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Retreat Policy

These Retreat Policy are considered a part of our reservation agreement with you. As our retreat guest, by reading and signing your check-in registration form you are agreeing to abide by all of our Retreat Policy, terms and conditions, and procedures. These Retreat Policy are presented here to help promote our guests' safety and enjoyment and to ensure that each guest is aware of the understandings between the Gibbon Retreat and the guest. Our Retreat Policy may change from time to time, so please check back often.

Check In and Check Out Time

Our check in time is **3.00PM until 6.00PM**. Check out time is **12.00 noon**.

Please contact our **caretaker Jason (+60 16 932 3202) or Ah Ming (+60 11 3750 3204)** before you arrive, either of them will allow you into the retreat and bring you to your respective unit.

Liability

Gibbon Retreat will not accept any liability for failure to provide the service contracted or any of them due to circumstances beyond our control. Gibbon Retreat is not in a position to guarantee Guest's safety against events including but not limited to accidents, personal injury, death, acts or defaults caused by third parties, acts of God, flood, theft or even acts of negligence.

All activities have inherent risks to the Guest's health and safety and Gibbon Retreat will not be responsible for any eventualities related to any activities or services booked through this website.

All vehicles are parked at the owners' risk. Gibbon Retreat will not be responsible for theft or damage of the vehicle or any of its contents.

Gibbon Retreat will **not be responsible** for loss or damage of property left in Guest's room and/or the Gibbon Retreat property during Guest's stay. Guests are advised to obtain insurance to cover curtailment, and loss of luggage, personal effects, damages, personal injuries and money/valuable belongings.

Cancellation

Booking cancellation request/notification via email **MUST** be made at least five (5) full days before the scheduled check-in date, with **20% of the total rate of your booking** as cancellation fees applied (+6% for payment via paypal/credit card. Transfer charges applies for international transfer.)

No refund will be made for Booking cancellation request/notification less than five (5) full days before the scheduled check-in date.

Rescheduling/ Change of Date

Change of date request/notification via email made at least five (5) full days before the scheduled check-in date: 20% of the total rate of your booking as administrative fees applied.

Change of date request/notification via email made less than five (5) full days before the scheduled check-in date: 50% of the total rate of your booking as administrative fees applied. Change of date is subjected to availability



Quiet Time

Please take note that our retreat quiet time is **11.00PM TO 7.00AM**. Loud noise, loud music, loud voices (in Chalet, Common Area or other facilities) are NOT PERMITTED during this period.

Noise levels should be cap at an acceptable level as judged by the Retreat's other guests and Retreat Management. To prevent any noise or disturbances, electricity supplies for Common Area will be CUT, sharp at 12.00am.

Child Policy

The retreat is suitable for all aged and above but due to the steep and uneven terrain we would advise you to exercise caution and to **supervise your children at all times**. The retreat is not liable for personal injury or accidents that may occur during your stay.

Pet Policy (Effective 15th Sept 2022)

Maximum 1 pet is allowed per chalet/ camping unit. Please pick up after your pet. Extra charges of **RM40** will be charged for the **extra pet** (per booking).

Pets are **NOT ALLOWED in the Rock Swimming Pool and on the beds**. We require pets to be UNDER SUPERVISION at all times and not to be left unattended in the shed. Any disturbances such as barking must be curtailed to ensure other guests' comfort. We will not be responsible for any mishap, injury, accident, death, etc. of your pets in the retreat.

Pet Owners is responsible for **cleaning up after their pet** on the property and properly disposing of the waste in the dustbin. Pet Owners is responsible for all property damage (including and not limited to rooms) and/or personal injuries resulting from their pet.

Pet Owners shall give a **security deposit of RM200 per room** when guest make a reservation. The room/s will be inspected upon check out by caretaker. After confirmation and clearance that **no damage was found in the room and no extra cleaning affords** were required, the security deposit shall be **returned to guest within 3 working days**.

