



## Property and Cancellation Policies

### Cancellation Policy

In case of cancellation, whether wholly or in part, of a confirmed reservation, the guest shall pay applicable cancellation charges as outlined below. The cancellation policy is determined based on the rate plan selected at the time of booking.

#### Standard Rate – Cancellation and Modification Policy

- Guests may cancel their reservation free of charge up to 7 days prior to arrival.
- Cancellations made within 7 days prior to arrival, including no-shows, will be charged 100% of the total booking amount and are non-refundable.
- Any modifications made within 7 days prior to arrival or during the stay that result in a downgrade of room type, reduction in number of guests, or shortening of stay will be treated as a cancellation and charged accordingly.

#### Discounted Rate / Book & Save (Non-refundable)

- Reservations made under this discounted rate require a deposit or full prepayment, which is strictly non-refundable in the event of cancellation, modification, or no-show.
- No refunds or credits will be issued for shortened stays, early departures, or downgrades of room type.
- All modification requests are subject to management review and room availability and may result in rate adjustments. Approval of any modification is not guaranteed.

### FORCE MAJEURE

The Resort shall not be held liable for any cancellation, delay, interruption, or failure to perform its obligations arising from events beyond its reasonable control. Such events include, but are not limited to, acts of God, natural disasters, fire, flood, epidemics or pandemics, government regulations or restrictions, power outages, and extreme or adverse weather conditions.

This limitation also applies to airline-related matters, including but not limited to flight cancellations, delays, denied boarding, or deboarding by carriers such as Cebu Pacific or any other airline. As these circumstances are outside the Resort's control, they do not automatically qualify for refunds or compensation.

That said, the Resort understands the inconvenience such situations may cause. Subject to room availability and in accordance with the applicable cancellation and modification policy, the



Resort will make reasonable efforts, at its discretion, to assist guests with adjusting their check-in or check-out dates or rescheduling their stay, when possible.

## **ADDITIONAL TERMS**

- No-shows will be charged 100% of the total reservation amount, and the booking will be automatically released.
- Any eligible refund, if applicable, will be processed in accordance with the Resort's financial and accounting procedures and may be subject to administrative fees.
- For assistance or inquiries, please contact our Reservations Team, who will be happy to assist with any permitted changes.

## **TERMS AND CONDITIONS**

The following Terms and Conditions apply to all guests staying at Cadlao Resort & Restaurant. By confirming a reservation, checking in, or occupying the premises, guests acknowledge and agree to comply with these Terms and Conditions, including all applicable policies and house rules.

### **1. Prices and Taxes**

- All room rates are quoted in Philippine Pesos (PHP) and are inclusive of Value-Added Tax (VAT) and applicable service charges, unless otherwise stated.
- Rates are subject to change without prior notice. However, confirmed reservations will not be affected by any subsequent price adjustments.
- Additional charges may apply for extra persons, additional services, or amenities not included in the original booking.

### **2. Check-in / Check-out**

- A valid government-issued ID or passport is required at check-in.
- Full payment of the total room charges, along with an incidental deposit, is required upon check-in.
- The incidental deposit will be refunded at check-out, subject to any deductions for outstanding charges or damages.
- Accepted payment methods include cash, major credit cards, and approved online transfers.
- Check-in time: 2:00 PM
- Check-out time: 12:00 NN
- Early check-in or late check-out is subject to room availability and may incur additional charges.



### 3. Traveling with Minors

- Guests under eighteen (18) years of age must be always accompanied by a parent or legal guardian during their stay at the Resort.
- Child occupancy is subject to the maximum occupancy of the selected room category. The total number of adults and children per room must not exceed the room's stated maximum occupancy.
- Children six (7) years old and below may stay free of charge when sharing the existing bed with a parent or legal guardian.
- The Resort does not provide supervision for minors. Parents or legal guardians are fully responsible for the supervision, safety, and behavior of their children always within the property.
- Breakfast policy for children:
  - For Family Room bookings, breakfast for children twelve (12) years old and below is included in the room rate, as specified in the room inclusions.
  - For all other room categories, breakfast for children twelve (12) years old and below is not included and may be availed separately at PHP 500 per child per breakfast.

### 4. Occupancy Policy

- Strict compliance with the maximum occupancy stated for each room
- Total number of occupants (adults and children combined) must not exceed the stated limit
- Registered guests only are permitted to occupy the room
- Exceeding occupancy may result in:
  - Declined accommodation for additional guests
  - Requirement to book an additional room, subject to availability
  - Refused check-in or required check-out without refund

### 5. Accessibility & Special Needs

- Due to the Resort's natural terrain and island setting, certain areas feature rough, uneven, or inclined pathways made of stone or sand. As such, the Resort may not be suitable for guests with mobility limitations, wheelchair users, or those requiring walking assistance.
- Access to certain facilities may involve walking along pathways and steps. Guests are advised to wear appropriate footwear for comfort and safety.
- Large vehicles are not recommended on the access road due to its narrow and limited passage. Guests arriving in their own vehicles are advised to park at a



designated paid parking area in town and transfer to the Resort's complimentary tuktuk service from the designated pick-up point.

