



## General Information & House Rules

Dear Guest,

As an independent and uniquely set up boutique hotel, we have rules that may differ from other resorts that you may have visited. We appreciate you reading these carefully prior to your arrival and we thank you in advance for your understanding.

### ARRIVAL & DEPARTURE

**Only registered guests are allowed to enter the property.** For the avoidance of doubt, only the number of guests indicated in the booking will be allowed on the premises. Please provide the full names and valid government issued IDs of all those part of your reservation at check-in (Note: This can also be done prior to arrival in order to expedite the check-in process).

**Resort Arrival is after 1:00 pm only. Room Check-in is by 3:00 pm.**

**Room Check-out is by 11:00 am. Resort Departure is by 1:00 pm.**

The vacancy period for the rooms allows us to effectively perform disinfection and sanitation.

The management of arrival and departure times ensures that the resort's occupancy limits are not breached for the sake of social distancing, service capacity and guest privacy.

### ILULLI RESTAURANT

**Service Hours.** Guest Services for both the Hotel and Restaurant are run by a single Service Team between the hours of 7am to 10pm and can be reached at loc. 109 from the guestrooms. The Reception is only open during check-in and check-out hours.

*Breakfast* is available between 8-10am (cereals/drinks are available from 7:30am).

*Lunch* is available between 12-2pm (1-2pm on arrival or 12pm on departure date).

*Merienda* is available between 3:30-5pm

*Dinner* is available between 6-9pm with last call being at 9:00pm for late night snacks.

Our menus are available on our website: <https://www.nuuktaal.com/ilulli>. Seating times and table preferences are selected by reservation during your stay.

**Our Main Dining Room has a dress code during dinner service** to create an ambience that equates to the dining experience we intend for our five-course menu. The dress code is Smart Casual – slippers/crocs, athletic/sleep/lounge wear and tank tops are not allowed.

**Bar.** Ilulli's Bar is open during the restaurant's service hours detailed above. During non-exclusive mixed hotel occupancy, guests must clear the restaurant and bar areas by 11pm, but noise levels kept at a minimum by 10pm so as not to disturb other guests. We require our Service Team to be available for health & safety and service requirements at any time that guests are in public spaces after 11pm. See fees below for this service:

No. of Guests	No. of Service Team members	Service Fees
Up to 5	1	P1000/hr
6 to 15	2	P5000/hr

We allow guests to BYOB (Bring Your Own Bottle), per the below fees, unless otherwise approved by Nuuk's management. Guests will be required to hand these beverages over to our staff and we will serve these to your table. Fruits and mixers such as juices and sodas can be purchased from our bar.

Beverage Type	Corkage Fee
Wine	P850/bottle
Champagne or Hard Liquor	P1950/bottle
Beer	P95/bottle/can



**Outside Food & Drink Policy.** Food and soft drinks (sodas and juices) brought from outside is **NOT PERMITTED** on the property, unless the guest has prior approval from Nuuk's management. A fee, determined at the discretion of the Hotel, will be charged to the guest's room bill (without notice) if non-approved food/drinks are seen in any public spaces. We waive fees for celebration cakes; however, guests will have to check with the Hotel in advance if we can accommodate it in our chillers, as Ilulli Restaurant items take priority.

## GENERAL INFORMATION

**Payment.** We require 100% of the Total Amount to secure your reservation. For pre-arrival payments, we accept bank transfers. Once at the hotel, incidentals can be charged to your room and settled at check-out via Bank Transfer, Cash, GCash, or Credit Card (accepted by Paypal).

**Cancellation.** The Hotel's full cancellation and modification policy is under Section 3 of our Guest Terms (latest version is available on [www.nuuktaal.com/info](http://www.nuuktaal.com/info)). Please use the below as a reference guide only.

The period prior to the check-in time on the arrival date	Refund available (as a percentage of the Total Amount)	Booking Amendment Fee (as a percentage of the Total Amount)
More than 20 days	90%	0%
14 to 20 days	70%	0%
72 hours to 13 days	50%	50%
Less than 72 hours	0%	100%

**Housekeeping.** We perform a *Turndown Service* in the evening (for all rooms) and a *Make-Up Room Service* in the morning (for guests staying on). Should you prefer to decline this service, please let our staff know or simply use the Do Not Disturb door hanger to alert the teams not to enter your room.

**Quiet Time.** Quiet Time is between 10pm-9am, which covers any noise considered loud or audible by other guests or the Hotel's neighbours. **Any congregation by groups after 10pm is only allowed at the Viewing Deck or the Pool Area.** All other public areas that are near guestrooms should be cleared by 10pm, and to protect the comfort and quality of sleep of our guests, our team enforce this strictly.

**Swimming Pool.** Pool hours are from 7am to 10pm; please note that we do not have lifeguards on duty and the pool is not heated. To avoid damage to our furniture and hardwood floors, those in wet clothes from swimming will not be allowed to sit on non-outdoor furniture, nor will they be allowed to enter indoor spaces like the Lakehus and the Villa. Please dry-off sufficiently or use the pool toilet shower facilities prior to entering the hotel's indoor spaces. Only those in appropriate swimwear will be allowed in the swimming pool. Swimwear is only allowed at the pool area; otherwise, casual dress code applies in all other public spaces.

**Liability.** Nuuk Inc. will not be liable for loss or damage to personal property, we provide safes in all of our rooms.

**Pet Policy.** Pets are allowed under the circumstances outlined in our Pet Policy Agreement, available at [www.nuuktaal.com/info](http://www.nuuktaal.com/info) for more details.

**Smoking.** A Php 20,000.00 fee shall be charged for smoking indoors (including, but not limited to, cigarettes, e-cigarettes or vaping devices, pipes or cigars) or within 15 meters of the building as this is not permitted. Please ask our servers to point you towards the nearest smoking zone.

### Additional Notes.

Whilst we have deployed best-in-class pest control management, please note that it is a natural environment rich in trees and open to properties around us and, therefore, there are occasional visits from insects and harmless animals during the evenings but are not typically bothersome.

We have security staff at the guard house, roving staff at night and CCTV installed throughout the property.

No bodyguards on duty are allowed on beyond Nuuk's carpark.

Please return your key cards at check-out. Lost keys are charged at P200/card.