

HOTEL POLICY/HOUSE RULES

We strive to provide our guests with an exceptionally clean, safe, and friendly hotel experience. The following Hotel Policy/House Rules have been established based on industry standards, management and operational procedures, and our personal experience of owning and operating the Palmera Garden Hotel. These Hotel Policy/House Rules are considered a part of our reservation agreement with you. As our hotel guest, by reading and signing your hotel registration you are agreeing to abide by all of our Hotel Policy/House Rules, terms and conditions, and procedures. These Hotel Policy/House Rules are presented here to help promote our guests' safety and enjoyment and to ensure that each guest is aware of the understandings between the Palmera Garden Hotel and the guest. Our Hotel Policy/House Rules may change from time to time, so please check our website from time to time.

100% SMOKE-FREE

For safety and to assure that our facility is not exposed to items or actions that create an odor which is unhealthy and objectionable to our guests and staff, and that is difficult to remove from the air, carpet, walls, and furniture we do not permit smoking in any form including e-cigarettes and vape. P5000 fine shall be imposed to anyone who will be caught.

GUARANTEED RESERVATIONS:

All reservations are only guaranteed upon payment. Primary Guests must be 18 years and older. We accept payment by Cash, Paypal or Bank Transfers. Reservation can also be made thru AirBnb.com, Hotels.com, Booking.com and Agoda.com. Reservations must be cancelled Forty-eight (48 hours) prior to your arrival date, in order to avoid a one (1) room night, plus tax cancellation fee. Reservations will be held until 11:00 a.m. the morning following your scheduled arrival date. If you have not checked in by that time, a NO-SHOW charge of one room night, plus tax will be charged to your account and the balance of your reservations will be cancelled. Palmera Garden Hotel is not responsible for weather conditions, personal emergencies, or schedule changes.

CHECK-IN TIME: 2:00 p.m.

Early check-in is offered based on availability. If you require a guaranteed check-in for arrival prior to 2 p.m. then Pre-Registration and additional payment of P300 shall be made. Please contact Front Desk staff directly to make necessary request thru our phone 0917-500-5518 or Facebook.com/PalmeraGardenHotel.

CHECK-IN REQUIREMENTS:

Guests must be at least 18 years of age to check in at Palmera Garden Hotel. In the interests of security and to prevent fraud, guests are required to confirm their identity by providing their valid government issued photo identification. Booking form must be signed at the front desk or thru our Sales Channel; AirBnb.com, Hotels.com, Booking.com and Agoda.com.

GUEST REGISTRATION and DATA PRIVACY:

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. Information regarding your license plate/car description is also gathered at check-in for security. You will also be asked to read, understand and sign our Data Compliance Privacy Statement.

CHECK-OUT: Check out time is at 11:00 a.m. If you require a later check-out, please contact Front Desk prior to the day of your departure and we will do our best to accommodate your request. This is only offered upon availability. A charge of P100/hour will be applied for late check-out.

SPECIAL REQUESTS:

We will make every effort to honor special requests such as room number, roll-away beds, extra pillow and blankets upon your arrival. All special requests are noted on reservations and we will do our best to accommodate. However, the availability of these items cannot be guaranteed in advance.

SENIOR CITIZEN AND PWD DISCOUNTS:

PALMERA GARDEN HOTEL offers 20% discount to Senior Citizens and PWD. However please be informed that our Rooms are located in the 2nd floor and we don't have any escalator or elevator or ramps.

PAYMENT: All reservations and registration must be guaranteed with a valid booking and must be paid prior to check in.

DEPOSITS AND GUARANTEES:

There is no deposit required to make an individual room reservation. However, for extension, (upon availability), payment must be made according to the number of days extended.

RATES:

All rates are quoted in Philippine currency, plus tax. Rates may increase without notice. Rates as advertised on the Palmera Garden Hotel website, facebook page or any other website or promotional material are subject to change at any time and may increase or decrease at the hotel's discretion. Rates are based on standard room (1-2 occupancy) with private and shared toilets classification. These are also subject to availability.

