

LETTER OF AUTHORIZATION

To Borneo Life Sdn. Bhd.
18-Q Ellis Road
93300 Kuching
Sarawak MALAYSIA
Mobile: 00 6012 8877478

Email: support@borneolife.com

I hereby authorize your company to charge Malaysian Ringgit (RM) to my credit card being _____ (part/full) payment of the rental accommodation only.

Reservation Details

Guest Name :
Email :
Check-In Date :
Check-Out Date :
Apartment Location :

Credit Card Details

Cardholder's Name :
Cardholder's Address :
Card Type :
Card Number :
CCV Number : (Last 3 Digit Nos: back of card)
Expiry Date :

Signature

(.....)

TERMS AND CONDITIONS

1. Cardholder must be the check-in Guest or one of Guests.
2. 30% of the total cost of the stay is required to be paid to reserve the booking (the deposit).
3. For those who have booked to stay for 2 weeks or less, if the notice of cancellation is made within 3 days before check in, 30% of the total cost of stay will not be refunded (the deposit will not be refunded). 50% of deposit will not be refunded if more than 3 days notice is given. However for festive season booking* any payment made will be forfeited if less than 2 weeks' notice is given for all festive season bookings. 50% of any payment will be refunded if 2 weeks or more notice is given. If payment is made of tours and accommodation which are provided from outside Borneo Life's own activities or accommodation (i.e.

- with outside service provider) then any payment made will not be refunded. However we will try our best to seek a refund from the service provider on your behalf.
4. For those who book to stay for over 2 weeks including those on long term stay, if notice of cancellation is made 30 days or earlier before the check-in, 50% of the deposit will be refunded. In other words 50% of the deposit will not be refunded. No deposit will be refunded if less than 30 days notice is given.
 5. You must contact us about your intention to cancel. It can be sent to support@borneolife.com or borneolife@yahoo.com Alternatively you could ring/text to 00 60128877478 or write to 18-Q Ellis Road, 93300 Kuching, Sarawak, Malaysia. It is important that we respond to your notice promptly. (Also mention at FAQs section on cancellation).
 6. It is IMPORTANT that you bring along the same credit card used for this payment when you check in.
 7. Changes to any of the terms and conditions become effective with immediate effect without giving notice.

*** Festive seasons:**

Chinese New Year, Dayak New Year (Gawai Festival - 30th, 1st and 2nd June), Rainforest World Music Festival, National Day (30th, 31st & 1st Sept), Malay New Year, Christmas (24th, 25th & 26th Dec) and New Year (31st Dec & 1st Jan).