



SUNSETVIEW BEACH RESORT

Panibatuhan – Morong - Bataan

HOUSE RULES & POLICIES

1. CHECK-IN / OUT, BOOKING, BILLING & CANCELLATION

1.1 Check-in time: 2:00 PM / Check-out time: 12:00 NN - Check-in time for overnight stay is 2:00 p.m. Check-out time is 12:00 noon the following day. There will be no adjustment in check out time if the guest checks in later than 2 p.m. Late check-out will be charged accordingly with extra charge. Guests who come in earlier than the designated check in time may stay at the hotel waiting area or at the restaurant area at no additional cost.

1.2 Terms of Payment & Booking Policies - Fifty Percent (50%) down payment is required to confirm reservation. Payment can be done by direct deposit to Sunsetview Beach Resort Corporation's Bank Account (Banco De Oro). Then, send copy of validated deposit slip for confirmation through **E-mail: sunsetviewbeachresort@yahoo.com**. Balance amount must be paid on or before Check-in. Any incidental charges will be paid separately prior to Check-out. Checks are not accepted for payments.

1.3 Reservations made through third parties will be subject to the third party's policies on amendments, cancellations and no-shows.

1.4 Cancellation Policies:

1.4.1 SBR has the right to cancel confirmed booking if the required payment is not met on the due date.

1.4.2 **NO REFUNDS WILL BE PROVIDED FOR THE CANCELLED BOOKING.** However, a re-scheduling or rebooking may, at the sole discretion of the Resort shall be considered (Please refer to Paragraph 1.4.6 below). Customers will also be liable for any costs incurred by the cancellation.

1.4.3 Early Checkouts/Shortened Stays & No-Shows for confirmed bookings will not be refunded.

1.4.4 SBR shall not be held liable for cancellation of bookings and shortened stays because of Force Majeure/Acts of God or conditions beyond the SBR's control, i.e. floods, earthquakes, explosions, fire, civil disobedience, war, bad weather, tropical storms or typhoons, and delays of third parties.

1.4.5 No exceptions are made to our cancellation policy, including personal emergencies or governmental issues. Hence, we strongly recommend that all our guests purchase a Travel Insurance that covers accommodation cancellation, accident and personal injury, illness, loss of personal effects and money/valuable belongings to protect against these types of unforeseen events.

1.4.6 Also, the Resort will not be held liable for failure to carry out arrangements and other obligations due to the aforesaid circumstances. In such cases, a re-scheduling (rebooking) or other arrangements may, at the sole discretion of the Resort shall be considered, but subject to availability and within six (6) months from time of booking. The rate at the time of booking will prevail, but if a

schedule will be changed from lean period to peak period, the price difference will be collected.

2. OCCUPANCY & ROOM SERVICE

- 2.1 Room capacity shall be STRICTLY OBSERVED. An additional amount shall be charged in excess of maximum occupancy.
- 2.2 The restaurant area is available for receiving visitors. The guest may only receive visitors in his/her room with the consent of the hotel front desk employee during the period **from 9:00 am to 7:00 pm.**
- 2.3 Room Service is available **from 7:00 am to 7:00 pm.**

3. DAMAGES AND LOSSES OF RESORT'S PROPERTY

- 3.1 **Room Keys** - When leaving the premises or before going out to the beach, please endorse room keys to the Front Desk Employee. **Php500.00** will be charged for lost key.
- 3.2 **Inventory** - Please do not remove inventory items. Do not take indoor furniture outdoors. Do not move furniture around from one room to another. Any items missing from a unit's inventory or any damages and losses of items inside the rooms belonging to the resort shall be charged to the room occupant. Moreover, vandalism or any form of damage on resort property is subject to a **Php1,000.00** fine plus cost of replacement and repairs
- 3.3 **Toilets & Drains** - Be careful of what you flush down the toilet or let down the drain. Do not flush anything down the toilet bowl, such as: paper towels, baby wipes, cotton balls, hygiene products, plastic wrappers, etc. Repairs that are the result of tenant negligence will be charged to the room occupants.
- 3.4 **Stains & Damages** - Please avoid staining indoor furnishings. Ink stains or stains from Henna Tattoos are almost impossible to remove from linens. Hence, replacement/damaged cost of stained linens, i.e. bedspreads, bed pads, blankets, curtains and towels will be charged to the guest accordingly. Also, avoid or sitting on indoor furniture, bedspreads, etc. with wet swimsuits or while wearing suntan oil or lotion.

