

TERENE UNMU Policies & Guest Acknowledgment

This property operates as a members-only private resort. To ensure a pleasant environment and seamless use of the facilities for upcoming guests, we kindly ask all non-member guests to review and agree to the following guidelines in advance. Please ensure that you adhere to the provisions below.

<Any damages or losses arising from non-compliance with the provisions below may result in financial liability, and future reservations or access to the property may be subject to restriction>

General Terms of Use

- The guest who booked the stay must be present at check-in, and all check-in information will be provided only to that guest. Accompanying guests cannot enter the property before the booking guest arrives.
- **Self-Managed Property:** As this property operates without on-site staff, guests are responsible for addressing any issues or emergencies that may arise after check-in. Refunds cannot be issued for inconveniences resulting from the way the property is operated.
- After check-in, all inquiries may be made through our Email (contact@terene.kr) or via Instagram DM (@terene_official). Please note that immediate responses may not always be available.
- Guests are fully responsible for any issues or accidents that occur due to their own negligence while using the facilities.
- All illegal activities are strictly prohibited, and any resulting liability rests entirely with the guest.
- Guests are solely responsible for any loss or theft resulting from their own negligence.
- **Smoking is prohibited** in all indoor and outdoor areas. Any odor, damage, or contamination resulting from smoking may incur additional cleaning charges.

Strict Check-Out Time: 11:00 AM on the day of departure

- Due to the nature of a private resort, late check-out is strictly prohibited. We kindly ask for your understanding and cooperation to allow sufficient preparation time for the incoming guests.
- If we are unable to reach the guest after the check-out time, the manager may enter the property at their discretion to verify the situation
- After the check-out time, **the manager and staff may enter the property to begin cleaning.**
- A surcharge of KRW 500,000 will be applied for check-outs exceeding 30 minutes. (Payment required on-site at departure)

Guest Guidelines

- **When leaving the resort or checking out**, please ensure that all appliances or devices that may pose a fire risk are turned off, and that all doors and any windows leading outside are securely closed for safety.
- **Kitchen Cleaning:** Used dishes must be cleaned using the dishwasher, and all waste must be properly sorted for recycling (general waste, plastics, bottles, and food waste)
- **BBQ Use:** Please use all equipment only in the designated area, and after use, kindly clean the grill, outdoor table, and ensure that all food waste, trash, and dishes are properly cleared.
- Food and beverages are not permitted in the **swimming pool or outdoor bath areas**. The use of small toys that may cause equipment malfunction (e.g., water balloons), bath additives, and any dangerous activities such as diving are strictly prohibited.
- **All windows should be closed at sunset** to minimize the entry of insects into the indoor areas
- Guests are responsible for any damage, breakage, malfunction, loss, or contamination that occurs during their stay. **Additional charges** (including compensation for cleaning, repairs, or any disruption to subsequent guests) may be applied.

For detailed information on facilities and the location of supplies,
please consult the 'User Guide' located in the living room