

# Hotel Policy Takatuka Lodge and Dive Resort

Brgy. Nauhang, Sugar Beach, Sipalay City 6113, Negros Occidental Philippines

## Terms and Conditions

### Booking Terms

A booking is considered confirmed and binding as soon as a prepayment (an amount specified by Takatuka Lodge and Dive Resort) has been transacted. Unauthorized payments will not be accepted. Tentative bookings are kept open at the resort's discretion. Takatuka Lodge and Dive Resort reserve the right to impart temporarily kept accommodations to other guests if no deposit has been put down.

### Room Rates

All rates are inclusive of value added tax (VAT) and service charge.

### Payment Terms

Prepayments will serve solely as booking confirmation. The balance for consumption and accommodation shall be settled at the resort, where the prepayment will be deducted from the total bill at the local rate of the day, without surcharge. Takatuka Lodge and Dive Resort accept cash payments in PHP, USD, EUR and CHF. Travelers Cheques cannot be accepted. Banking transaction fees shall entirely be shouldered by the guest. PayPal payments are accepted for prepayments only, without surcharge. Payments with credit-cards will be billed with a surcharge of 5%.

All nights will be charged upon check-in.

### Check In / Check Out

Check in time is 12noon / check out time is 11am.

For late Check Out, please contact reception for availability, on day before departure (fees may apply)

### Children

Kids below 3 years old are free of charge, if sleeping in the parent's bed. When an extra bed / foam is needed, regular rates will apply.

### Cancellation Terms

The prepayment is un-refundable and will serve the resort as indemnity in case of cancellations or drastic changes of bookings incl. external circumstances like flight or ferry delays/cancellations as well as personal conditions.

Any cancellation made between 90 days and 60 days before arrival, qualify for a 50% refund. No refund will be issued for cancellations within 60 days of arrival.

Furthermore, the resort shall claim a full compensation (100% of the room-rate) for damages caused by changes on site, i.e. significantly shortened period of stay or considerably altered occupancy. Bad weather, frail health and other subjective complaints are no excuses.

### Smoking in the Hotel

Smoking is not allowed inside the rooms.

### Visitors

We strictly do not allow outside visitors in the rooms. Minors are not allowed to stay in a room with another adult other than the minor's parents or relatives.

### Pets

Bringing of pets is not allowed to avoid conflict with our own guard dog.

### **Security conditions**

In order to insure the safety of our guests, it is forbidden to bring and keep inflammable materials in the rooms, to use rice-cookers, heaters and similar devices in or outside of the rooms.

The Hotel shall not be held liable for damage caused by loss of money and/or breakage of valuables in or outside of the rooms.

### **Bringing of Food and Drinks**

We do not allow to bringing food and drinks to the resort area. Small amounts (Snacks...) are accepted.

### **Maximum number of occupants per room:**

ROCKADELIC / SUPERSTAR : 2 persons  
BONGO BONGO / CAVE / MADMIX / TREASURE/ NAUTILUS/70's GROOVE/THE GARAGE/  
GOLDEN EMPIRE: 3 persons  
EL CASTILLO: 4 persons  
MARCO POLO: 5 persons

More than the above number of guests per room will not be accepted.

### **Damage**

Damage to the property, including but not limited to guest rooms, fixtures, furnishing, artwork and equipment including the removal of electronic equipment, towels, bathrobes, paintings and ornaments, etc shall be charged at 120% of full and new replacement value plus any shipping and handling charges.

Damage to linen, towels or mattresses, resulting from the use of body oils, makeup, shoe polish, urine, etc. will result in a charge for the special cleaning, repair or replacement of the damaged article. (See separate pricelist)

### **Dress Code**

Guests are required to wear proper cloths (shirts on), while sitting in the restaurant.

### **Noise Pollution**

Audio/Video/Game-devices are not allowed to be played in the restaurant, at the beach and on the verandas of the rooms without wearing headsets.

### **Parking Policy**

Takatuka Lodge and Dive Resort is not liable for any damages to or theft of your vehicle parked outside of our property.

### **Lost and Found**

Item's left in the hotel's guest room after the guest has checked-out which will be placed in our Lost & Found. Any items in the Lost and Found, which are not claimed within sixty (60) days, will be discarded.

### **Senior Citizen Discount**

Senior citizens shall be granted a 20% discount and exemption of the value added tax (VAT) for the exclusive use of the senior citizen only. At check in, the senior citizen has to present a valid id of OSCA , a valid passport or other documents that proof that the person is at least 60 years old. The discount will not be granted on already discounted services and items.