RIGHT TO REFUSE SERVICE: PALMERA GARDEN HOTEL is privately owned and operated. We reserve the right to refuse service to anyone for any reason(s) that does not violate the law. PALMERA GARDEN HOTEL has a zero tolerance policy in which we will refuse to admit or refuse service or accommodation in our hotel or may remove a person, without refund, who refuses to abide by the reasonable standards and policies established by the Hotel Management. PALMERA GARDEN HOTEL will refuse service or evict a guest: for refusal or failure to pay for accommodations, is under the influence of alcohol, drugs, or any other intoxicating substance and acts in a disorderly fashion as to disturb the peace of other guests or is not in compliance with the property rules; acts in a disorderly fashion as to disturb the peace of other guests; is unable to properly supervise their children at all times, seeks to use the hotel for an unlawful purpose; seeks to bring into the hotel: an unlawfully possessed firearm; or something, including an explosive or hazardous or toxic substance, that is unlawful to possess and that may be dangerous to other persons; destroys, damages, defaces, or threatens harm to hotel property or guests; causes or permits persons to exceed the maximum allowable occupancy of room, refuses to abide by the reasonable standards or policies established by PALMERA GARDEN HOTEL.

QUIET HOURS: 10:00 p.m. to 7 a.m. If you become aware of a disruptive guest, please contact Front Desk staff immediately by phone or in person. Televisions, voices, or other devices must be kept at a respectful low level at all times. Doors should be opened and closed quietly. No congregating or running in halls.

VISITORS: No visitors after 10:00 p.m. Visitors must notify Front Desk upon their arrival. Visitors must be accompanied by the registered guest at all times. Visitors are not allowed to use guest amenities. As a registered guest, you are responsible for your visitor at all times.

CANCELLATION:

PALMERA GARDEN HOTEL is not responsible for weather conditions, personal emergencies, or schedule changes. Reservations must be cancelled forty-eight (48 hours), prior to your arrival date, in order to avoid a one (1) night full room cancellation fee. If reservations are cancelled less than 48 hours before the arrival date you will be charged the full room charge plus taxes. If you are staying more than one (1) night, only the first night and taxes will be charged. If you cancel any reservation, you must obtain and save the cancellation number for your records.

NO SHOW CHARGES:

Failure to check in on the scheduled arrival date for a reservation guaranteed with payment will result in a No-Show fee equivalent to one day rate of the room reserved. You will only be charged the first night, one (1) night's full room rate plus taxes and the balance of the reservation will be cancelled.

DO-NOT DISTURB AND ACCESS TO ROOMS:

To provide all of our guests with an exceptionally clean and safe hotel experience we provide daily housekeeping or upon request. The Housekeeping Staff is required to enter the room at subsequent times to clean the room, check for safety, and verify the condition of the room. Management reserves the right to enter a room for reasonable purposes, such as an emergency, housekeeping, maintenance, verify that the room, its furnishings, and mechanical equipment are intact, or to address or prevent a violation of our Hotel Policy/House Rules. In the event of suspected illegal activity, management reserves the right to summon law enforcement to aid in eviction. The right to privacy ends when a Hotel Policy/House Rule is broken. Law enforcement will be granted immediate access to hotel property and rooms of evicted guests.

CHILDREN: Well behaved children of all ages are welcomed. Children aged 7 and under stay for free when sharing a room with one or more paying adult(s), using the existing bedding. As the parents, guardians, or chaperones of children you are personally and legally responsible for and must supervise them at all. For safety reasons, please do not leave children unattended in guest rooms or allow them to roam the hotel property unsupervised.

ADDITIONAL BEDDING:

We don't have additional available roll away beds or extra beds at the property.

MAXIMUM OCCUPANCY:

Room occupancy requirements are based on fire code/fire safety restrictions. Standard Room maximum occupancy is 2 in all of our rooms. If you exceed the maximum number of guests allowed, you will be asked to rent another guestroom for proper accommodations or vacate the hotel.

ROOM KEYS:

Room keys are issued to the registered guest(s). No room keys will be issued to youth under 18 at any time. I.D. is required if you have lost your key and require a duplicate. Please return room keys to Front Desk at Check-out. We charge P20 for any lost key.

