



Amihan Tagaytay  
9002 Brgy. Francisco Ulat, Silang, Cavite

## GUEST WAIVER AND AGREEMENT

### Terms and Conditions:

#### 1. Booking and Payment Terms

- A **50% down payment is required** to confirm and secure the reservation date.
- The remaining 50% balance must be fully settled at least **three (3) days prior to the check-in date**.
- **Failure to complete** the full payment within the specified timeframe may result in the **cancellation of the booking** and forfeiture of the down payment.

#### 2. Security Deposit

- A refundable security deposit of **Php 2,000.00 per room/night** is required prior to check-in.
- The deposit will be refunded within 24 hours of check-out, provided no damages, losses, or violations of this agreement are incurred during the stay.

#### 3. Liability for Damages

- Guests are responsible for any damages to the property, furnishings, or appliances during their stay.
- The cost of damages will be deducted from the security deposit. If damages exceed the deposit amount, the guest will be held responsible for the additional costs.

#### 4. House Rules

- Smoking is permitted on the property, but it is **strictly prohibited inside the accommodations**.
- Guests are responsible for ensuring that cigarette butts are properly disposed of in designated receptacles provided on the property. Failure to properly dispose of cigarette butts may result in a **penalty of Php 500.00** being charged to the guest.
- Noise levels must be kept to a minimum between **10:00 PM and 7:00 AM** to respect neighboring properties.
- Karaoke is allowed inside the cabin. However, to ensure the comfort and privacy of all our guests, **excessive noise that may disturb neighboring cabins is strictly prohibited, especially during quiet hours**.
- Check-out time is **11:00 AM**, and late check-outs without prior approval may result in additional fees. Exceeding the check-out time will incur a charge of **50% of the rate of stay per night**.
- **Drinking Water**
  - Please note that **drinking water is NOT provided** in the cabins.
  - Guests are advised to **bring their own drinking water** for the duration of their stay.

#### 5. Cooking Policy

- For the safety and comfort of all guests, **cooking inside all accommodations is strictly prohibited**. All cooking activities must be done **exclusively in the designated common kitchen area**.
- **Casita Guests:** Cooking is allowed only in the designated Casita kitchen area. Guests who intend to cook must inform or request approval from our staff beforehand.



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- **Cabin and Glass House Guests:** Cooking is permitted only in the designated common kitchen area.
  - Our kitchens are fully equipped and include the necessary cookware and appliances for your convenience.
  - Any guest found cooking inside an accommodation will be subject to a **₱1,000 fine**.
6. **Housekeeping**
- Housekeeping is complimentary only once during a one-night stay; additional housekeeping services will be charged **Php 800.00**.
  - Housekeeping services are available from **8:00 AM to 5:00 PM only**.
7. **Guest Capacity**
- Each **Cabin** has a maximum occupancy of **10 guests**. However, an additional **2 guests** may be accommodated per cabin, subject to an **extra charge of Php 1,000.00 per person per night**.
  - Each **Casita** has a maximum occupancy of **2 guests**. A third guest may be accommodated subject to an additional fee of **₱500.00 per night**, which includes an extra bed.
  - The **Glass House** can accommodate up to **8 guests**.
8. **Towels and Amenities**
- Guests are provided with standard amenities as part of their stay. Towels and amenity kits are good for **two (2) guests only per accommodation**. However, should you require additional items, the following fees will apply:
    - Extra towel: **Php 50.00 per towel**
    - Extra bed: **Php 500.00 per bed**
    - Extra pillow: **Php 100.00 per pillow**
    - Extra comforter: **Php 150.00 per comforter**
  - These charges will be added to your final bill and must be settled before checkout.
  - Towels, linens, and other cabin property are provided for use during your stay and are not to be removed from the premises. Any missing items may result in additional charges to your account. **Only the following items are complementary and may be taken home:**
    - Guest Kit
    - Vanity Kit
    - Shaving Kit
    - Slippers
9. **Use of Pool**
- Guests may use the pool at their own risk. **No lifeguard is available on-site**, and the management will not be held liable for any accidents, injuries, or incidents that may occur during its use.
  - Use of the Pool is until **10:00 PM only**.
10. **Use of Sauna and Gym**
- Amenities such as the sauna and gym can be used upon request. Any Amihan personnel must be informed before usage.
  - Use of the sauna must be scheduled with our staff, and is limited to a maximum of **1 hour** per session.
  - Amenities are available for use until **10:00 PM only**.



