



# House Rules

We strive to provide our guests with clean, safe, enjoyable and relaxing holiday experience. The following House Rules have been designed to protect the well-being of all hotel guests, unit owners and the entire Vida Homes community. As our guest, by reading and signing your resort registration you are agreeing to abide by all our Resort Policies, terms and conditions, and House Rules and to ensure that each in-house guest is aware of the understandings between the Vida Homes Condo Resort and the guest.

1. The resort is authorized to accommodate guests with confirmed bookings. We require valid contact information from the guest making the reservations including first and last name, address, phone number, and signature. The names of all guests occupying the room must be registered. Upon check-in, guests must present the following:
  - Any valid government or company identification card or passport.
  - A copy of the reservation confirmation or booking voucher with indicated information as follows:
    - Guest Name
    - Date of accommodation
    - Booking reference / confirmation number
    - Apartment / unit category and inclusions
    - Number of persons staying in the apartment
  
2. Maximum occupants per apartment category are as follows:
  - Premium 3-Bedroom Villa . . . . . 6 persons
  - Premium 2-Bedroom Villa . . . . . 4 persons
  - Premium Penthouse Beach View . . . . . 4 persons
  - Deluxe 2-Bedroom Pool View . . . . . 4 persons
  - Premium 1-Bedroom Beach View . . . . . 2 persons
  - Deluxe 1-Bedroom Pool View . . . . . 2 persons
  
3. Guests are obliged to pay full amount upon arrival – based on the length of stay, apartment/villa and inclusions. Transfer and tour charges, meals and beverage consumption (if applicable) are charged to the guest and paid upon check-out. Please personally sign the bills/tabs for all hotel services.

4. For guests arriving earlier than the standard check-in time of 2:00 PM, or departing later than 12:00 NN, the Resort may offer to store the guest's luggage until the reserved apartment is ready. Early check-in and late check-out are subject to room availability, and must be arranged prior to arrival. For confirmed bookings, the Resort is obliged to accommodate guests between 2:00 PM and 10:00 PM, unless the booking stipulates otherwise. A surcharge of full day's rate may apply for late check-out or early check-in.
5. The length of a guest's stay indicated in their reservation/booking confirmation must be strictly observed. Check out time is at 12:00 NN on the check-out date. Additional surcharge will be applied if the apartment is not vacated by this time. In the event that guests fail to vacate the room at 12:00 NN, or if the guest is not present in the resort and the room is already reserved to another guest, the Resort reserves the right – with a three-member committee in attendance (housekeeping, management, security) – to document the guest's personal belongings and to store them in a safe place so that the room can be occupied by the next guest for whom it has been reserved.
6. In case of extension of stay, the Resort has the right to offer a different apartment if the current apartment is not available.
7. All guests must fill up the mandatory health declaration form to declare his or her current health condition and travel history for the past fourteen (14) days and submit it to the reception upon check-in.
8. Body temperature checking using a thermal scanner at the hotel entrance shall be undertaken for all guests by resort personnel. Only guests cleared during screening shall be allowed to enter the resort perimeter to check-in. Those with fever and flu-like symptoms will not be allowed to enter the establishment and will be referred to the nearest hospital or to the Barangay Health Emergency Response Team in accordance with the DOH prescribed protocol.
9. The Resort will promptly seek medical assistance if a guest becomes ill or injured or, as the case may be, arrange for the guest to be taken to a hospital. All related expenses incurred thereafter must be paid by the guest. Please contact the Reception at +63 (0) 917 531 7846 or +63 (0) 939 907 5141 to request for assistance.
10. Practice at all times the minimum health protocols such as wearing of face mask and/or face shield in all public places, frequently washing of hands with soap, maintain social distancing in public places, covering mouth or nose when coughing or sneezing. Guests shall be advised to disinfect their shoes using sanitizing mats provided at the entrance.