Parking Policy

Guests are required to park their car at designated spot closest to respective chalet/camping unit.

All vehicles are parked at the owners' risk. Gibbon Retreat will not be responsible for theft or damage of the vehicle or any of its contents.

Extra Beds Policy

We will prepare the number of beds based on number of pax, booked by guest. To add additional campbed/ mattress (based on room type), we will charge **RM40 per pax per night**. Pillow, blanket, towel, and water supply are all provided.

If guest intent to bring your own extra mattress/ air mattress/ tent, we will charge **RM30 per pax per night** for the utilities, water supply etc. Make sure your tent size is smaller than 250cm x 250cm.



Frequently Asked Questions

- 1. Can normal car/ sedan car come?**
 - ❖ No issue for a normal car/ sedan car such as Axia, Saga etc. to come. However, the 4-Wheel car will be an ideal. Drive slowly and try to skip some holes.
- 2. Free breakfast provided? / Can I order food? / Any café or restaurant in the retreat?**
 - ❖ No free breakfast.
 - ❖ Guest can send us the food order, at least 1 day before your trip. Breakfast and dinner set will be take away from Bentong Town Restaurants by our care person. (Please find our menu from website, after you added the room OR WhatsApp us)
 - ❖ We don't have any cafe or restaurant in our retreat. Guest can add on breakfast or dinner set through our website after you add a room.
- 3. Is cooking allowed in the chalet?**
 - ❖ If guest like to BBQ or do some light cooking in our chalet, it's allowed. We do provide basic cooking utensils, please find the utensil list in the last page.
- 4. Any freezer to store meats?**
 - ❖ There is a small freezer at the common area. Please do marking on the packaging bags to prevent other guest accidentally take your stuff.
- 5. Are the cooking utensils provided are Halal?**
 - ❖ All our cooking utensils are non-Halal. Muslims guests can bring their own cooking utensils for cooking / BBQ purposes.
- 6. Is it available to get durian or other fruits?**
 - ❖ Guest will need to call our Farm Manager David 012-9538636 to ask for. He will arrange if there is any fresh durian during the season.
- 7. Do I need to pre-book for Guided Hikes?**
 - ❖ Guided hikes need to depend on the availability of the care person. Guest needs to ask him upon check-in. Caretaker may advise not to hike if it is a raining season as there will be many leeches around.
- 8. How long will takes to the nearest town?**
 - ❖ Around 15-20 mins drive to Bentong Town or Bukit Tinggi.
- 9. Any extra charges for the activities like hiking, jungle trekking, swimming etc.?**
 - ❖ All our activities are Free-Of-Charge (FOC).
- 10. Do I need to bring my own tent if booked for chalet?**
 - ❖ The outdoor tent will be provided for 3pax and above. Guests don't need to bring their own tent. If guest like to have an outdoor tent but only 2pax, please book 3pax in order to get the tent.
 - ❖ If guest intent to bring your own extra bed/ mattress/ air mattress/ tent, we will charge RM30 per pax per night for the utilities, water supply etc. Make sure your tent size is smaller than 250cm x 250cm.
- 11. Is there any mosquito coil?**
 - ❖ Mosquitoes are part of the natural habitat but can be kept at bay using smoke from smothering dried leaves (e.g Serai) found in abundance at the retreat.
PLEASE SUPERVISE ANY LIT FIRES AT ALL TIMES.
 - ❖ Other than mosquito coil, we also provided an anti-insect's candle in each chalet.
- 12. Is it suitable to bring an infant/ a baby together?**
 - ❖ We do have a guest bring their 1-year-old baby together. However, guests need to put him under your supervision.

Retreat Information

The followings are the information related to our retreat which guest may want to know.

Wi-Fi/ Internet/ Phone Data Reception

NO WIFI. But you can still receive 3G/4G signal in the retreat.