HOUSEKEEPING/ROOM INSPECTION:

Housekeeping is provided daily or upon request from 10am to 5pm. This is a 100% NON-SMOKING hotel, including vape and e-cigarettes. Rooms are cleaned and inspected daily and a detailed log is maintained on each room and linen. Rooms are rented to guests in appropriate condition without any prohibited odor. Housekeeping and Front Desk staff are trained and skilled in identifying the odors from prohibited items. If our investigation concludes that you have smoked in your room, cooked, or brought a prohibited item into our facility, you will be fined P5,000, and evicted without any refund.

LINEN CHANGING:

Your comfort is very important to us. For guests staying multiples nights, bed linen and towels are changed on a rotation schedule. Housekeeping will be happy to change your bed linens and towels daily if you think its giving you discomfort.

LOST & FOUND POLICY:

PALMERA GARDEN HOTEL assumes no liability for lost, misplaced, stolen, or damaged valuables or belongings. If you discover that you have left behind something of value to you, please call us immediately 0917-500-5518 and we will try to assist you in locating your lost item.

FOUND ITEMS AND RETURN:

PALMERA GARDEN HOTEL is not responsible for any item left behind by a guest. However, any item, with the exception of perishable items, left behind by our guests and found after departure by Housekeeping will be collected, logged in, and kept in a secure location for collection by the owner for up to fourteen (7) days. Perishable items, underwear, and miscellaneous toiletries are discarded.

ALCOHOL POLICY:

Registered guests of legal age who choose to bring their own alcoholic beverages must consume those in their room. Alcohol is not allowed in public areas such as the lobby, halls, etc.

FIREARMS AND WEAPONS:

The safety and security of our guests and staff is extremely important to us. No Firearms or Weapons shall be allowed at the property.

IN CASE OF EMERGENCY OR FIRE:

Please notify Front Desk in the event of a fire or other emergency. Fire exits can be found near the hotel lobby and just few steps away from the room.

FIRE SAFETY POLICY:

The hotel is fully equipped with fire extinguishers and emergency evacuation plans on the door of each guest room. Please review this important information.

NO IN-ROOM PARTY:

PALMERA GARDEN HOTEL enforces a No In-Room Party Policy to ensure we can protect the hotel and our guests at all times. No parties, loud disturbances and/or noise-nuisance are allowed or tolerated inside the rooms. In the event of a disturbance, one polite request (warning) will be given to reduce the noise. If our request is not followed, the guest will be asked to leave the hotel without refund.

FREE WiFi ACCESS:

Access to our WiFi is free for our registered guests. The hotel WiFi access code is subject to change without notice. WiFi signals are subject to change without notice depending on the room’s location, the status of our WiFi-equipment, and interference from other local wireless signals. PALMERA GARDEN HOTEL assumes no liability for guest use.

ENFORCEMENT:

All staff is trained and required to respond to potential violations of our Hotel Policy/House Rules. Guests who refuse to abide by the reasonable standards and policies established by PALMERA GARDEN HOTEL for safety of all guests, staff, owners, property, and the operation and management of the hotel will be evicted, with no refund. In addition to the room charge, a minimum P500.00 cleaning fee per room will be charged for infraction(s) of our Hotel Policy/House Rules.

TERMS & CONDITIONS:

PALMERA GARDEN HOTEL makes its best efforts to ensure that all the information that appears on its website or facebook is accurate. However, no warranty, expressed or implied, is given that the information provided on this website or facebook is error free. PALMERA GARDEN HOTEL does not accept liability for any errors and/or omissions, and reserves the right to change the information published at any time and without notice.

LINKS:

The links provided on PALMERA GARDEN HOTEL website are for the convenience of site visitors and are provided in good faith. PALMERA GARDEN HOTEL does not accept liability for the contents or links provided on such websites, nor does it accept liability for any indirect or consequential loss arising out of the use or connected with its website.

ILLNESS AND EPIDEMICS:

PALMERA GARDEN HOTEL reserves the right to refuse accommodations to a guest arriving with a contagious disease. In cases where sickness occurs during the stay, please notify the Front Desk staff. In the case of serious sickness, you may be requested to receive appropriate health care from a nearby healthcare facility. During epidemics we are entitled to employ precautionary measures within our judgment or as required by local authorities. We may charge you a room cleaning fee as we deem appropriate under the circumstances.