4. SECURITY CONCERNS, DAMAGES & MISSING ITEMS/VALUABLES

- 4.1 SBR is not liable for the lost, stolen or damaged items. Please keep all your valuables and do not leave your things unattended, especially at the beach area.
- 4.2 For security reasons, visitors are not permitted in the resort premises, especially in the guest rooms. Hence, guests are advised to refrain from entertaining any person who is not known to them.
- 4.3 ID tags are required at all times for guests and visitors while on the Resort.
- 4.4 FRONT GATE & BEACH GATES will be closed at 11:00 PM. Guests must inform SBR Staff of their intention to leave and return after 11:00 PM.
- 4.5 Keep your door locked when not in the room or when you are sleeping.

5. PETS

No pets are allowed inside the rooms or in any part of the resort. Guest may bring domesticated pets provided it is properly supervise and pose no risk to other guests. Any damage caused by the pet will be charged to the guest.

6. PROPER CONDUCT

- 6.1 Please observe silence between **10:00 PM to 7:00 AM** - Guests are advised to respect the privacy and comfort of other guests. Hence, kindly refrain from loud music or any noise during these hours. Karaoke or sound systems are allowed only for exclusive and pre-arranged functions.
- 6.2 SBR shall respect your privacy at all times, however, illegal activities or disorderly conduct inside the rooms and within the resort premises are strictly prohibited. The management reserves the right to eject any guests found engaging in fights or violence, found using illegal drugs, or under the influence of alcohol and disrupting the peace and order of the resort.

7. FIXTURES/EQUIPMENT/FURNITURE

- 7.1 Removal/relocation of fixtures and equipment inside/outside the room is strictly prohibited.
- 7.2 Guests shall not move fixtures/furnishings, or interfere with the electrical connections or any other installations in the hotel rooms or on the resort premises without the consent of the resort management. Please report any malfunction discovered during your stay to the reception.

8. ALCOHOLIC BEVERAGES

- 8.1 Alcoholic beverages may be consumed or allowed only within your rented premises or within the resort designated areas. Consumption of alcohol by minors below 18 years of age is prohibited. **Please Drink Moderately.** Excessive use of alcoholic beverages and open displays of drunk and unpleasant behavior are not permitted and it will result in immediate removal by Resort Management. Therefore, drinking alcohol should be monitored to prevent any trouble.
- 8.2 Possession and/or use of prohibited drugs is strictly prohibited within the resort.

9. CONSERVE WATER & ELECTRICITY

- 9.1 **Please help conserve and save water & electricity at all times.** We urge our guests to turn off air-cons, lights, and television whenever you go out of the room. Please report dripping showers and faucets to our appropriate hotel staff.
- 9.2 Keep your doors and windows closed when the air-con is working.
- 9.3 Do not leave rechargeable items such as mobile phones and laptops connected to the outlets when you leave the room.

10. SAFETY PRECAUTIONS & RISK CONTROL

- 10.1 Avoid generating big fires - Do not leave heated grill unattended. After using the grill, clean it and do not leave trash and debris in receptacles.
- 10.2 **ALL ROOMS in the resort are NON-SMOKING.** Smoking is allowed only at the veranda of each room or in designated areas.
- 10.3 Flammable substances such as candles and gas & electric stoves for cooking are strictly prohibited inside the room.
- 10.4 Please inform any Resort Staff before using any electrical outlet inside and outside the room or within the resort premises to avoid accidental short circuit.
- 10.5 No climbing on or over balcony railings. All common area walkways/corridors and stairways must be kept clear to provide safe and unobstructed passage.

11. WET CLOTHING

Hanging laundry or towels over the balcony railings is not permitted at any time. Please hang wet clothing and towels on hanging racks provided in your rented room.

12. CLEANLINESS

12.1 LITTERING IS STRICTLY PROHIBITED - Please help keep the beach and resort premises clean and litter-free at all times by disposing or throwing all your trash in the designated trash cans.

12.2 Please refrain from bringing sand into your room. Outside showers for rinsing and faucets for washing your feet are provided for your use.

13. COOKING & DINING

13.1 We DISCOURAGE COOKING but bringing in food and beverage are allowed but with corkage fees. Nevertheless, under certain circumstances, cooking and grilling may be allowed only in designated place.

13.2 Cooking in any of the rooms, balconies, and corridors is strictly prohibited at any time due to fire hazard. We designated place for cooking and grilling for your convenience.

13.3 Cooking equipment such as electric stove and similar heating appliances are prohibited, however, rice cooker may be allowed only when prior arrangement and permission has been made with the resort management.

13.4 Please take meals at the restaurant area and other designated eating areas only.

13.5 Outdoor barbecuing or cooking is permitted only at barbecue grill area or designated areas.

14. PARKING

14.1 All vehicles must be parked at the Resort designated parking areas only. Vehicles should be properly locked before leaving the parking area. The Management is not liable for any loss or damage on your vehicles.

