



BOOKING AND CANCELLATION POLICY

Check-In / Check-Out Time

- Standard check-in time: 2:00 PM
- Standard check-out time: 12:00 NN
- Early check-in and late check-out are subject to room availability and may incur additional charges.

Identification Requirement

- Guests are required to present a valid government-issued photo ID or passport matching the name on the reservation upon check-in.
- Failure to do so may result in additional charges or the reservation not being honored.

Reservation Changes

- Any modifications to the reservation (e.g., date changes, room type changes) may result in rate adjustments and/or cancellation fees.

Reservation Deposit

- A non-refundable deposit of ₱1,000.00 is required to confirm and secure your reservation.
- Payment can be made via cash or MAYA QR.

Deposit and Payment Policy – Non-Refundable

- All deposits or full payments are strictly non-refundable in the event of cancellation, regardless of the reason, including changes in travel plans, personal emergencies, or force majeure events. However, the amount paid can be used for a one-time rebooking within the same calendar year, subject to room availability and applicable rate differences.

No-Show Policy

- All rooms are guaranteed on the scheduled arrival date.
- In the event of a no-show, the room will be released and made available for new bookings.
- The ₱1,000.00 deposit or the full payment will not be refunded; however, it may be reused as credit (consumable) for future bookings within the same calendar year.

Non-Smoking Policy

- All rooms are strictly non-smoking.
- A ₱10,000.00 cleaning fee will be charged for violations of this policy.

Guest Acknowledgment

By signing below, I acknowledge that I have read, understood, and agree to abide by the hotel's booking and cancellation policies.

Guest Name: _____

Signature: _____

Date: _____