INFESTATION:

The cleanliness of our rooms is extremely important to our guests. If you bring any infestation into your room or onto our hotel premises, we may charge you for any and all costs and expenses, including immediate or urgent response requirements and loss of room revenue, that we deem necessary to address the infestation.

PARKING AT OWN RISK:

All vehicles must be listed on the registration at check-in. Parking for registered guests is free. All vehicles are parked at the risk of the owner. PALMERA GARDEN HOTEL shall not assume liability or responsibility for any vehicle, occupants, or contents while operated or parked on the hotel property. If a vehicle is left in the hotel parking lot after the guest has departed without the written consent of the hotel, the hotel reserves the right to have the vehicle towed at the owner’s expense. No vehicle repairs on hotel premises.

DAMAGE AND/OR THEFT OF HOTEL PROPERTY

You are liable for any damage howsoever caused (whether by the deliberate, negligent, or reckless act) to the room (s), hotel’s premises or property caused by you or any person in your party whether or not staying at the hotel during your stay. PALMERA GARDEN HOTEL reserves the right to charge guests such amounts as it shall in its sole discretion deem necessary to compensate or make good the cost or expenses incurred or suffered by PALMERA GARDEN HOTEL as a result of the aforesaid. Should this damage come to light after the guest has departed, we reserve the right to contact you and collect any damages incurred to your room or the Hotel property during your stay, including and without limitation for all property damage, missing or damaged items, smoking fee, cleaning fee, guest compensation, etc. We will make every effort to rectify any damage internally prior to contracting specialist to make the repairs, and therefore will make every effort to keep any costs that the guest would incur to a minimum.

DAMAGE DISCOVERED AFTER CHECK-OUT:

Guest Rooms found with waste strewn around, in complete disorder, and/or “trashed” will be subject to maintenance deep cleaning fee, administration fee and/or third party fees.

DAMAGE TO ROOM: Damage to rooms, fixtures, furnishing and equipment including the removal of electronic equipment, towels, art work, etc. will be

charge at 120% of full and new replacement value plus any shipping and handlin charges. Any damage to hotel property, whether accidental or willful, is the responsibility of the registered guest for each particular room. Any costs associated with repairs and/or replacement will be charged to the credit card of the registered guest. In extreme cases, criminal charges will be pursued.

DAMAGE TO MATTRESSES AND BEDDING:

Damage to mattresses and linen including; towels, mattress pads, sheets, bedspreads, blankets resulting from the use of body oils, make-up, shoe-polish, etc. will result in a charge for the special cleaning, repair or replacement of the damaged article.

DAMAGE OR TAMPERING WITH FIRE DETECTION SYSTEMS/FIRE-FIGHTING EQUIPMENT:

PALMERA GARDEN HOTEL reserve the right to take action against any guest or visitor found to have tampered or interfered with any detection equipment throughout the hotel, including detector heads in public areas, guest rooms, break glass points and fire extinguishers. Guests or visitors found to have tampered with any fire detection or fire-fighting equipment will be charged with any costs incurred by the hotel due to their actions and will be evicted from the hotel. Depending on the severity of the guest actions, law enforcement may become involved at the hotel’s discretion. Should the fact that fire-fighting or detection equipment had been tampered with come to light after the guest has departed, we reserve the right to contact you and charge for any damages incurred to your room or the Hotel property during your stay, including and without limitation for all property damage, missing or damaged items, smoking fee, cleaning fee, guest compensation, etc.

CHANGES OR MODIFICATION TO THE HOTEL POLICY/HOUSE RULES:

PALMERA GARDEN HOTEL reserves the right to amend, modify, change, cancel, vary or add to these Hotel Policies/House Rules or the arrangements and conten featured on our Hotel website or Facebook Page at any time without prior notice. Please check our website or Facebook Page regularly for updates to Hot Policy/House Rules. Any modification to these Hotel Policy/House Rules that occurs before your departure is considered a part of your reservations agreemer with us. A copy of these Hotel Policy/House Rules is located on our website, in the Guest Room Notebook, and available from Front Desk staff upon request.

I hereby agree to the terms and conditions of the hotel and I will abide and follo its rules and policies.

Conforme:

Name of Hotel Guest

Date Signed: