

RESORT POLICIES

Disclaimer

All efforts have been exerted to maintain the accuracy and reliability of the information in this website. However, errors and/or lapses may occur due to unforeseen events and/or situations. Huma Island Resort & Spa may not be held liable for any direct or indirect loss, expense, cost, injury and/or damage whatsoever arising from any of these errors and/or lapses of content or information in this website.

Rates

All bookings should be paid in full and in advance. Rates are inclusive of 12% Government Tax unless stated otherwise; tax may change depending on government ruling. Foreign exchange rate applied is subject to change without notice. Please note that when paying by credit card, the rates quoted in USD are converted to PHP according to prevailing resort exchange rate at the time of billing. Change in length and/or change of dates may result in a rate change.

No - Show or Cancellation Notice

Notice of cancellation should be received 14 days prior to arrival date. No – show and/or shortened stay will be charged 100% cancellation fee in any season including transfers. The resort observes no refund policy in the event of no-show or late cancellation within 14 days of arrival (45 days during Festive Season).

Flight Information

For guests taking the commercial flights, Francisco B. Reyes Busuanga, Coron Airport is the entry point; with airport code USU. Commercial flights take approximately 1 hour depending on air traffic. Guests who prefer to take commercial flights may do so via regular flights available through Philippine Airlines at <https://www.philippineairlines.com/en/ph/home> and Cebu Pacific at <https://www.cebupacificair.com/>. Scheduled flights are also available via Sky Jet at <https://www.flyskyjetair.com/>. Guests are advised to book their flights at least 3 – 5 months prior to their arrival date especially for exceedingly busy season (Christmas, New Year, Chinese New Year, Holy Week and long weekends). In booking for flights please allow time for land and boat transfers. The resort does not handle any bookings for commercial flights, likewise, it cannot be held liable for any loss, damage, cost, expense arising from cancelled commercial flights.

The resort may also be accessed via sea plane transfers. Independent providers may be contacted directly. The resort operates independently and cannot be held liable in the event of flight delays or cancellations by the aviation group handling seaplane operations.

Airport Land and Boat Transportation

Airport land and boat transfers going to and/or from the resort approximately takes 1hour and 30 minutes depending on traffic and weather conditions. Guests who wish to arrange for land and boat transfers must advise the resort upon reservation. Additional private transfer rate will apply for transfers arranged 3 days prior to check – in. Huma Island Resort & Spa will not allow any unauthorized boats, helicopters, and/or sea planes to dock, likewise land transfers may only be arranged through the resort.

Immigration Requirements

Passports must be valid for at least 6 months from the date of entry. Please check with the Philippine Embassy or Consulate in your area for more information. Guests may also check this link for reference regarding Philippine Visa <http://www.philembassy.no/consular-services/visa>.

Force Majeure

In an event beyond the control of Huma Island Resort & Spa including but not limited to acts of God (such as but not limited to typhoon, fire, earthquakes, drought, tidal waves, explosions), war, threat of terrorism and/or other fortuitous events, the resort is not liable for any direct or indirect loss, damage, and/or failure to deliver service nor the resort be compelled to deliver supplementary service. No refund policy will be implemented in the account of these events.

PRIVACY POLICY

Huma Island Resort & Spa values guests' privacy. In lieu of the data obtained in relation to the services provide by the resort either through this website or via direct contact, the resort reserves the right to use the guest's personal information in the following ways in order to provide the services required:

1. To process and confirm the guest's room reservation requests and special services required during the guest's stay;
2. To contact the guests regarding the enquiries;
3. For Marketing purposes, such as but not limited to sending resort updates and/or promotions
4. For identification and verification purposes;
5. For the resort's reference and records; or
6. When required or authorized by or under law to disclose such information.

The resort will not knowingly or intentionally use or share the guest's personal information provided with third parties in ways unrelated to the purposes aforementioned.

Use of gadgets

The use of or flying of drones is prohibited within the resort premises. Permits would have to be secured from the Manila Headquarters prior guest's arrival or upon reservation. The resort reserves the right to take action should there be any unauthorized unidentified flying object (Drone).

If you have any queries regarding Huma Island Resort & Spa's Terms and Conditions, please contact inquiry@humaisland.com or call +63 2 5530119.

Huma Island Resort & Spa

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