



**Effective Date:**  
January 2022

**GUIDELINES ON  
IIUM GUESTHOUSE**

**Version No.:** 01  
**Revision No.:** 00

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**1.0 OBJECTIVE**

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The purpose of this guideline is to ensure the guesthouse customer satisfaction during accommodation.

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**2.0 GUIDELINE(S) ON CUSTOMER'S ACCOMODATION FOR IIUM GUESTHOUSE**

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- 2.1 Check-in time is at 2:00pm onwards and check-out time is 12:00pm. Late check-out is subject to availability and additional charges is applicable.
- 2.2 The safety of personal belongings is your own responsibility. Please inspect the house before check-out. However, the management will not be held responsible for the guests missing items.
- 2.3 Guests are not allowed to:
  - Bring any pets in any of our accommodation
  - Using shoes inside the guesthouse
  - Rearrange in-house furniture
  - Smoking, consuming alcohol, drugs, gambling or any other activities that against the law
- 2.4 Guest are strongly advised to switch-off all lights, fans, air-conditioner and water taps when not in use. Guest also need to close all windows and doors during check-out.
- 2.5 Any breakage or damage of any equipment and/or furniture will be charged to the guest accordingly to the inventory price list.
- 2.6 In order to ensure a peaceful occupancy, all guests are requested to:
  - Not make too much noise in the house during their stay
  - Park their vehicle at the designated parking lot
- 2.7 Guest may be penalized in case of loss of guesthouse key.