

# TERMS AND CONDITIONS

- BOOKING CANCELLATION** – Guests can cancel for a refund with a flat-rate cancellation fee of **Php. 500.00** if done via our Facebook Reservation Page (**Waterglyde Private Resorts**) at least **30** days before the reserved date or within **3** hours after the reservation payment. Otherwise, payments are strictly non-refundable and can only be used for rebooking. The rebooked schedule will follow the rate of the new slot or venue whichever is higher. Cancellations after the scheduled check-in time are not permitted, and any payments made will be forfeited.

**Rebooking fees:** A rebooking fee will apply as follows: **20%** of the total rent if rebooked less than **30** days before the booked date; **25%** if rebooked less than **7** days before; **30%** if rebooked less than **2** days before; and **35%** if rebooked less than **24** hours before. These fees are applicable regardless of the reason for rebooking, with the following exceptions:

**A. Natural Calamities** - This includes, but is not limited to, typhoons, volcanic eruptions, earthquakes, landslides, tsunamis, and severe thunderstorms and the area of origin or destination is placed under Signal No. 1 (for typhoons) or Alert Level 1 (for volcanic activity).

**B. War or Chaos** - Includes man-made or extraterrestrial wars or chaos affecting air, land, or sea. The area must be a government-designated red zone.

**C. Government-Declared Restrictions** - Includes any constraints or limitations imposed by the Philippine government affecting guest movement to and from the venue.

**IMPORTANT NOTE:** Either the guests or management may request rebooking for safety reasons. Please note that refunds will not be applicable under such circumstances (A.B&C). Rebooking requests will be processed accordingly, with safety being the top priority.

## 2. FACILITY, AMENITIES, AND EQUIPMENT

**2.1 Power Outages** - For power failures exceeding **2** hours without backup power, guests will receive a **5%** refund of that day's rent for each additional hour beyond the initial **2** hours. Refunds are not applicable if power is restored or temporary backup power is provided within **2** hours. During backup power use, air conditioners and high-powered pumps might be unavailable. Management will provide electric fans to at least **50%** of rented rooms. Guests needing air conditioning at all times should use their car's AC; fuel costs are not covered by the management. If this is unacceptable, please do not book the property.

**2.2 WiFi and Connectivity** - WiFi is provided but not guaranteed to be uninterrupted. Outages may occur due to factors beyond our control. Guests using the WiFi for work should have a backup internet solution. We are not liable for any disruptions or losses due to WiFi outages, and such issues are not eligible for venue rent refund.

**2.3 Videoke Machine** - Management guarantees a fix within **2** hours for total malfunctions of the videoke player, monitor, amplifier, and microphone. If unresolved within **2** hours, guests will receive a courtesy refund of **100** pesos per hour thereafter, up to a maximum of **1,000** pesos. Issues with the videoke machine do not qualify for a whole rent refund.

**2.4 Air Conditioners** - Management guarantees a replacement within **3** hours for total air conditioner malfunctions. If no replacement is available, guests will receive a courtesy refund of **500** pesos for each affected room. The room can still be used with an electric fan provided. Our committed room temperature is not higher than **25°C**. Issues with air conditioners do not qualify for a whole rent refund.

**2.5 Refrigerator/Water Dispensers/Rice Cooker** - A refrigerator, water dispenser, and rice cooker are provided free for guest use. In case of total malfunction, guests agree to use a temporary ice cooler or stove provided by management until repairs are made. Issues with these appliances do not qualify for any rent refund.

**2.6 CCTV** – CCTV is operational in selected areas, but real-time monitoring is not conducted. If a guest requests a CCTV review, management will provide one-time, limited access to the footage via a mobile app on their phone, with oversight by a representative to protect privacy. Note that CCTV footage availability may

be affected by factors like storage capacity, data quality, and server issues, so 100% availability cannot be guaranteed.

**2.6 Water Pumps** – Water pumps used for swimming pools and water tanks will be repaired within **3** hours during total malfunction. If unresolved beyond **3** hours, guests will receive a **100** pesos courtesy refund per additional hour, up to a maximum of **1,000** pesos. Water unavailability may occur during repairs. Issues with partial water pump malfunction do not qualify for a rent refund.

3. **INDEMNITY** – The management is not liable for accidents, insect or animal bites, drowning, food poisoning, intoxication, physical assaults, natural calamities, or similar incidents. Guests should be cautious around wet floors and sharp objects, and are responsible for securing their valuables. Use of designated parking spaces is required; street parking is at the guest's own risk. For convenience and safety, guests are advised to handle their personal items securely.
4. **SECURITY DEPOSIT** – Security deposit is mandatory and will be refunded upon checkout, provided there are no missing or damaged items or facilities. Guests must report any damages within 3 hours of check-in to avoid charges. The security deposit amount is ₱1,000 (₱2,000 for Kolossi Resort). The caretakers will conduct a property inspection before issuing the refund.
5. **CARETAKER RESPONSIBILITIES** – Caretakers prepare the venue, clean before check-in, maintain beds, linens, pools, and appliances, and report maintenance issues and guest safety concerns. They are not responsible for cleaning during the guest's stay, including dirty floors and bathrooms, and are not liable for issues outside their defined duties.
6. **CARRY-IN APPLIANCES** – Any appliances rated >50 watts must be declared before the booked schedule and are subject to additional charge.
7. **GUESTS' PROACTIVE QUESTIONING OBLIGATION** – Guests shall proactively inquire about any aspects related to their accommodation that are not specified on the website. This includes but is not limited to room capacity, parking availability, amenities, venue size, inclusions, pool water type, temperature variations, etc.
8. **EXCLUSIONS** – The following items are **EXCLUDED** in the standard package, but can be purchased/rented as optional add-ons: Blankets, towels, charcoal, purified water, LPG use, ice tubes, toiletries, soap, shampoo, conditioner, tooth brush, tooth paste, etc. (*See Inclusions on your Reservation Confirmation Slip.*)
9. **IMAGE REPRESENTATION:** Online photos and videos are lighting and color enhanced but no items are added to make the property look more attractive. Professional cameras may capture images differently due to lens distortion, lighting, and color accuracy, which can differ from actual perception. We recommend visiting the venue in person or via video call to assess its suitability before booking the place. For disputes or complaints about image representation, contact our complaints department via email at [support@waterglyde.com](mailto:support@waterglyde.com). We typically respond within 1 to 2 business days. Issues related to "reality vs. expectations" are not eligible for a reservation fee refund.
10. **VENUE CHANGE** – If reserved guests decide to change the venue, they may choose from available options listed on [www.waterglyde.com](http://www.waterglyde.com). The new venue will be charged at its applicable rate, plus a fixed transfer fee of **Php 1,000.00** and any applicable rebooking fees (*see item #1, Booking Cancellation*). If guests prefer a venue not listed on our website, no refund will be issued for the reservation fee paid.
11. **POOL WATER REFILL POLICY** – Pool water is refilled once per set of guests or every **24** hours, whichever comes first. An extra fee applies for refill requests made less than **24** hours after check-in, including the use of water features. For safety, the pool cannot be used while draining. Due to extended cleaning and disinfection protocols, pools may not be filled upon arrival but can be used while refilling.
12. **CHECK-IN & CHECK-OUT** – Guests must adhere to scheduled check-in and check-out times to accommodate the next group. Extension rates are **₱300** for **30** minutes and **₱500** for **60** minutes, subject to availability. While late check-ins are allowed, the original check-out time shall remain unchanged.  
**Check-In Requirements:** To check in and access the amenities, guests must settle and present the following to the caretaker upon arrival: **A.** Rent balance **B.** Security deposit or two government-issued IDs with addresses
13. **MAINTENANCE AND VENUE CONDITION** - Repairs are conducted monthly, and guests should expect minor damages to items such as doorknobs, faucets, toilet flushes, shower assemblies, tables, chairs, and cabinets upon arrival. These damages are typically minor and do not impact the overall functionality of the

amenities. Due to wear and tear, floor tiles may discolor, and water minerals may accumulate from the highly sulfuric deep well water. Rest assured, these surfaces are clean despite their appearance. If alternatives are available, we will provide them to ensure guest comfort.

14. **LIFEGUARDS** – shall be provided by the guests if needed. Private Pool Resorts are not required by law to provide lifeguards. Guests are encouraged to observe safety measures while using the pool. Only adults and kids with accompanying adults are allowed in the large pools.
15. **WILDLIFE** – Our venues are mostly open spaces and wildlife may occasionally be present. Most wildlife is attracted to food brought into the property. While we can take steps to manage this, the presence of wildlife is beyond our control. Guests are advised to store food securely and be mindful of their surroundings. The management is not responsible for disturbances or issues caused by wildlife.
16. **RATES** - Rates may change without prior notice. However, for existing bookings, the rates will remain fixed. If rates increase, no additional payment will be required for existing reservations. Conversely, if rates decrease, no refunds or deductions will be made for already-booked reservations.
17. **BEHAVIOR OF ALL PARTIES** – We prioritize respectful and professional interactions. We reserve the right to not respond to rude or disrespectful behavior, either onsite or online. Our staff must be treated with courtesy, and any threats against them will be reported to local authorities.
18. **AGREEMENT AND ACCEPTANCE** – Before submitting payment for online inquiries, guests are provided with a link to these "**Terms and Conditions**" and should review them carefully. If guests do not agree to any of the terms, they should **NOT** proceed with the booking. By sending the payment, guests accept these terms.

This constitutes an **ELECTRONIC AGREEMENT**, valid and binding without a physical signature. Another reminder for the terms and conditions will be sent upon receipt of payment to make sure they're not overlooked.

Guests have a 3-hour window from payment to cancel if they do not agree with the terms; detailed cancellation instructions will be sent via the channel where they booked the venue upon receipt of the cancellation request. This document is available in English and Filipino; and it is the guest's responsibility to understand the terms in their preferred language.

**THESE TERMS AND CONDITIONS APPLY TO ALL VENUES LISTED ON OUR WEBSITE. IT IS THE RESPONSIBILITY OF THE PERSON WHO MADE THE BOOKING TO ENSURE THAT THESE TERMS ARE COMMUNICATED TO ALL INDIVIDUALS WHO WILL BE CHECKING IN ON THE BOOKED DATE.**