.
18. In the event you require us to procure any goods and/or services for you in connection with this letter, you acknowledge that you hereby appoint the Management to act as your agent in connection herewith and authorize the Management to take any action and exercise such rights, powers, authorities and discretions necessary for the performance of its duties. Whenever the Management is acting in such capacity, you acknowledge that you will be represented and contractually bound by the Management's actions. All cost and expenses incurred by the Management in the course of procuring such goods and/or services for you shall be borne by you in full.