Riverside Homestay — Stay policies

Applies to both properties: Riverside Hội An and Riverside Huế.

Check-in and check-out

Check-in is from 2:00pm and check-out is by 12:00pm.

An early check-in or late check-out depends on the room’s availability that day; staff confirm it with the guest. Tell us your expected time so we can arrange it.

At check-in, guests show an ID card or passport so the stay can be registered as required.

Breakfast

Breakfast is included in every room rate, served 6:30–9:30am, Vietnamese and continental.

Guests who are vegetarian, on a special diet or have a food allergy should tell us when booking so the kitchen can prepare.

Airport pickup and extras

Airport pickup is available on request. Guests send their flight number at least 24 hours ahead.

Other services: motorbike rental (helmet included), laundry (returned within 24 hours) and an extra bed in a double room. Each service is priced in the property’s services list.

Changes and cancellations

Guests tell us at least 48 hours before the check-in date to change or cancel a booking.

For anything shorter, staff talk to the guest directly to find a suitable solution.

Children and number of guests

Maximum occupancy: Garden View Double 2 guests, Family Suite 4 guests, Riverside Villa 6 guests.

Young children sleep in their parents’ bed. If an extra bed is needed, tell staff when booking.

House rules

Quiet hours are 10:00pm to 7:00am. No smoking in the rooms.

The property does not accept pets.

Sample document for the demo — replace it with your own property’s policies.