- The tuktuk drop-off and pick-up point is located before the beachfront area. Guests will need to walk along a beach path to reach the Resort.
- During high tide, the beach path may become partially or fully impassable, making tuktuk passage impossible. In such cases, guests may need to walk a short distance of approximately 2–5 minutes.
- After heavy weather, portions of the beach path may be temporarily non-passable due to tidal conditions. Resort staff will be happy to assist with luggage handling and guest comfort whenever possible.
- Guests with special needs or accessibility concerns are strongly encouraged to inform the Reservations Team prior to booking so that appropriate assistance and guidance may be arranged, subject to availability.

#### 6. Parking

- On-site parking is limited and available for scooters only. Parking for cars and larger vehicles is not available at the Resort.
- Large vehicles are not advised to use the access road due to its narrow and limited passage.
- The nearest paid parking area is located near Town Square, where guests may safely park their vehicles.
- The Resort provides a complimentary tuktuk service for pick-up and drop-off between the Town Square parking area and the Resort for both arrival and departure.
- The Resort shall not be held responsible for any loss, theft, or damage to vehicles or personal belongings left in external parking areas.

#### 7. Hotel Events

- The Resort does not host private functions or external events.
- From time to time, the Resort may conduct internal staff gatherings, maintenance works, or annual celebrations, which may result in temporary noise or limited access to certain areas.
- Whenever possible, guests will be informed in advance, and the Resort will take reasonable measures to minimize any inconvenience and maintain guest comfort.

#### 8. Dispute Resolution / Issues

- Guests are encouraged to promptly report any concerns or issues to the Front Desk or Guest Relations Team to allow the Resort the opportunity to address and resolve the matter during the stay.



- The Resort aims to resolve all concerns amicably and in good faith. In the event that an issue remains unresolved, both parties agree to seek resolution through mediation or arbitration in accordance with Philippine law, prior to initiating any legal proceedings.

#### 9. Use of Personal Information

- The Resort complies with the Philippine Data Privacy Act of 2012 and applicable data protection regulations.
- Personal information collected during reservation and throughout the guest's stay is used solely for service provision, guest safety, and legal or regulatory compliance.
- Guest personal data will not be disclosed to third parties without consent, except where disclosure is required or permitted by law.

#### 10. . Liability

- The Resort shall not be held responsible for any loss, theft, injury, or damage to personal property or persons, except where such loss or injury is directly caused by the Resort's proven negligence.
- Guests shall be liable for any damage caused to Resort property by themselves, their companions, or any visitors under their responsibility.

#### 11. Third Party Rights

- These Terms and Conditions apply solely to the Guest and the Resort. No third party shall have any right to enforce any provision herein.

#### 12. Waiver

- Failure by the Resort to enforce any provision shall not constitute a waiver of its rights. The Resort may enforce its rights at any time permitted by law.

#### 13. Guest Conduct and Noise Policy

- Guests are expected to maintain respectful behavior and refrain from any activity that may cause disturbance, discomfort, or harm to others.
- Excessive noise, loud music, or unruly behavior is strictly not permitted.
- Quiet hours are observed from 10:00 PM to 7:00 AM throughout all resort areas.
- Group visitors or outside parties are not permitted in guest rooms or within the resort premises.
- Guests are responsible for the conduct of their companions and any visitors under their care.
- The Resort reserves the right to issue warnings or evict guests who cause disturbances or violate this policy, without refund.



- Any damage resulting from misconduct will be charged accordingly to the responsible guest.

#### 14. Visitors Policy

- The Resort is private property, and access is restricted to registered in-house guests only.
- Outside visitors are not permitted to use Resort facilities unless prior approval is granted by Management.
- Group visitors are strictly prohibited to ensure the privacy, safety, and comfort of all guests.
- Approved visitors must register at the Front Desk, present a valid government-issued ID, and comply with all Resort rules and policies.
- Visiting hours are from 9:00 AM to 7:00 PM. Overnight visitors are not allowed.
- Registered guests are fully responsible for the conduct of their visitors and for any damage caused during the visit.
- The Resort reserves the right to deny entry to or remove any visitor who fails to comply with Resort policies.
- Unauthorized visitors may be removed from the premises without prior notice.

#### INCIDENTAL DEPOSIT POLICY:

A refundable incidental cash deposit of PHP 2,000 per room is collected upon arrival to cover incidental charges and will be returned upon check-out, provided there are no outstanding balances.