14.2 Parking is provided for guests that are actually staying on Resort. The guests' vehicles must have proper ID/passes issued by the Resort's Receptionist. The ID/Passes must be visible at all times while vehicle is on the premises.

15. SWIMMING POOL RULES

15.1 The swimming pool is open from 7:00 AM to 10:00 PM.

15.2 The pool is for Sunsetview Beach Resort guests ONLY (not visiting guests please). Management reserves the right to deny use of pool to anyone at anytime.

15.3 Always heed the direction of the lifeguards. Always follow the directives of lifeguards and the Resort's staff.

15.4 Use of proper swimming attire is required. Bathing suits for women and swimming trunks for men. Plain white T-shirts may be worn over bathing suits if desired. All non-toilet children must wear "swim diapers" with plastic pants (tight fitting at waist and legs) over the swim diaper. Diaper must not be changed on the pool deck.

15.5 Please shower before using the pool. Similarly, please use shower to rinse off sand before entering the pools especially when coming from the beach area.

- 15.6 Watch your children - Children are the responsibility of the parents. Children under seven (7) years old or less than four feet tall must have adult supervision at all times.
- 15.7 No glassware or bottle, food and drinks are allowed in the pool area. Likewise, candy, chewing gum or smoking are not permitted poolside.
- 15.8 No animals or pets allowed in the pool or pool area
- 15.9 No running or horseplay is allowed around the pool facility. Diving and somersaults from the side of the pool or any other unsafe activities are not permitted.
- 15.10 Spitting, spouting or nose-blowing and urinating in the pool **Is Strictly Prohibited.**
- 15.11 Any persons acting in an unsafe or objectionable manner will be asked to leave. Persons who appear to be under the influence of alcohol or narcotics will be denied admission.
- 15.12 No person with communicable disease allowed in the pool. Persons with open cuts, colds, coughs or with skin, eye, ear or nasal infections are not allowed in the pool.
- 15.13 Please help keep our resort clean and beautiful by placing all your trash in trash cans before leaving the pool area.

16. BEACH FRONT & BEACH SWIMMING AREAS

- 16.1 Please exercise care and precautions while swimming, the SBR Management shall not be held accountable for any liability arising from the improper use of the resort.
- 16.2 Always heed the direction of the lifeguards. Lifeguards are present at daytime, except before 7:00 AM and after 6:00 PM. Nevertheless, we expect our guests to be careful while in the beach.
- 16.3 Night swimming on the beach is not recommendable for the guests as it may be dangerous and there is no lifeguard at night.
- 16.4 Watch your children - Children are the responsibility of the parents.
- 16.5 We urge our guest to wear slippers or any foot apparel on the beach to avoid the usual cuts or bruises caused by the sea urchin or sharp rock and corals.
- 16.6 Avoid swimming alone. Swim only within the waterline or near a manned lifeguard area. Guests are not allowed to swim in a far area, i.e. beyond the existing breakwater, 50 meters or beyond or in other beach resort area. The resort is not liable for any injury and loss of life arising from accidents and drowning.
- 16.7 For your safety, please DO NOT SWIM if you're under the influence of liquor.
- 16.8 SWIMMING IS NOT ALLOWED DURING BAD WEATHER OR WHEN THERE IS TURBULENT WAVES. In the event of an electrical storm, all patrons must clear the beach area immediately.
- 16.9 Please approach the Resort Staff if you intend to pitch or set up tents in the beach area for proper guidance.

- 16.10 Guests who wish to perform off-site activities (Boat Rides, Island hopping, Fishing, Mountain trekking & other off-site activities) can be done but on guests own risk and responsibility.
- 16.11 Motorboats & jet skis are not allowed to pass near the designated bathing area. Surfing is not permitted also.
- 16.12 The beachfront is a marine sanctuary. It is illegal to take corals, shells or starfish from the water.
- 16.13 Absolutely no glassware of any kind is allowed on the beach and No objects may be thrown in the water.

16 RESTAURANT SCHEDULE

The Sunsetview Restaurant is open from **7:00 am to 10:00 pm**.

Guests are required to observe these House Rules which are designed and aimed for their protection. The management reserves the right to implement additional and applicable rules to regulate the safety and well being of our guests. ***Violation of these Rules will result in eviction without refund for all guests.***

By booking at Sunsetview Beach Resort (SVBR), the guest is deemed to have read, understood and accepted aforesaid House Rules. Rules and regulations might change at any time.

Thank you for your cooperation and ENJOY YOUR STAY!

Sunsetview Beach Resort Management