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**Antonio’s Terms and Conditions**

Booking Terms

* To secure your booking date, we require a deposit of a percentage of your total booking amount. Your booking will be confirmed once the payment is received, and you will receive a confirmation email from us. We also offer the option to make full advance payments.
* Payment balances, entrance fees, additional payments, and security deposit can be processed and paid upon check-in.
* There is a **P500 penalty charge per hour** for early check in and late checkout time. Please inform us our staff and manager in advance to check our availability. (Only applicable to Villas and Event Centre reservation)

Cancellation Terms

* You can cancel your booking at any time. However, cancellations made within 24 hours before your reservation time will result in a non-refundable.
* Please note that once a cancellation is confirmed, the action cannot be undone. Ensure that you want to proceed with the cancellation before finalizing the process.
* Failing to arrive after 2 hours or your scheduled booking, will result into no-show. And will not be refundable. Please arrive at least 15 minutes before your schedule.

Refund Policy

* **Within 24 Hours of Reservation:** If you cancel your reservation within 24 hours of the scheduled start time, you will not be eligible for a refund.
* **Non-Refundable Cancellations:** If your reservation is scheduled for tomorrow or within the next 24 hours, cancelling now will result in no refund. This policy ensures fairness and allows us to manage resources and bookings effectively.
* Refund requests must be made within 7 days after cancelling your reservation. Requests made after this period will not be eligible for a refund.

Rules and regulation

* No loud music/ karaoke
* Smoking and vaping are not allowed inside the villa.
* Up to 2 pets are allowed to stay with you during your stay, they are not allowed to stay in the bedroom area.
* Please keep the villa clean and tidy.
* Clean or wash the resort communal kitchen cooking equipment’s after use.
* You are allowed to have visitors during your stay only up to 11pm, resort entrance fee is chargeable for your visitors. You must inform our staff in advanced if you have visitors coming in. (This is due to fire safety)
* The villa has a built-in smoke detectors and fire extinguisher is kept in the kitchen. In an event of fire please go out to the nearest exit and ask our staff for fire procedure.
* Please only use the air-conditioning system while your indoors. Turn it off if your outside. (We try to save energy and our environment)
* If you require, linen and towel replacements please inform our staff immediately.
* Penalty charges applies for missing and broken items ie, kitchen utensils, towels, blankets etc. Penalty amount depending on the item missing or damaged.
* For any emergency and maintenance issues or any other enquiry please don’t hesitate to ask our staff.
* Main resort pool use and other facilities between 9am-10pm.
* Please treat our staff kindly and with dignity as they are there to help you and provide you the best service as possible.
* Please advise all your visitors and yourself to look after your kids in case of any accident occurring especially around the pool area. We are not responsible for looking after your child. Any accident will be investigated.
* For any complaints, please speak to one of our staff or our manager on duty. Formal complaints should be written in paper, email or sent to our facebook messenger.
* For the lead guest, please be responsible for your visitors and other checked in guest as you will be responsible for missing items or damages caused by your group.
* MostLogo, company name

  Description automatically generated of all have fun and enjoy your stay here with us at Antonio’s Resort!!!