

Short term rental house rules

Original English sample for property owners and guests. Replace each bracketed field before use. Give guests the completed rules before they accept the stay.

Property: [address]. Operator: [name and contact]. Stay: [arrival date] to [departure date]. Version date: [date].

Guest access and conduct

Item	Agreed detail
Overnight guests	Maximum [number]. Permitted guests: [details].
Visitors	[Permission procedure and visitor hours].
Arrival and departure	Arrival after [time]. Departure before [time].
Quiet hours and events	Quiet hours: [times]. Events: [restrictions].
Parking	Use space [reference]. Vehicle procedure: [details].
Pets and smoking	Pets: [conditions]. Smoking: [permitted area or restriction].
Shared facilities	Permitted facilities, hours, and rules: [details].
Keys and access cards	[Quantity]. Collection and return: [procedure].
Faults and emergencies	Operator: [contact]. Emergency instructions: [details].

Deposit and damage records

Deposit: RM [amount]. Receipt: [date and reference]. Inspection date: [date]. Agreed refund procedure and review date: [details].

Report a defect when you find it. Keep dated photographs. The operator will compare the arrival and departure records before any proposed damage charge.

Record the relevant agreed term, evidence, proposed amount, and guest response. This sample does not prescribe automatic penalties or deposit forfeiture.

Accommodation agreement and cancellation terms: [document reference]. Check disputed terms with a local legal adviser. House rules do not establish permission to operate.

Guest arrival and departure record

Property: [address]. Stay reference: [reference]. Guest contact: [details]. Keep access codes outside this document.

Property condition

Item and quantity	Arrival condition and photo	Departure condition and photo
[Item / quantity]	[Condition / reference]	[Condition / reference]
[Item / quantity]	[Condition / reference]	[Condition / reference]
[Item / quantity]	[Condition / reference]	[Condition / reference]
[Item / quantity]	[Condition / reference]	[Condition / reference]
[Item / quantity]	[Condition / reference]	[Condition / reference]

Existing defects: [details]. Keys and cards issued: [count]. Keys and cards returned: [count].

Guest checklist

1. Check the inventory and record existing defects.
2. Confirm the access and emergency instructions.
3. Report faults to the operator.
4. Return the keys and access cards through the agreed procedure.

Deposit return and unresolved items

Record	Detail
Proposed charge and evidence	[Item, amount, agreed term, and evidence]
Guest response	[Response and date]
Amount returned	RM [amount]; [date and payment reference]
Unresolved issue	[Issue, responsible person, and next action]

Operator record: [name and date]. Guest acknowledgement: [name and date]. Record disagreement beside the relevant item.

Guide: propcashflow.my/blog/short-term-rental-house-rules-malaysia/