



Terms of Booking & Booking Deposit

By placing a booking with us (the property owner / his/her representative) you (the lead guest) and your booking party (guests) agree to the following terms and conditions as set-out. During your stay you agree to abide by the subsequent conditions as set-out. If you have any questions about booking with us, please contact us before making a booking.

Booking Process

To place a booking with us the lead guest must be at least 16 years of age. The maximum number of staying guests per room is illustrated in the room occupancy details on the website. Where the person making the booking is different to the lead guest taking up the occupation, the person making the booking may be held responsible for cancellation, non-arrival and damages as set-out within. Only the lead guest and the named booking party are allowed to use the property and its facilities, any third party visitors are only allowed access at our express permission.

To secure any booking we require a deposit to be paid in advance, this deposit amount is 50%.

Deposit payments must be 'cleared funds' before a booking can be confirmed. Deposits are only refundable under the conditions set-out here within.

Payments can be made online / as well as by digital bank transfer, or cash deposit. Any charges raised against us by our banks for handling dishonoured bank transfers, or any other payments must be reimbursed by the lead guest within seven (7) days of any request to do so. There is a 5% surcharge for payment by credit card and will be included in the invoice/booking details.

All guests agree to respect the privacy and peace of all other staying guests, neighbours and the owners at all times. We reserve the right to cancel a booking with immediate effect if guests are not honouring this agreement or causing a disturbance / nuisance to other guests, neighbours or the owners.

Acceptance of Children

We welcome children of all ages.

Non-availability of Accommodation

We would only cancel your stay if your accommodation was unavailable for reasons beyond our control. We would however attempt to offer you alternative accommodation. If this was not possible, or unacceptable to you, then we would refund all monies paid by you for the accommodation. Our liability would not extend beyond this refund.

Check-in & Check-out

Guests must check-in and check-out by the times stated below;

Check-in by: 14:00pm and before 19:00pm on day of arrival

Check-out by: 11:00am on day of departure

Cancellation, Returned Deposit & Non-Arrival Conditions

Guest who need to cancel a booking should contact us as soon as possible. Deposits already paid are only returned in accordance with the following conditions;

Cancellation made 15 days or more in advance of arrival date = Full deposit refund

Cancellation made 14 days or less of arrival date = 50% of deposit refund

Cancellation made 96 hrs or less of arrival date = No refund issued, full amount of booking due

Non-arrival guests, who are unable to attend or fail to attend for whatever reason forfeit their deposit paid and the full amount of the booking will be due. It is suggested that booking guests take out appropriate holiday / cancellation insurance where required.

In the rare event we need to cancel your booking with us, please be aware that we cannot be held liable for circumstances beyond our control and that our liability to you is limited to the refund of any payment already made.

Late arrival procedure

Please ensure you contact us no later than noon to let us know if you will be arriving later than 8.30pm. Failure to notify us may result in no access to the room, we are **NOT** a 24hour hotel and do close our front desk of an evening at 9pm. If you are checking in late please follow the late check in procedures given to you by a member of staff when contacting us regarding you late check in.

Wi-Fi Fair & Appropriate Usage Policy

Where Wi-Fi Internet access is provided, guests accept to use this access to the Internet fairly and appropriately. We may monitor network performance and user usage in order to maintain a fair and high level of service to all our guests.

The Internet access provided is intended for general use such as access to the World Wide Web, email, messaging, social media, light video / music / media streaming. It is not intended or ideally suited for heavy media streaming, online gaming, extensive downloads / uploads. Access to illegal activity or use of our network for illegal activity is prohibited and will be reported to local authorities.

DIVING

This quotation is based on diving leaving from Aquaventure Reef Club. Should the weather conditions restrict diving safely from our resort, we do have an option to launch from another point on the other side of the peninsula. This will involve a short journey and some small additional costs that will be presented to you in order to give you the option to continue with your dives. Any guest choosing to not dive or failing to show up for a dive will forfeit the dive and there will be no refunds given.

Damages & Lost Property

We reserve the right to charge the lead guest for any damages caused through the course of a booking by any member of the booking party. This includes breakages, spillages, stains, damage to furniture or fixtures and fittings. Any accidental damages should be reported as soon as possible in order to minimise damage and associated costs. Lost keys / fobs will incur a replacement charge per key / fob lost.

Any lost property, if discovered and found, left behind by guests during a stay will be held for a period of 1 month. While we will make our best efforts to reunite lost property with their owners we accept no responsibility in replacing lost items and encourage guests to ensure they have all their belongings before checking-out. We may offer to post lost items via recorded delivery at the cost of the property owner, otherwise collection can be arranged.

We do not normally charge for minor breakages, but we may send you an invoice for repair or making good if the damage or breakage is significant, and we may make an additional charge of 5000 PHP if you did not report this.

Smoking

Smoking of any tobacco products including, but not limited to cigarettes, pipes, e-cigarettes, e-liquids, cigars, snuff or chewing tobacco, is only allowed in designated areas as sign posted throughout the accommodation grounds and is in accordance with the Health Act. It is strictly forbidden to smoke anywhere inside the buildings, including the dining areas. Any guest found in breach of this condition will be asked to leave the property and forfeit any payments made. A room cleaning fee of 5000 PHP is payable for anyone who is found to have smoked inside a bedroom.

Pets & Service Dogs

We do not accept pets throughout the accommodation, except for service dogs.

Parking

On-site parking is provided guests accept that they park their vehicles at their own risk.

Your Personal Details & Privacy

We are required to keep a register of guests over the age of 16 who stay with us, this includes full names, address and nationality, and/or passport numbers, place of issue. This is in accordance with the (Immigration (Hotel records) Order). These records are kept for a minimum of 12 months and in accordance with the government conditions. Our policy surrounding the personal details you provide as part of any booking or enquiry through this website / or third party website, including the privacy of those details are explained and set out below. You accept that any details you give us, if

available, will not contain personal information or details you would not want disclosed. Any data collected during the course of this booking will be stored on our computer(s). With your permission we may from time to time contact you about promotions and offers. We will not share your details with any third party.