

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.

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.

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 NUS 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.

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.

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.

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.

12. Amendments

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

Last Update: 17/12/25