11. The use of the apartments/villas for purposes other than lodging is not allowed. Meetings, parties, gatherings and illegal activities are strictly prohibited.
12. No loud disturbances and/or noise-nuisance (Bluetooth speaker, karaoke, etc.) are allowed or tolerated in the Resort. In the event of a disturbance, a polite request will be given to reduce the noise. If the request is not followed, the guest will be asked to leave the hotel without refund.
13. An in-house guest may receive visitors in the apartment between 8:00 AM and 8:00 PM only. Visitors must register at the reception and present an identification card. The “no ID, no entry” policy is strictly implemented. In-house guest/s is/are responsible for all persons visiting. Visitors are allowed until 9:00 PM only.
14. The number of visitors may be accommodated by in-house guest is as follows:
  - 1-Bedroom Apartment . . . . . 2 maximum visitors at a time per unit
  - 2-Bedroom Apartment . . . . . 4 maximum visitors at a time per unit
  - Premium Penthouse . . . . . 4 maximum visitors at a time per unit
  - Premium Villa . . . . . 6 maximum visitors at a time per unit
15. A maximum of two (2) guests’ visitors (non-registered) per unit can use the swimming pool facilities free of charge. Surcharge may apply to other guests’ visitors (in excess of the 2).
16. The swimming pools are open from 8:00 AM until 9:00 PM. Suitable swimwear is required. Please observe all pool rules and safety regulations. Children are to be supervised by an adult at all times. No lifeguard on duty.
17. For safety reasons, it is not allowed to leave a child (under 10 years of age) without adult supervision inside the apartment/villa, at the swimming pools or on the beach.
18. It is not allowed to move furnishings, bring accessories outside the premises of the apartment, and interfere with the electrical network or any other installations in the apartments or on the premises of the Resort without the consent of the resort management.
19. Smoking is strictly prohibited inside the apartment/villa/penthouse, pool bar, tiki hut and swimming pools. A designated area for smoking is located at the terrace or balcony. Smoking inside the apartment will incur a US\$100 cleaning fee.
20. Guests who chose to bring their own alcoholic and non-alcoholic beverages must consume those in their apartment/villa/penthouse. **Outside food and drinks are not allowed in public areas such as pool bar, Tiki huts, swimming pools, garden areas and beach.**

21. Bringing **Lechon** (whole or chopped) to the resort has a corresponding **corkage of Php2,000** per Lechon, which will be paid upon check-out.
22. Access to our WiFi is free for all our in-house guests. WiFi signals may vary depending on the room's location, status of WiFi equipment and interference from other local wireless signals.
23. Guests who carry licensed firearm/s are requested to submit their firearm/s at the reception for safe storage. No exemption to this policy is allowed for private individual, even those licensed and permitted to carry a firearm openly or concealed are exempt from this policy (firearm shall not be brought inside places of worship, public drinking and amusement places and all other commercial or public establishment).
24. Guests are obliged to turn off all water faucets, lights and appliances and lock the doors when they leave the apartment/villa.
25. Guests are not allowed to wash their vehicles (motorized or non-motorized) inside the resort premises.
26. Pets are not allowed inside the Resort.
27. A drying rack is provided at the lanai for your swimwear, towels and wet suit. Washing of clothes inside the bathroom and hanging them out on the lanai handrail to dry are not allowed.
28. All personal belongings are to be stored or kept safe inside the rented apartment.
29. Do not leave your valuables unattended. The resort management and staff will not be liable for any loss or damage to your personal belongings. Valuables should be stored in the safety deposit box provided. You are advised to lock your apartment/ villa and deposit the key at the Reception when leaving the resort.
30. Any damage or stains on furniture, linens, towels, appliances, as well as missing inventory and broken items shall have corresponding charges which will be paid upon check-out.
31. Guests are not allowed to cook dried fish or any smelly food. No grilling is allowed.
32. Guests are not allowed to bring inside the premises of the resort (common areas, apartment units, penthouse, villas, pool bar) Durian, Marang (Johey Oak), Langka (Jackfruit) and other smelly fruits.
33. All cancellations and changes in bookings made less than 7 days before the stay will incur a 100% cancellation fee. In case of overpayment, a cash refund will not be

granted. However, the amount of overpayment can be used in meal and beverage consumption, massage, or transfer services.

34. All guests are obliged to observe the provisions of these house rules. In the event of a breach of these rules, the Resort has the right to repudiate the agreement on the provision of accommodation services before the agreed period has elapsed.

35. Vida Homes Condo Resort reserves the right to amend, modify, change, cancel or add Resort policies, House Rules, terms and conditions at any time without prior notice. The resort management welcomes your feedback and suggestions to improve the resort's services.