

Regal Riverside Hotel Rules and Regulations of Stay

We work hard to provide our guests with an exceptionally clean, safe and friendly hotel experience. The following Hotel Rules and Regulations are considered as 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 the Rules and Regulations, terms and conditions, and procedures. These Rules and Regulations are presented here to help to promote our guests' safety and enjoyment and to ensure that each guest is aware of the understandings between REGAL RIVERSIDE HOTEL (the "Hotel") and the guest.

1. **DAMAGE TO HOTEL PROPERTY:** Guests will be held responsible for any loss or damage they, their guests or any person for whom they are responsible for causing damage to the Hotel's property, including guest rooms, furnishings, doors, walls, carpets and equipment. The example of damage includes scratches, dents, cracks, broken glass, water damage, holes or any visible signs of harm. The Hotel reserves the right to charge guests for any loss or damage that caused by the deliberate, negligent, or reckless act, and may also pursue legal action in cases of intentional or willful damage.
2. **EXCESSIVE GARBAGE:** Excessive garbage refers to accumulating a large number of waste materials beyond what is considered normal or manageable. This can include various types of trash, industrial waste, or other discarded materials that are not adequately or properly managed or disposed of. Excessive garbage can contribute to environmental pollution, health hazards and strain on waste management systems. The Hotel reserves the right to charge guests for any loss or damage that caused by the excessive garbage created or caused by the guests.
3. **ILLEGAL ACTIVITY:** Guest are requested to observe, abide by conforming to and be bound by all applicable acts and laws and government rules and regulations in force from time to time. This includes but not limited to drug use, theft, and other criminal activities. The Hotel reserves the right to charge guests for any loss or damage that caused by the illegal activity done by the guests.
4. **LOCAL ANTI-EPIDEMIC MEASURES:** Guests must comply with the relevant guidelines which are established in the Hotel policy.
5. **VISITOR RESTRICTIONS:** Non-registered guests are strictly prohibited from entering this specific floor.
6. **MISBEHAVIOUR**
 - **DISRESPECTFUL:** Guests are expected to treat hotel staff and other guests with respect and courtesy. Any behavior that

is deemed or reasonably regarded as offensive, threatening, or disruptive may result in eviction from the Hotel.

- **HARASSMENT TO HOTEL STAFF AND OTHER GUESTS:** *Harassment of any kind is unacceptable (i.e., making nuisance calls and disturbance by knocking on door) and could not be tolerated in the Hotel. The Hotel has a responsibility to provide a safe and comfortable environment for all the guests and would take appropriate action to address any incidents of harassment that may occur.*
 - **NOISE DISTURBANCE:** *Guests are expected to keep noise level to a minimum, especially during nighttime hours. It can include various activities that create excessive noise, or any other actions that disrupt the peaceful environment. It can facilitate the Hotel to create a safe and enjoyable environment for all guests.*
 - **VERBAL ABUSE:** *Verbal abuse refers to the use of words or language to harm, threaten, belittle, manipulate, or control another person. It can take the form of insults, name-calling, yelling, swearing, demeaning remarks, or constant criticism. Verbal abuse can have significant negative effects on one person's self-esteem, psychological well-being, and overall mental health.*
 - **PHYSICAL ABUSE:** *Physical abuse refers to the intentional use of force that causes injury or harm to another person. It involves any act of violence such as hitting, kicking, punching, slapping, choking, or using objects to inflict harm on someone. Physical abuse can result in physical injury, pain, or impairment and often leaves visible marks or bruises on the victim's body. It can occur in various settings, including domestic relationships, institutional settings, or in public. Physical abuse is a form of interpersonal violence and is considered a violation of an individual's human rights.*
 - **THREATS:** *Threats typically refer to potential dangers or risks that can harm or negatively impact an individual, organization, or a system. These can come from various sources and can include both internal and external factors. Threats can be physical, such as disasters or accidents, or non-physical, such as cyberattacks, fraud or competition. It is important to identify and assess threats in order to develop appropriate strategies to mitigate or manage them effectively.*
 - *The Hotel reserves the right to charge guests for any loss or damage that caused by the misbehavior of the guests.*
7. **NO PETS ALLOWED:** *Bringing pets into the Hotel is prohibited (with the exception of dogcation package or service animals, such as guide dogs). The Hotel reserves the right to require guests to leave and cancel the remaining reservations.*
8. **PAYMENT ISSUE:** *If the guests do not fulfil their obligations or requirements to make payment for a reservation, the Hotel reserves the*

right to require the guest to leave and not provide any accommodation for this guest in future.

9. **REMOVAL OF HOTEL PROPERTY:** *If the guests have removed hotel property without permission after checking out, the Hotel reserves the right to charge a financial penalty. It may be charged for the cost of replacing any missing items.*

10. **SMOKING:** *Smoking is prohibited in guest rooms, interior hotel premises and other designated areas. The Hotel may also charge a cleaning fee if a guest violates the non-smoking policy.*

The Hotel reserves the right to enter a guest's room without notice and permission in the event of an emergency such as a fire or other life-threatening situation and specific circumstances where serving notice is not practicable or reasonable.

The Hotel reserves the right to deny admission, or to require a person already admitted to leave the Hotel, without refund or compensation, for that persons' failure to comply with any of these rules, for unsafe, illegal or offensive behaviors, to ensure safety, security or order, or if considers that the circumstances so require.

REGAL RIVERSIDE HOTEL reserves the right modify its rules and regulations in order to comply with any new enacted laws at the local level without prior notice. Please check our website regularly for updates on Hotel Policies / House Rules.

In the event of any conflict or inconsistency between the English version and the Chinese version of these rules, the English version shall prevail.