



## RESORT POLICIES

We strive to provide our guests with a clean, safe, and friendly resort experience. The following Resort Policies have been established based on industry standards, management and operational procedures and our personal experience of owning and operating the *Sabangan Beach Resort* since 2007. These Resort Policies are considered a part of our reservation agreement with you.

As our guests, by reading and signing your resort registration you are agreeing to abide by all of our Resort Policies, terms and conditions, and procedures. These Resort Policies are presented here to help promote our guest's safety and enjoyment and to ensure that each guest is aware of the understandings between the *Sabangan Beach Resort* and the guest.

### **1. 100% SMOKE-FREE**

*Sabangan Beach Resort* has been **100% Smoke-Free** since 2017. 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. We do not permit marijuana, illegal drugs, cartridges containing liquid nicotine, hookahs, incense, candle burning, the use or diffusing of patchouli oil or other strong-smelling plant-based essential oils or synthetic products in our facility. If our investigation concludes that you have brought a prohibited item into our facility, you will be evicted without any refund.

Guests are encouraged to notify Front Desk staff immediately if they smell cigarette, marijuana, or other objectionable odors. This policy is not intended to stop people from smoking, but to regulate where they smoke and how it affects others. A designated Smoking Area is provided outside and away from the resort.

### **2. NO-COOKING, COOKING APPLIANCES, COMBUSTIBLES OR FIREWORKS:**

The safety of our guests, staff, and this facility is extremely important to us. Except for the refrigerator units that the hotel provides, preparation of food in guest rooms by any type of cooking appliances is prohibited. Open fires, flames or cooking grills, either charcoal or gas, and fireworks are not allowed anywhere on resort property.

### **3. NO IN-ROOM PARTY:**

*Sabangan Beach Resort* enforces a No In-Room Party Policy to ensure we can protect the resort and our guests at all times. No parties, loud disturbances and/or noise-nuisance are allowed or tolerated on these premises. 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 resort without refund or kindly report to the police station. The person in charge of the guests is responsible for the behavior of his/her staff.

### **4. QUIET HOURS:**

10:00 p.m. to 9:00 a.m. If you become aware of a disruptive guest, please contact Front Desk staff immediately. Televisions, voices, or other devices must be kept at a respectful low level at all times. Doors should be opened and closed quietly.

It is important to be a gracious guest. Your manners could make all the difference between a pleasant stay or a disastrous one. Be polite in order to ensure that your stay is enjoyable both for yourself and for the other guests.



**5. DO NOT DISTURB AND ACCESS TO ROOMS:**

To provide all of our guests with clean and a safe resort experience, we provide daily housekeeping. The Housekeeping Staff may be requested to clean the room, check for safety, and verify the condition of the room. 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 Resort Policy is broken. Law enforcement will be granted immediate access to resort property and rooms of evicted guests.

**6. LOST & FOUND POLICY:**

*Sabangan Beach Resort* 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 (043) 774-7198 and we will try to assist you in locating your lost item.

*Sabangan Beach Resort* 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, and kept in a secure location for collection by the owner for up to fourteen (14) days.

**7. ALCOHOL POLICY:**

Guests who will be bringing any beer, liquor or wine shall be charged corkage fees and the quantity they can bring will be limited according to their group size.

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 gazebo, pavilion, swimming pool and beachfront area. Alcohol is restricted to those 21 years old or older (valid photo identification required)

A. Limitations

- Groups of less than 60 guests are allowed 2 cases of beer, 2 bottles of liquor and 4 bottles of wine
- Groups of 61-100 guests are allowed 3 cases of beer, 3 bottles of liquor and 6 bottles of wine
- Groups of 100-150 guests are allowed to bring 4 cases of beer, 4 bottles of liquor and 8 bottles of wine

B. Corkage's

Php1,800 per case of beer (75 per bottle)

Php800 per bottle of liquor

Php600 per bottle of wine

Guests who wish to purchase more are allowed to purchase in-house drinks/alcohol.



**8. DAMAGE AND/OR THEFT OF RESORT PROPERTY**

You are liable for any damage howsoever caused (whether by the deliberate, negligent, or reckless act) to the room (s), Resort's premises or property caused by you or any person in your party *Sabangan Beach Resort* reserves the right to retain your credit card and/or debit card details as presented at registration and charge or debit the credit /debit card such amounts as it shall in its sole discretion deem necessary to compensate or make good the cost or expenses incurred or suffered by *Sabangan Beach Resort* as a result of the aforesaid.

Should this damage come to light after the guest has departed, we reserve the right and you hereby authorize us to charge your credit or debit card for any damage incurred to your room or the Resort property during your stay, including and without limitation for all property damage, missing or damaged items.

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 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.

**9. PET POLICY**

At *Sabangan Beach Resort* we understand dogs are very much part of the family and therefore we accept dogs in our resort on certain conditions:

- We can't accept more than 3 dogs at any one time, so please ensure you book your pet at the time you make your reservation.
- Dogs must be at all times on a leash, obedient and quiet.
- Owners are responsible for keeping the resort tidy and picking up dog poo.
- Dogs may not sleep in guest beds. Please bring along the pet bed.
- Kindly declare the breed of dog you wish to bring along as our resort is not ideal for large working breeds.