

1. Applicability

1.1 The current general conditions apply to all stays with a total stay duration of 29 Nights and below, herein term as **Short Term Stays**.

2. Reservation

2.1 The reservation in a Cove property is valid only after Cove has accepted the client's reservation.

2.2 The confirmation of the client's reservation by Cove remains entirely at the discretion of Cove.

2.3. Moreover to become firm, the reservation requires full payment upfront that covers the reservation duration.

2.4. For bookings via OTAs, the booking policy of the OTA will apply.

3. Terms of Payment

3.1. Payment must be made online via payment gateway of the intermediary or 3rd party provider.

3.2. By default, payments in cash are not permitted.

3.3. Payments for add on services or extensions must be made via the same means as listed in 3.1.

4. Prices

4.1. Prices are shown in local currency and included tax and services (if any).

4.2 Cove reserves the right to change prices of bookable rooms at any time.

5. Alterations to Reservations & Length of Stays

5.1. Subject to availability and approval of Cove, the length of stay can be extended, without the obligation to remain in the same property, room or at the same rate.

5.2. Change of date once a reservation is confirmed is not permitted unless there is written approval from Cove.

5.3. Further alterations including reduction of stay length, change of room / property is similarly not permitted unless there is written approval from Cove.

6. Cancellation Policy

6.2 Direct Bookings made with Cove. For clarity bookings which are not made through an OTA (Online Travel Agent) are considered to be Direct Bookings. Of which the following cancellation policy will apply.

Non Refundable : No refund will be given if tenant cancels the booking.

6.3. For stays booked through Online Travel Agencies (OTA), the cancellation policy shall follow the OTA cancellation policy that was sold with the booking.

7. Responsibility

8.1. Cove is not responsible in the case of theft or damage to any personal property in the property, including common areas, swimming pools, car parks or any outbuildings.

8.2. Where the property is located in a larger development where common areas and facilities are managed by a 3rd party managing agent or MCST, Cove is not responsible for the provision and maintenance of such facilities. These could include but are not limited to, swimming pools, Gyms, shower facilities, function rooms, lifts and lift landings, common laundry facilities, gardens, stairways etc.

8.3. Cove is not responsible for dis-amenities caused by factors outside of Cove's control, which may include but are not limited to, noises from streets or nearby construction, building maintenance, wildlife, design of the building or apartment etc.

8.4. The tenant shall abide by [Cove House Rules](#) during their stay. Where the apartment is situated in a larger development, the resident shall abide by the applicable by-laws. Such by-laws may also include guidelines around the types and profiles of guests and residents.

8. Termination

9.1. The contract will be automatically terminated if the tenant fails to execute any of his obligations or breaches the house rules. The tenant must leave the premises immediately and can be evicted. Cove's decision on such cases is final.

9.2. Non-payment for the stay implies renunciation of the leasing contract and incurs the immediate remission of keys to Cove and the renunciation of the right to remain in the premises.

9. Dispute Resolution

10.1. In the event of any dispute, claim or difference (the Dispute) arising out of or in connection with this Agreement, the relevant Parties to the dispute shall first attempt to resolve the same by negotiation in good faith between the appointed representatives of such Parties.

10.2. In the event that the Dispute shall remain unresolved within 30 days, any party to the Dispute shall be entitled to refer the same to arbitration in Singapore in accordance with the Arbitration Rules of the SIAC for the time being in force (SIAC Rules), which rules are deemed to be incorporated by reference to this clause. Unless the Parties to the dispute unanimously agree otherwise, the arbitral tribunal shall consist of three arbitrators to be appointed in accordance with the SIAC Rules. The language of arbitration shall be English. All awards may, if necessary, be enforced by any court having jurisdiction in the same manner as a judgment

in such court. The costs of such arbitration shall be determined by and allocated between the parties to the Dispute by the arbitration tribunal in its award.