

旅客須知

Check-in Information

親愛的旅客您好，歡迎入住本旅館，為維護住宿品質及安全，請遵守以下規定

- 入住時間為下午 3：00 後，退房時間為隔日上午 11：00 前，請務必攜帶入住者本人之身份證明文件辦理入住登記，提早進房或延後退房，旅館將另外酌收早進或延退費用。
- 旅客需年滿18歲者方能合法登記入住，旅館不接待未成年者單獨入住，未滿 18 歲之旅客須有年滿 18 歲之成年旅客陪同，或出示監護人同意住宿之證明。
- 入住前與退房後皆可提供免費寄存行李服務。寄存服務僅提供場所寄放，貴重物品及財物請自行攜帶與保管，寄放物品若有任何遺失、損毀或失竊，恕不負賠償責任。
- 若於登記入住時超過預訂客房房型之人數，旅館有權現場加收費用。每房限加 1 名，收費標準依照官方訂房頁面為主。
- 平假日收費標準如下說明：
 - ◆ 加人：6歲以下孩童不酌收任何費用；6歲（含）以上將加收每人每晚 NT\$700（含客房備品一份，不佔床）
 - ◆ 無提供加床服務
- 平、假日價格定義：
 - ◆ 平日：週一~週四、假日：週五~週日、特殊假日：（每年更新於官網）
- 訂房取消政策依預訂平台或特殊專案規定為主。
- 為確保安全及環境維護，旅館及客房內嚴禁任何煮食及烹調行為。
- 請愛惜使用旅館內之設備物品，如遭毀損、遺失，須照價賠償。賠償金額可參考「房內備品價格表」。
- 客房內備有個人保管箱，貴重物品請小心保管，如有遺失的情況發生，旅館將不負賠償責任。
- 為維護寧靜的住宿環境，訪客請降低音量並於夜間 10：00 前離開，以免打擾其他旅客休息，謝謝您的貼心配合。
- 依菸害防制法規定本館及客房全面禁菸，若違反規定可處 NT\$2,000~NT\$10,000 罰鍰。如經旅館發現於客房或館內抽菸之貴賓，旅館將酌收清潔費 NT\$3,000，屢勸不聽者將通報警政單位。
- 旅館內嚴禁賭博、吸毒、攜帶違禁藥品及危險物品或從事任何違法之行為，如發現違規事件將通報警政單位進行相關後續處理，不便之處，敬請見諒。
- 請確認您所住客房位置與緊急安全逃生口之位置並熟稔相關方向，以利於緊急事故發生時可從容脫險。
- 為維護住宿品質及環境衛生，全館禁止攜帶寵物進入（愛心服務犬除外）。如有違反並經查實將酌收 NT\$3,000 清潔費用，另旅館保有無條件退宿之權利。

免費服務資訊

- A. Wi-Fi名稱：HLW - F 樓層號碼 / 密碼：hlw@1688
- B. 晨喚服務。
- C. 客房內提供之瓶裝水、茶包、即溶飲品等為招待貴賓享用，皆不需額外收費。
- D. 客房續掃服務為每日中午 12：00 ~ 下午 4：30，如有打掃需求，請於中午 12：00 前將打掃牌掛於房門外。
- E. 聯絡客服 電話請直接撥 111。

Accommodation Notice

Dear guests, welcome to GUIDE HOTEL, to maintain accommodation quality and safety, please follow the rules below :

- Check-in time is after 15 : 00, and check-out time is before 11 : 00.
If you require early check-in or late check-out, our hotel will charge for extra hours.
- According to government regulations, a valid Photo ID must be carried by every person above the age of 18 staying at the hotel. The guest will not be allowed to check-in without a valid ID.
- We offer free baggage deposits before check-in and after check-out. Please take any valuables and personal belongings with you, our hotel will not assume any liability for loss, damage, or theft of articles left in our possession for storage.
- There will be a charge for an extra person. The charging standards are as follows :
 - ◆ Each child above 6 years old charges NT\$700 per night.
(including room amenities, without extra bed)
 - ◆ We do not offer extra bed services, and apologize for any inconvenience.
- Definition of weekdays, weekends and holidays :
Weekdays : Mon.- Thu. / Weekends : Fri. - Sun.
Holidays : Our room rates are flexible and vary based on your booking date.
Please check our website for the current rates.
- The cancellation policy should be based on the reservation platform or special package.
- To maintain the safety and quality environment of accommodation, we are not allowed to cook in the hotel room.
- Please use the provided facilities and equipment in the hotel with care. We will ask for compensation for the price if there's any damage or loss.
- Personal safety box is available in the hotel room. Please keep your valuables property, our hotel will not assume any liability for loss, damage, or theft of articles left in our possession for storage.
- After 22:00, please lower your volume and stop all noisy activities, any visitors should also leave to maintain the quality of accommodation.

Accommodation Notice

Dear guests, welcome to GUIDE HOTEL, to maintain accommodation quality and safety, please follow the rules below :

- According to 《Tobacco Hazards Prevention Act》 Article 15., smoking is strictly prohibited in all hotel areas. We will charge NT\$2,000-NT\$10,000 as a cleaning fee if anyone smokes in the hotel. If a guest is found smoking in their room or anywhere within the hotel premises, a cleaning fee of NT\$3,000 will be charged. Repeat offenders will be reported to the authorities.
- To keep the quality of the circumstance, gambling, drug use, engaging in any illegal activities are strictly prohibited in the hotel. If any violations are found, the police will be notified for relevant follow-up processing.
- In order to escape easily, please confirm the location of the room you are staying in and make sure the emergency safety exit.
- To maintain the quality of the accommodation environment, pets are not allowed in the hotel (except service animals). If any violations are found, the hotel will charge extra NT\$3,000.

Free service informations :

- A. Wi-Fi SSID : HLW - F (Floor No.) / Password : hlw@1688
- B. Morning Call
- C. We provide bottles of water, tea bags, and instant coffee, etc. in the rooms for guests.
It's for free, please enjoy it!
- D. If you require cleaning service, please hang the sign on the door before 12 p.m.
- E. Please dial 111 to contact customer service.

Thank you for staying with us. Enjoy your journey!