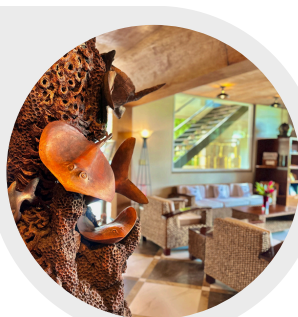




www.palaucentral.com  
 Email: reservations@palaucentral.com  
 Phone: +680 488 4500  
 1724 Main Street, Koror, Palau 96940

## CUSTOMER INFORMATION SHEET



### ROOM CATEGORIES

Standard Room (2 Guests)	1 King or 2 Twin Beds
Standard Room Rock Island View (2 Guests)	1 King or 2 Twin Beds
Starlight Room with Kitchenette (2 Guests)	1 King or 2 Twin Beds
Standard Room with Kitchen (2 Guests)	1 King or 2 Twin Beds
Deluxe Room Rock Island View (3 Guests)	1 King + 1 Twin or 3 Twin Beds
Apartment Rock Island View (2 Guests)	1 Bedroom 1 King or 2 Twin Beds
Executive Suite Downtown View (4 Guests)	2 Bedrooms 1 King or 2 Twin Beds + 1 Queen Bed

### RATE INCLUSIONS

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>• Breakfast</li> <li>• Wi-Fi in All Rooms and Public Areas</li> <li>• Cable TV &amp; Smart TV Options</li> </ul> | <ul style="list-style-type: none"> <li>• In-room Safety Vault</li> <li>• Keurig® Coffee / Tea and Mini Fridge</li> <li>• Complimentary Toiletries (Upon Request)</li> </ul> |
|---|---|

### FACILITIES & SERVICES

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• The Canoe House Bar &amp; Restaurant (Live Music)</li> <li>• Palau Central Trading Co. Gift Shop</li> <li>• Central Spa</li> <li>• Conference Room</li> <li>• Mini Gym &amp; Shower Room</li> <li>• Outside Pool Area</li> </ul> | <ul style="list-style-type: none"> <li>• Shared Airport Shuttle Service (Fees Apply)</li> <li>• 24-Hr Front Desk</li> <li>• Laundry &amp; Room Service</li> <li>• Guest Parking</li> <li>• Filtered Water Station</li> </ul> |
|---|--|

### CHECK-IN & CHECK-OUT

Check-In Time	02:00 PM
Check-Out Time	12:00 PM
Early Check-in & Late Check-out	Fees Apply

*\*Early check-in and late check-out are subject to room availability*

### ADDITIONAL RATE INFORMATION

- All rates are in US Dollars
- Room rates are subject to 10% government room tax and 10% PGST
- All other charges are subject to 10% PGST
- Tipping is not expected but is greatly appreciated
- Rates and policies are subject to change

### RESERVATION & PAYMENT POLICY

- Guests are required to make a reservation via email, phone, or in person.
- To confirm your booking, a valid credit card is required at the time of reservation. A deposit equal to one night's stay per room will be charged, with the remaining balance due at check-in.
- Room service, in-house purchases, and other incidental charges must be settled at check-out.
- American Express cards are not accepted at this time. We apologize for any inconvenience.

### CANCELLATION POLICY

Palau Central Hotel reserves the right to use the credit card on file for any charges subject to the following cancellation policy:

- Cancellations made less than 7 days prior to arrival date will incur a 1-night cancellation fee per room.
- Cancellations made within 48 hours of arrival time, including "no shows" will be charged the full room cost.
- Early Departure After Check-In: Charges will apply in accordance with the cancellation policy above.
- Airport Transportation: Full charges will apply for no-shows or if changes are not advised in advance.
- Group Bookings: Terms and Conditions may vary.

*\*Dates and time for cancellation are Palau time (GMT+9)*

### WAIVER

- Guests agree to pay for all incidental charges incurred during their stay. Palau Central Hotel reserves the right to charge the card on file for any missing or damaged items in the room.
- Guests acknowledge that Palau Central Hotel is not responsible for any loss or damage to valuables left in the room or on the premises.
- Cooking is permitted only in rooms with a designated kitchen or kitchenette. Smoking is strictly prohibited in all guest rooms and common areas. Guests will be held responsible for the full cost of any violation.
- Palau Central Hotel will not be liable for personal injuries or accidents occurring on the premises. Parents or guardians are responsible for supervising and ensuring the safety of their children.
- If you have any questions or concerns, please contact hotel management.

**THANK YOU FOR CHOOSING PALAU CENTRAL HOTEL!**