

katsetiu  
— *villas*

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DIRECTORY OF SERVICES

&

HOUSE RULES

WWW.KATSETIU.COM



## DEAR GUEST

Welcome and Thank You for choosing to spend your holidays with us at Katsetiu Villas.

Our constant devotion to quality and our guest's full satisfaction, promises that every stay with us is a truly memorable experience.

To ensure that you make the most of your time with us, we have prepared our Directory of Services to help to inform you about the wide range of the facilities, amenities and services we provide.

For more information or assistance, please feel free to contact our on-site team at any time.

### **The Management**

#### **Contact Numbers**

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Café Reception/On-Site Team	+60 13-300 1957
Management/Customer Service Team	+60 13-300 1970



## OUR LOCATION

Nestled along the tranquil coastline of Setiu, Katsetiu Villas is perfectly positioned between serene beaches, lush countryside, and authentic local life. Just a 13-minute drive (9.3 km) from Merang Jetty, the main gateway to Redang Island, our beachfront villas offer guests the ideal base to experience both coastal relaxation and island adventure.

From Sultan Mahmud Airport in Kuala Terengganu, it takes about 1 hour (47.7 km) to reach our villas, following a scenic route that passes fishing villages, coconut groves, and glimpses of the South China Sea. The short journey feels like an introduction to the laid-back rhythm of Terengganu's east coast.

Once here, guests can enjoy direct access to the beach, cycle along the coastal stretch, or take a boat trip to Redang Island, only 45 minutes (30 km) by sea from Merang Jetty.

Whether you're here for a family getaway, a quiet honeymoon, or a weekend escape, Katsetiu Villas offers a beautiful balance of seclusion, connection, and natural beauty, the perfect gateway to discover the heart of Terengganu's coastline

## **ADAPTORS**

The electrical outlets in the Villas are standard Malaysian type G sockets. If Guests require EU/UK adapters during their stay, please inquire at the Café.

## **AIRPORT TRANSFERS (FROM AND TO THE AIRPORT)**

The closest airport is Sultan Mahmud Airport, located 37km from Katsetiu Villas, and approximately a 50-minute journey by car. Should Guests require airport transfer, please get in touch with the Customer Service Team. Airport transfer services are available at reasonable prices.

## **AIR-CONDITIONING**

For Guests' comfort, each Villa offers individually controlled air conditioning. Guests can operate the unit using the remote control provided. Katsetiu Villas are conscious of the environment, for that reason, please help conserve energy by ensuring that all windows and doors are closed when the air conditioner is in use, and make sure it is turned off when leaving the Villa. Please report to the Customer Service Team should there be any issues related to the air-conditioners.

## **BBQ**

Katsetiu Villas offers a BBQ area with a grill and equipment available for rent at reasonable prices. Private BBQ dinners are also available. Advance reservation is required to secure the dining experience, as it is subject to availability.

## **BEACH & WATER ACTIVITIES**

Please note that the beach in front of the Villas is not under the management of Katsetiu Villas. It is managed, cleaned, and maintained by the local municipality. Katsetiu Villas bears no responsibility or authority over the beach. It is the Guests' responsibility to ensure their personal safety during beach or water activities, such as swimming, snorkeling, paddle boarding, surfing, kayaking, and others. Guests are encouraged to seek advice from the Management before undertaking any water or beach activities, as there are no lifeguards on duty. Red flags on the beach indicate dangerous conditions (e.g., strong currents, big waves, water spouts, jellyfish bloom) and are not suitable for any water activities. For any water activities, kindly contact Katsetiu Villa's Customer Service Team for arrangements accordingly. Guests are encouraged to make reservations for boat or charter services through the Customer Service Team; Katsetiu Villas shall not be held responsible for any matters arising from the use of outside operators.

## **BICYCLES**

There are several possibilities for bike tours in the area. Bicycles may be rented through the Café at reasonable rates, subject to availability.

## **BREAKFAST, LUNCH & DINNER**

Breakfast is available daily at the Café from 0800 to 1000 hrs. If Guests wish to purchase lunch or dinner, please inform our Café Reception/On-Site Team in advance during check-in.

## **CAFÉ**

An in-house Café is available within the Villas premises. The Café is open daily from 0800 to 1000 hrs.

## **CANCELLATION & REFUND POLICY**

For reservations made directly, cancellation and postponement are allowed up to 7 days before check-in. For third-party bookings (e.g., Booking.com, Agoda & AirBNB), please refer to their cancellation policy. Kindly refer to the **terms & conditions** page for more information.

