

## Reservation Information

1. NSRRC Guesthouse consists of 6 double rooms, 99 twin rooms and 1 family room. In addition, there are public amenities such as lounge, dining hall, and coin washer and dryer.
2. Each room is equipped with air conditioner, television, hair dryer, refrigerator and toiletries.
3. User discount room rates are shown as following:  
Guesthouse I: TWD 450/person/shared occupancy/night or TWD 900/room/night.  
Guesthouse II: TWD 550/person/shared occupancy/night or TWD 1100/room/night.

Please kindly be noted users need to show their user cards when check-in then could use the user discount room rate. Furthermore, NSRRC staffs are eligible to use the user discount room rate.

4. Users need to show their user cards when check-in then could use the user discount room rate. Especially, for users who'll use the "room rate for domestic users who apply for subvention", please show both of the user card and the subvention form at the same time when check-in.

4.1 Please kindly be noted the guesthouse reservation system only allow users who have valid user cards to log in. For those who don't have user cards or for those whose user cards are expired, please contact User Administration & Promotion Office and we will help you to finish related procedures to activate your user account so that you will be allowed to make the online reservation. Besides, when a user has verified that his/her user card is within the effective period (Log in to <http://portal.nsrc.org.tw> and then click "Self Info." → "User Card" to check), he/she can make guesthouse reservation online with the user discount room rate.

4.2 Visitors who are not registered at reception desk are not permitted access or stay at the guesthouse using another person's name. NSRRC will check the guesthouse periodically and if anyone is found violating the lodgment rules, NSRRC's higher management and the principal investigator will be informed.

4.3 NSRRC guesthouse provides lodgment for users during experiment period. Users are not allowed to sleep at the Storage Ring during Non-User Time (2 to 5 a.m.). If such case has been discovered, the user's right to subvention will be suspended for one year.

5. Guesthouse reservation should follow 「NSRRC Guesthouse management policy」 regulations. Reservation procedure is as follows:
  - a. Register for the first time
  - b. Receive Login ID & Password (For NSRRC users, please use the ID and password of NSRRC User Portal to log in)
  - c. Login to online reservation
  - d. Make a reservation
  - e. Reservation confirmation and payment notice by Guesthouse Reception Desk
  - f. Check in and complete payment at Guesthouse Reception Desk
  - g. Check out, return the room key to Guesthouse Reception Desk and Get the receipt

6. Payment methods:

Please finish the payment through the following options after receiving the reservation confirmation from Guesthouse Reception Desk or contact +886-3-578-0281 #4130 for your information.

(1) Over-the-counter payment: Please visit Guesthouse Reception Desk at Activity Center (Gate 5) during service hours (7:00-23:00).

(2) Wire/ATM transfer: Please indicate applicant and fax transfer receipt to +886-3-578-3803.

Bank/Account: Bank of Taiwan, Hsinchu Science-based Industrial Park Branch (Account: 073-001-106939)

Account name: National Synchrotron Radiation Research Center

(3) Credit Card: Please finish the payment online at NSRRC guesthouse website or fill in the “Credit Card Authorization Form” ([http://web11.nsrc.org.tw/guesthouse/client/Credit%20Card%20Authorization%20Form\\_e.pdf](http://web11.nsrc.org.tw/guesthouse/client/Credit%20Card%20Authorization%20Form_e.pdf)). After signing the form, please fax it to +886-3-578-3803. Please kindly be noted if guests need to apply for refunds due to any personal reasons, there will be 2 to 3.8% service fee required.

7. Cancellation & Refund: The cancellation needs to be done 1 day in advance for the user subvention and discount rate applicant.

8. Check-in & Check-out:

(a) Please Check in after 2:00 p.m. and Checkout before 11:00 a.m. Please visit Guesthouse Reception Desk (Gate 5, Activity Center) between 14:00-23:00 to pick up room key.

(b) After 23:00, please pick up room key at the security guardroom at main gate.

(c) When checking-out, please return the keys to the Guesthouse Reception Desk located at the Activity Center. Any person not completely checked out after 11:00 a.m. are regarded as staying for a further day.

9. User Lodgment Adjustment Form:

In order to accommodate for temporary Storage Ring/End Station failure and beamline schedule adjustment, please visit User Administration Office (Room T203) and fill out “User Lodgment Adjustment Form”. After verification by beamline spokesperson or manager, please send the form to Guesthouse Reception Desk (1st floor, Activity Center). Later, lodgment charge will be calculated based on approved amount and payment or refund will be processed.

10. Related Information

(a) NSRRC Guesthouse occupants can enjoy buffet for the breakfast at NSRRC restaurant (Gate 5, Activity Center). Service hours: 07:30 – 09:30.

(b) If the room key is lost, the occupant must pay TWD 500 reimbursement fee.

(c) Emergency assistance during the off- service hours (after 23:00), please call entry security office, ext. 3333.

**Location**

NSRRC Guesthouse is located on the site of west north of NSRRC in the Hsinchu Science Park. A four storage building with surrounding area around 9472M<sup>2</sup>, while neighboring the Chiao Tung University and Chin Hwa University. The safe, comfortable and peaceful environment provides guests to enjoy a wonderful staying.