

## The Ridge – Check-In Terms & Conditions

### 1. Eligibility of Stay

The Ridge is a dedicated on-campus accommodation facility for the National University of Singapore.

Stays are not open to the general public and are strictly limited to eligible guests, including NUS-overseas academic visitors, research collaborators, programme participants, conference delegates, and approved guests with a valid booking.

The Ridge reserves the right to decline check-in if eligibility requirements are not met.

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### 2. Check-In & Check-Out

- Check-In Time: From 3:00 PM
- Check-Out Time: By 12:00 PM

Early check-in and late check-out requests are subject to availability and may incur additional charges.

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### 3. Identification & Verification

- All guests are required to present a valid government-issued photo identification (passport or NRIC) and a proof of affiliation with NUS (e.g., invitation letter, faculty email, event registration) at check-in.
- The name on the identification must match the booking details.
- Guest must be at least 18 years of age and present at check-in.

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### 4. Payment & Deposits

- Full payment or approved billing arrangements must be completed prior to or upon check-in.



- As no pre-authorisation is required at check-in, kindly note that payment for additional items or purchases can be made directly at the café or NUSS Guild House at the point of purchase.
- For laundry services, payment can be made at the front desk upon collection.

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## 5. Cancellation Policy

- Cancel or amend at least 48 hours before arrival to avoid a one-night charge.
- Shortening your stay after check-in also requires 48 hours' notice.
- Refunds are processed within 30 days.

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## 6. Occupancy & Visitors

- Room occupancy is limited to the number of guests stated in the confirmed booking.

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## 7. Campus Conduct & Quiet Hours

As The Ridge is located within an active university campus, guests are expected to observe campus guidelines and community conduct standards.

Quiet hours apply between 10:00 PM and 7:00 AM to ensure a conducive environment for learning and rest.

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## 8. Non-Smoking Policy

The Ridge is a non-smoking facility. Smoking is strictly prohibited in all guest rooms and indoor areas. A cleaning fee of \$300.00SGD will be imposed if evidence of smoking is found.

## **9. Damages & Loss**

Guests are responsible for any damage, loss, or excessive cleaning required during their stay.

Applicable charges will be billed accordingly.

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## **10. Sustainability Practices**

In line with NUS's sustainability commitments, The Ridge adopts eco-friendly practices including mounted bath amenities, in-room filtered water dispensers, and energy-efficient systems.

Guests are encouraged to support these efforts during their stay.

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## **11. Right of Admission**

The Ridge reserves the right to refuse accommodation, terminate a stay, or request a guest to vacate the premises in the event of:

- Breach of these terms and conditions
- Inappropriate conduct
- Safety or security concerns

No refund will be provided in such cases.

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## **12. Amendments**

The Ridge reserves the right to amend these terms and conditions at any time without prior notice.

*Last Update: 17/12/25*