



## HOTEL REGULATIONS

### WHEN YOU ARE STAYING WITH US

1. Customer's guests and/or visitors are strictly requested to show I.D. Card or Passport upon request and then deposit the said evidence at the counter reception before entering the customer's floor. Above all, the registered guest(s)/customer(s) must be approved and confirm permission to the residential staff.
2. Key Card will be issued upon the customer's check-in process and limited to one card one person basis. The registered customer will be responsible for the lost and damage at the amount of US\$ 10 per card.
3. An additional guest and/or Joiner, other than the prior registration will be charged upon arrival in US\$ 20 per person per usage or per room night.
4. Any loss or damaged of the Residence's property, bedding materials, etc. that happen during the accommodation will be charged in full and being deductible to the Cash Advance Payment or Deposit. The customer will be responsible for the additional payment that may cover all the incurring expenses and room charge.
5. Our continental breakfast will be served daily on the at the Lobby daily during 07:00 a.m. - 10:00 a.m.
6. Room cleaning service will be provided during 09:00 a.m.-15:00 p.m. daily.
7. Wireless Internet Access is available on each floor with specified password and for Free of Charge.

### CHECK-IN & CHECK-OUT

- Check-in time is since 14:00 and Check-out time is at 12:00. If you would like to stay more or late check-out, please inform us in advance.

### SURCHARGE FOR EARLY CHECK-IN

- Early check-in before 14:00 is subject to room availability
- Early check-in before 8:00 AM: a charge of 75% of room rate per night shall be applied.
- Early check-in after 8:00 AM: a charge of 50% of room rate per night shall be applied.
- Early check-in before 5:00 AM: a charge of 100% of room rate per night shall be applied

### SURCHARGE FOR LATE CHECK-OUT

- Late check-out before 16:00, a charge of 30% of room rate per night shall be applied
- Late check-out from 16:00 to 18:00, a charge of 50% of room rate per night shall be applied.
- Late check-out after 18:00, a full charge of room rate per night shall be applied.

### CHILDREN POLICIES

- For children under 6 years old: Free of Charge (sharing beds and meals with parents)
- For children from 6 - 12 years old will be charge 50 % as adult rate (sharing bed with their parents).
- For children from 12 years old upward will be charged as adult policy.

## PAYMENT

- Visa, Master Card, JCB, all Vietnamese bank cards are accepted, Cash.

## FREQUENTLY ASKED QUESTIONS IN YOUR FIRST TIME WITH ETERNITY HOTEL

### 1. What is the hotel's password to access Wireless Internet ?

The hotel provides FREE wireless Internet in every rooms. Our wireless Internet name is "Eternity hotel" or "ETERNITY HOTEL". The password for both is 1111111111 (ten times \* number 1)

The hotel also has Public Internet corner inside the restaurant on the 1<sup>st</sup> floor. You can easily access printing, fascimile, photocopy machine with 5 papers limit. For 6 papers and more, please pay US\$ 2 per 10 pages.

### 2. Can I smoke in my room ?

It will depend on smoking floor or not.

You can smoke in your room. Please open all windows in your room and toilet when smoking, use ashtray on the working table and do NOT let the ash be on the floor rug, do NOT let the table surface, the floor rug or the bed amenities burned by cigarette. The fine of US\$ 15 will be applied when the table surface is damaged. The fine of US\$ 150 will be applied if you tear or scratch the bed amenities and you are responsible for any damage to your room during your stay.

### 3. I need support at night?

There is always at least 1 receptionist in the Front Desk (24hrs). Please dial 111 or 112 or hotline 0906 347 666 for the hotel support during nights. The hotel provides free alarm setting service in early morning or calling airport transfer at midnight for guests.

### 4. I need to keep my luggage at Eternity hotel?

The luggage service is free of charge

### 5. We need tours in and around Ha Noi. How does Eternity hotel help us ?

The hotel has Free Tour Desk at the lobby. As its name, the travel consultant at Free Tour Desk will help you save time and money to visit any popular sites in Ha Noi. He/ she will help you enjoy your tours in the most relaxing way. In every rooms, there are 1 map and 1 selected tour list which make your visiting orientation better. Eternity hotel is the trusted and senior partner of tour companies and we guarantee we will book your tours at a cheaper price than you book tour with tour companies directly. The tours to Ha Long, Perfume Pagoda, Hoa Lu - Tam Coc departs daily.

The hotel has a good location for travellers. From the hotel, it takes you a few minutes on foot to 4 famous restaurants of Ha Noi: Sen Nam Thanh, "Ngon" (Vietnamese cuisine), Long Dinh (Japanese cuisine), Com Chay Nang Tam (vegetarian cuisine). The hotel is 200m from Ha Noi Railway Station, where you take a train to every regions of Viet Nam.