

Hotel Policy

We work hard to ensure that our visitors have a very pleasant, safe, and clean hotel experience. Pacific Hotel, Siem Reap has been owned and operated by us since 2007. Over the years, we have accumulated personal experience, management and operational methods, and industry standards to inform the following Hotel Policy/House Rules. We regard these hotel policies and house rules as an integral element of our reservation contract with you. You acknowledge that you have read and agree to be bound by our hotel policy/house rules, terms and conditions, and procedures as our guest by signing your hotel registration. The purpose of these hotel policies and house rules is to help guarantee that all of our visitors are secure, have a good time, and are aware of the agreements that the Prince Conference Center and Hotel have with them. Our Hotel Policy/House Rules may change from time to time, so please check back often.

100% SMOKE-FREE

We do not allow smoking tobacco, marijuana, illegal drugs, e-cigarettes, vape pens, vaping, cartridges containing liquid nicotine, hookahs, incense, cooking, cigars, candle burning, or the use or diffusing of patchouli oil or other strong-smelling plant-based essential oils or synthetic products in our facility for safety reasons and to ensure that our staff and guests are not exposed to items or actions that create an odor that is unhealthy and objectionable to them and that is difficult to remove from the air, carpet, walls, and furniture.

It is recommended that visitors report any offensive smells, such as those of cigarettes or marijuana, to the front desk staff immediately. The goal of this policy is to control where people smoke and how it impacts others, not to discourage people from smoking.

CANDLES, INCENSE, ESSENTIAL OILS

The use of candles, incense, or essential oils (vaporizing, diffusing, etc.) is not permitted. These items and activities can be viewed as smoking, result in a fine, and possibly lead to the guest's eviction without any compensation.

NO-COOKING, COOKING APPLIANCES, COMBUSTIBLES, OR FIREWORKS

We place a high priority on the security of our visitors, employees, and this building. Food preparation in guest rooms using any kind of cooking device is not allowed, with the exception of the hotel's refrigerator units. Fireworks, open fires, flames, or gas or charcoal cooking grills are not permitted anywhere on hotel grounds. All registered guests have access to our breakfast area's microwave 24 hours a day.

GUARANTEED RESERVATIONS

All bookings must be secured with a valid credit card. Customers must be at least 18 years old. We accept Visa, MasterCard, and UnionPay. Your credit card secures your reservation. Make sure you get a booking confirmation number when you make your booking. Reservations are valid until 11:00 am after the scheduled arrival date. If you have not checked in by that time, your credit card may be charged a NO-SHOW fee. The Hotel is not responsible for weather conditions, personal emergencies, or schedule changes.

CHECK-IN TIME: 2:00 p.m.

EARLY CHECK-IN/PRE-REGISTRATION

Early check-in is offered based on availability.

CHECK-IN REQUIREMENTS

Guests must be at least 18 years of age to check in at the Hotel. For security reasons and to prevent fraud, customers must prove their identity by presenting a valid photo ID (national driver's license, passport, etc.) upon check-in. A valid, signed, and pre-approved credit card is also required for guest registration. It is your responsibility to fully understand how your bank processes your credit/debit card margin and fees.

GUEST REGISTRATION

We require valid contact information from the guest making the reservations including first and last name, address, phone number, and signature. The names of all guests occupying the room must be registered.

CHECK-OUT TIME

Room rental period expires at 12:00 p.m. An additional day charge may apply for late checkout.

CHECK-OUT PROCEDURE

Check out time is 12 noon. Please sign out at the front desk so housekeeping can start cleaning your room as soon as possible. If you require a late check-out, please contact reception before your departure and we will do our best to accommodate your request. A late checkout fee may apply.

CANCELLATION POLICY

- Before 72 Hours Arrival Date: 0%
- Within 72 Hours: One night charge
- No Show: 100%

SPECIAL REQUESTS

We do our best to accommodate special requests upon arrival, such as specific floor or room number, adjoining rooms, etc. All special requests are noted in the bookings and we will do our best to accommodate them. However, the availability of these products cannot be guaranteed in advance.

RATES

All rates are quoted in United States currency. Rates may increase without notice. Rates as advertised on the Hotel website or any other website or promotional material are subject to change at any time and may increase or decrease at the hotel's discretion.

RIGHT TO REFUSE SERVICE

The Hotel is privately owned and operated. We reserve the right to refuse service to anyone for any reason(s) that do not violate any laws. The Hotel has a zero-tolerance policy in which we will refuse to admit or refuse service or accommodation in our hotel or may remove a person, without refund, who refuses to abide by the reasonable standards and policies established by the relevant authorities and the owners for the operation and management of the hotel. The Hotel will refuse service or evict a guest for refusal or failure to pay for accommodations, being under the influence of alcohol, drugs, or any other intoxicating substance and acting in a disorderly fashion as to disturb the peace of other guests or not in compliance with liquor laws; acting in a disorderly fashion as to disturb the peace of other guests; being unable to properly supervise their children at all times, seeking to use the hotel for an unlawful purpose; seeking to bring into the hotel an unlawfully possessed firearm; or something, including an explosive or hazardous or toxic substance, that is unlawful to possess and that may be dangerous to other persons; destroying, damaging, defacing, or threatening harm to hotel property or guests; causing or permitting persons to exceed the maximum allowable occupancy of the room; refusing to abide by the reasonable standards or policies established by the Hotel for the operation and management of our hotel.

QUIET HOURS

10:00 p.m. to 8:00 a.m. If you notice a troublesome guest, contact the front desk immediately via the room phone or in person. Televisions, audio equipment, or other equipment should always be kept at a respectfully low level. Doors must be opened and closed quietly. No meeting or running in the hall.

VISITORS

No visitors after 10:00 p.m. Visitors must notify the Front Desk upon their arrival. Visitors must be accompanied by the registered guest at all times. Visitors are not allowed to use guest amenities including the continental breakfast or Wi-Fi. As a registered guest, you are responsible for your visitor at all times.

BREAKFAST

Our breakfast is free to registered guests only. Visitors may not join a registered guest for a free breakfast.