Travel Directions

From Bentong Toll Plaza (**Note: DO NOT USE WAZE FOR DIRECTIONS, PLEASE USE GOOGLE MAP**)

After passing the Bentong toll (From Kuala Lumpur), take the second exit on your left and make a U-turn under the highway. Slow down and take the exit on the left onto the dirt road and follow the dirt road for roughly 1.3km.

After passing the huge Electric Sub Station on the left, look out for a small dirt road on your third left that goes uphill. The gated entrance will be visible.

Common Area Facilities

Tables and Chairs, Toilets, Wash Basin, Portable Gas Stove with Gas Tank, Kettle, Sharing Mini Freezer (130L), BBQ Pit (no charcoal provided), Rock Swimming Pool

Attractions

Multiple explored and unexplored Hiking Trails, Sg.Mengai Stream with several small waterfalls

Camping Deck Facilities

A Big Wok for Barbecue, Kettle, Portable Gas Stove with Gas Tank, Fans and Lights, Tables and Chairs, Toiletries, Toilet with Hot Shower, Wash Basin, Sponge and Washing Detergent, Max 5 Cars Parking.

Retreat Guard Dogs

Our retreat has friendly guard dogs around, but they will not climb up to your dwellings. They often like to accompany guests during their hikes into the forest. If guests feel uncomfortable, you may tell the care person to keep them away from you.

Dos and Don'ts

Make sure your gate always close to prevent guard dogs venture into the chalet area

Please do not leave food outside the chalet/tents overnight. If left outside, please ensure it is in a sealed box or inside your car, so as not to attract animals to feed on it.

Please do not discard food or rubbish into the wilderness. It will attract unwanted animals and insects and help to protect our environment.

No firecrackers and fireworks are allowed as it may create fire disaster and frighten other animals.

Visitors/ Outsiders

Only in-house guests (with booking) are allowed to enter the retreat area. Day use, day visitation, day hikers and salesman are not allowed.



Cooking Utensil List (Chalet)

For Chalet unit, we will provide the followings for self-cooking:

- | | |
|--|--|
| ✓ A big wok for barbecue | ✓ Plates, Bowls, Cups, Forks, and Spoons |
| ✓ Teppanyaki plate | ✓ Spatula and Soup Spoon |
| ✓ Cooking Pot and Frying Pan | ✓ Mini Fridge 60L |
| ✓ Portable Gas Stove ready with Gas Tank | ✓ Matches and Firestarter |
| ✓ Kettle | ✓ Sponge and washing detergent |
| ✓ Small knife and chopping board | ✓ Instant tea and coffee packets (complimentary) |

Things you need to bring your own

- × Food Ingredients
- × Cooking Oil
- × Seasonings
- × Rice Cooker if needed
- × BBQ net (40x60cm) and BBQ sticks
- × Charcoal

*Guest can request BBQ net and/or Charcoal with caretaker upon check in, we will charge RM 30 per set. RM 15 for each item. Ready stock.

Activities/ Facilities

Short Jungle Trekking Trail (Beginners)

A 30mins round trip to the nearby mini waterfall and stream. Only one way and easy to follow. **No guide is needed.**

Long Hiking Trail (Intermediate Hikers)

This is a 1 hour+ difficult hiking further up after the small waterfall towards the hill. **Not encourage beginners and young kids to attempt.**

Rock Pool Swimming

A Rock Swimming Pool is next to our common area, with 1.5meters depth. Suitable for adults and children. **Pets are NOT ALLOWED to enter.**

Campfire

There is a campfire platform next to our common area. Guest can gather your friends and build a campfire here. **(Please build the campfire on your own)**

Barbeque

BBQ pit is available at common area, it's first come-first-serve bases (FCFS). A big wok for barbeque is provided for each chalet and camping unit. Guest needs to bring your own charcoal and BBQ net. Barbeque meals are **NOT PROVIDED** by our retreat, please bring your own as well.

