

## House Rules (Guest Information)

### Reservations

- 🏠 You can book directly through our reservation page. If you have any questions, please contact us via our website, email, or social media.
- 🏠 A long-stay discount applies for stays of 7 nights or more.
- 🏠 If you wish to stay for 30 nights or more, we recommend contacting us in advance.

Reservation Page : <https://booking.hamuguesthouse.com/zh>

Website (Inquiries) : <https://hamuguesthouse.com>

Email : [hamuya.tw@gmail.com](mailto:hamuya.tw@gmail.com)

### Check-in & Check-out

- 🏠 Check-in: 2:00 PM – 11:00 PM (Please inform us of your arrival time in advance.)
- 🏠 If you arrive after 11:00 PM, check-in is possible until 12:00 AM

with an additional fee of 100 NTD (advance notice required).

- 🏠 Luggage storage is available from 9:00 AM (please inform us in advance).
- 🏠 Only registered guests are allowed inside the guesthouse.
- 🏠 Check-out: By 11:00 AM.
- 🏠 Extending your stay after check-out is generally not allowed, but exceptions may be considered upon request.
- 🏠 After check-out, shared spaces (such as the living room) can be used until 12:00 PM.

## Rooms

- 🏠 We offer various room types:
  - Dormitory Room (Mixed/Female-only)
  - Double Room (Private bathroom)
  - Double Room (Shared bathroom, single occupancy rate available)
  - Twin Room (Shared bathroom, bunk bed, single occupancy rate)

available)

- 🏠 Room rates can be checked on our reservation page.
- 🏠 To save energy, air conditioning is turned off between 11:00 AM and 2:00 PM.
- 🏠 Please turn off lights and air conditioning when leaving your room.
- 🏠 Use the air conditioner at an appropriate temperature (24–26°C).
- 🏠 Eating and drinking are not allowed in dormitory rooms. (In private rooms, eating is allowed, but please dispose of food waste immediately.)
- 🏠 Smoking is strictly prohibited. A cleaning fee of 3,000 NTD will be charged if smoking is detected.
- 🏠 Loud noises and disturbances inside the rooms are strictly forbidden.

## Facilities & Equipment

- 🏠 Please handle all equipment with care.
- 🏠 Please do not lose your room key. A replacement fee of 1,000 NTD will be charged for lost keys.

- 🏠 A washing machine is available (30 minutes: 10 NTD). Laundry detergent can be purchased at the front desk.
- 🏠 Shampoo, conditioner, and body soap are provided in the shower room. Toothbrushes and toothpaste are available for purchase at the front desk.
- 🏠 Free snacks, tea, and coffee are available in the living room.
- 🏠 The kitchen is available for use, but guests must wash and return dishes after use. Deep-frying and stir-frying are not allowed.

### Additional Notes

- 🏠 Non-guests are not allowed inside the guesthouse.
- 🏠 Smoking is prohibited throughout the entire building. If smoking is detected, a 3,000 NTD cleaning fee will be charged. Please use the designated smoking area.
- 🏠 Parking is available for motorcycles and bicycles, but there is no parking for cars. Bicycles are not allowed inside the guesthouse and should be parked in the designated area.
- 🏠 Please cooperate with energy and water conservation efforts.
- 🏠 There is no curfew, but if returning late at night, please be mindful of

noise in the surrounding area.

- 🏠 There is no restriction on the use of the living room, but after 11:00 PM, please be considerate of other guests and keep noise levels low.
- 🏠 There are no specific restrictions on shower or laundry times, but please be considerate of other guests when using them at night.
- 🏠 Betel nut chewing is prohibited inside the guesthouse.
- 🏠 Illegal activities and any behavior that disturbs other guests are strictly forbidden.

## Cancellation Policy

- 🏠 If you cancel your reservation, the following cancellation fees will apply:
  - Dormitory: 100% of the total fee for cancellations made within 3 days before check-in
  - Private rooms: 100% of the total fee for cancellations made within 5 days before check-in

- 🏠 For Lunar New Year, year-end holidays, and long-term stays (30+ nights), separate cancellation policies apply. Please inquire before booking.
- 🏠 No refunds will be given for early check-outs.

Website (Inquiries) : <https://hamuguesthouse.com>

Reservation Page : <https://booking.hamuguesthouse.com/zh>

Email : [hamuya.tw@gmail.com](mailto:hamuya.tw@gmail.com)

LINE Official Account : <https://lin.ee/iMhSqqS>

Instagram : <https://www.instagram.com/hamuguesthouse.tainan>

Facebook : <https://www.facebook.com/hamuguesthouse>

X : <https://twitter.com/hamuguesthouse>

Tainan Guest House Hamuya / 哈木家