## **CAR RENTAL & TRANSPORTATION**

Katsetiu Villas provides a car rental service operated by a third-party company. Day-hire car rental services are available and can be arranged prior to Guests' arrival at reasonable rates. Please inform Customer Service Team in advance to avoid disappointment, especially during peak periods.

## **CHECK-IN/ CHECK-OUT TIMES**

Check-in is at 1400 hrs and check-out is until 1200 hrs. All departures after 1200 hrs will be considered as late departure and additional cost of RM50.00 per hour will be applied to the Guest. If check-out is after 1800 hrs, an extra night including breakfast, will be charged. Please inform the Customer Service Team if Guests need to make a different arrangement on the check-in/check-out time.

## **CHILDREN SAFETY**

Guests are required to ensure children are supervised at all times, as the property is not baby-proofed or child-proofed. The Management is not responsible for the safety of babies or children during Guests' stay at Katsetiu Villas.

## **CLEANLINESS & HOUSEKEEPING**

Guests are responsible for the order and cleanliness of the Villas and are required to maintain them. The Villas are cleaned prior to Guests' arrival and after departure. The Management is not obliged to clean and tidy up during the guest's stay. If Guests stay for more than 3 nights, the Villa will be cleaned on the 3rd day. Throwing waste in toilet bowls, washbasins, and other places not intended for that purpose is forbidden. Guests are kindly requested to dispose of trash in the proper bins provided inside the Villas and within the compound. Guests are not allowed to leave empty cans, bottles, or any form of rubbish or waste on the beach or throw them into the sea.

## **COMPLIMENTARY DRINKS & WATER**

Coffee and tea facilities are available in the Villas, with complimentary drinks provided in the fridge. Additional drinks & water can be purchased from the Café during operating hours.

## **COOKING**

Cooking using the stove is only permitted for Guests staying in the Main Villa. However, heavy cooking that involves grilling and deep frying is not allowed as it will cause discomfort for incoming Guests due to the scent. For further guidance on cooking-related activities, please consult our Customer Service Team.

## **DEPOSIT**

Please note that a RM100.00 refundable security deposit will be required during Guests' arrival as a precaution to cover any damages or extra cleaning expenses if needed. The Management would like to remind Guests to be mindful of the Villa.

## **DOCTOR**

Should Guests require the attention of a doctor, please inform the Customer Service Team/On-Site Team. All charges related to the doctor's visit or transport to the nearest clinic/hospital will be absorbed by the Guest.

## **DRESS CODE**

Guests are advised to be culturally sensitive and respect the local customs during their stay at Katsetiu Villas and when traversing the surrounding public areas. Appropriate beachwear is recommended in public areas, including the beach. No nudity is allowed.

## **EMERGENCY EVACUATION/FIRE EXIT**

In the unlikely event of an emergency situation, Guests are to gather at the assembly point on the beach, opposite the Villas. Please contact the On-Site Team for further guidance.

## **ELECTRICAL APPLIANCES**

All electrical outlets provide 240 volts. In the interest of safety, the use of private electrical appliances in the Villas is not permitted without management's permission. This rule excludes personal care instruments. However, guests are not allowed to bring humidifiers, extra fans, or mobile air conditioning units that may cause disruption to the main electrical supply.

### **EXTRA BED**

If Guests require additional sleeping arrangements, extra beds may be rented by contacting the Café Reception/On-Site Team at reasonable rates, subject to availability.

### **FIRST AID & MEDICAL ATTENTION**

First aid kits are available at each villa, located inside the cabinet in the kitchen/pantry. In case of an accident or if assistance or medical attention is needed, please inform the On-Site Team immediately. The Customer Service Team can also provide further details if Guests are looking for a local doctor's surgery or pharmacy.

### **FIRE EXTINGUISHER**

Fire extinguishers are located in every Villa, placed inside the cabinet in the kitchen/pantry under the sink. Please read the instructions carefully and familiarise yourself with the emergency exits nearby.

### **FOOD ALLERGY**

If Guests have any food allergy restrictions, please let our On-Site Team know prior to arrival. Katsetiu Villas will not be held responsible for any failure of Guests to inform our team of their food allergies or restrictions during their stay.

### **HAIR DRYER**

All Villas are equipped with an electric hair dryer, placed in the wardrobe drawer.

### **INFLATABLE FLOAT**

Inflatable floats can be rented through the Café reception at reasonable rates, subject to availability.

### **IRON & IRONING BOARD**

An iron is provided in each Villa, placed in the wardrobe drawer. If Guests require an ironing board, please ask at the Café.

### **KEY**

Guests will be issued keys during arrival and are kindly requested to lock the Villas when going out. Upon departure, Guests are required to hand over their keys to the Resident Manager. If a Guest loses or fails to return the key, they are obligated to pay a penalty of RM100.00 per key.

## **LAUNDRY**

Washing machines and dryer are available for Guests' convenience. Laundry services can be arranged through the Café reception at reasonable rates.

## **LOST & FOUND**

The Management holds no responsibility for any damage or loss of personal belongings. However, protection, advice, and warnings regarding possible dangers will be provided to Guests to the best of our abilities. Lost and found items will be kept by the Management for a period of one month, with perishable items retained for one day only. The Management reserves the absolute right to dispose of unclaimed items within this period. In case of any lost items, immediate notification to the Management is greatly requested. It is recommended that Guests check their rooms upon departure from the Villas.

## **MAINTENANCE**

In the unlikely event of a facility malfunction in the Villa, please contact the Resident Manager for assistance.

## **OUTSIDE FOOD & BEVERAGES**

Guests are permitted to bring outside food and beverages, including packed, packaged, and processed items. However, certain cuisines, ingredients, fruits, and vegetables are prohibited. Fruits such as durian are strictly prohibited. For additional information, please refer to the Resident Manager.

## **PARKING**

Katsetiu Villas have provided a designated parking area for Guests' convenience. Please ensure to lock the car and do not leave valuables in plain sight. The Management is not liable for any damage or loss of vehicles while parked on the compound.

## **PAYMENT METHODS**

At Katsetiu Villas, accepted payment methods include cash and online payment using QR code or bank transfer. However, credit cards are not available on site during your stay. The Management is currently working on installing the terminal in the near future

## **PETS & ANIMALS**

Pets are not allowed within the Villas. Guests are not allowed to bring any live or dead animals including fishes, shellfish or other sea creatures into the Villas.

## **PROPERTY INVENTORY**

Guests are not allowed to remove room inventory (pillows, blankets, towels, linens, etc.) from the Villas. Guests will be obliged to cover the cost of damage or loss of items belonging to Katsetiu Villas. Any damage caused by Guests to Villa property will be charged according to the market rate for items valued above RM100.00.

## **POOL**

Guests are welcome to enjoy the shared swimming pool located within the villa compound. The pool features a shallow section suitable for children; however, there are no lifeguards on duty, and supervision is required at all times. The pool is open daily from 8:00 AM to 7:00 PM. For hygiene and safety, Guests are requested to shower before entering the pool, and to refrain from bringing food, glass, or alcohol into the pool area. Diving or running around the pool is strictly prohibited. Swimming after dark is not advised.

## **SMOKING**

Smoking is prohibited inside the Villas. There are designated smoking areas outside the Villas and also a public smoking zone situated at the Café. Please use the ashtrays provided to dispose of cigarette butts.

## **SUSTAINABLE DEVELOPMENT**

Katsetiu Villas is committed to environmental preservation. The Management recommends Guests to switch off lights and air conditioners in unused rooms, close all windows and doors when the air conditioning is on, and make sure each tap is turned off completely to avoid water leaks and prevent water damage. Our team has the right to enter the Villa during your stay to ensure the air-condition, lights and other energy consuming appliances are switched off as part of our energy conservation policy.

## **TELEVISION**

All Villas are equipped with a television. Please inform the Resident Manager of any malfunctions.

## **TOWELS**

Fresh towels will be provided to all Guests during their stay, but they will not be replaced on a daily basis as part of our environmental conservation policy. Should Guests require extra clean towels, please inquire at the Café reception, subject to availability.

## **TIPPING**

The service charges in Malaysia are not always included in the prices of the hotels and restaurants – unless otherwise indicated. Should Guests feel that they received very good service, of course, a tip is always welcome. As a general idea, 10% to 15% of the total price is recommended.

## **UMBRELLA**

If Guests require the use of an umbrella, please inquire at the Café reception.

## **VISITORS**

Guests may have visitors in their Villas who must be registered and approved by the Management. Visits are allowed until 2200 hrs and in case of extended visit (after 2200 hrs), the Management will charge additional amount of RM150 per person per night, as a supplement for the next Guest.

## **WI-FI**

Wi-Fi internet is free and available throughout the Villas. The password is provided during check-in. If Guests experience any problems with their connection, please contact the Resident Manager, and they will arrange for further assistance.

## **WHEELCHAIR & ACCESSIBILITY**

Please note that Katsetiu Villas are not wheelchair-friendly or accessible for individuals with disabilities or reduced mobility. The presence of stairs and uneven surfaces may pose challenges for guests with mobility issues. However, if Guests require assistance, please do not hesitate to get in touch with our team members.

*We hope you enjoyed your experience at  
Katsetiu Villas*