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#### 11. Use of Jacuzzi in Casitas

- The **jacuzzi** located in the Casita area is available for guest use.
- Guests who wish to use the jacuzzi **must inform an Amihan staff member** in advance, as staff assistance is required to properly turn on and operate the system.
- For safety reasons, guests are advised **not to operate or tamper with the jacuzzi controls without staff assistance.**

#### 12. Animals on the Property

- Guests are expected to be gentle and respectful towards the animals on the property. Any harm or mistreatment of animals is strictly prohibited and may result in penalties or immediate termination of your stay.
- Feeding of animals is allowed only if the food is purchased from an Amihan personnel.
- **No touching of animals is allowed.**

#### 13. Pets

- If guests are bringing pets, pets must wear **diapers** when inside the cabin.
- Pet owners are responsible for cleaning up after their pets, including disposing of pet waste properly.

#### 14. Events

- For events held on the property, the rate is **Php 99,998**, which includes the **exclusive use of the whole property** and an **overnight stay in all 3 cabins and all 5 casitas** for the duration of the event.
- **All events must be approved by management in advance.** Please note that **no damages** should be incurred on the property during the event. Any damages may result in additional charges.

#### 15. Activities

- Guests may enjoy the following activities during their stay:
  - Pickleball
  - Tennis
  - Badminton
  - Volleyball
  - Basketball
- However, please note that **basketballs, volleyballs, tennis rackets, and badminton rackets are not provided.** Guests must bring their own equipment if they wish to use these amenities.
- For guests interested in playing pickleball, a set consisting of **one (1) pair of pickleball paddles and one (1) ball** is available for rent at **₱150.00 per session.**
- The property is not responsible for the availability, loss, or damage of any personal sports equipment brought by guests.
- For the basketball court and pickleball court, guests are encouraged to coordinate with our staff in advance to avoid overlapping schedules with other guests.
- All sports and recreational activities are undertaken at the guest's own risk. Management shall not be held liable for any injury, accident, or loss arising from the use of these facilities.



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**16. Rental of Vespa**

- The rental fee for a **Vespa** is **Php 2,000.00**, exclusive of gas, and is valid for **1 full day** of use.
- **Any damage** to the Vespa during the rental period will be the responsibility of the renter and must be shouldered by the user.

**17. Personal Belongings**

- The management is not responsible for any loss or damage to the guest's personal belongings.

**18. Cleanliness**

- Guests are expected to maintain the cleanliness of the property during their stay.

**19. Rebooking Policy**

- Guests are allowed to rebook their stay **only once** under the following conditions:
  - **Rebooking Fee:** If the request is made **at least 7 days before check-in**, a rebooking fee of **5% of the total stay rate** will apply.
  - **No Rebooking & Forfeiture:** Rebooking is **not allowed** if the request is made **less than 7 days before check-in**. In this case, the **down payment will be forfeited**, and a new booking will be required.
  - **Typhoon/Natural Calamity Clause:** In the event of a typhoon or natural calamity that directly affects the safety or accessibility of Amihan Tagaytay as recognized by PAGASA or the local government unit, guests may rebook their stay without a rebooking fee, subject to availability. Affected bookings must be rescheduled within 6 months from the original check-in date. **No refunds will be issued under any circumstance.**
- All rebookings are **subject to availability**, and any **rate differences** for the new dates must be settled by the guest. If the new stay rate is lower, no refunds or credits will be issued.

**20. Cancellation Policy**

- The **down payment** is **non-refundable and non-transferable**.
- Cancellations made less than **3 days before the check-in date** will result in the full payment being non-refundable.
- **No refunds will be issued for cancellations due to typhoons or natural calamities. Only rebooking is allowed as stated above.**

**21. Non-Guest Policy**

- For the safety, comfort, and privacy of all our guests, **only registered guests are allowed on the property** during the duration of your stay. **Unauthorized visitors, including friends or family who are not listed in your reservation, are not permitted.** Violation of this policy may result in immediate termination of your stay without refund.

**22. Security Cameras and Privacy**

- For the safety and security of all guests, our property is equipped with **CCTV cameras in public and common areas**. These cameras are in place to ensure the protection of guests and property. However, to respect guest privacy, no cameras are installed inside the cabins or any private areas. By booking a stay at our property, guests acknowledge and consent to the use of CCTV surveillance in designated areas.



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**23. Termination and Right to Refuse Service**

- The resort reserves the right to **refuse service** or remove any guest who **fails to comply with this agreement**.
- Guests removed from the property due to violations will **not be eligible for refunds**.



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**Acknowledgment and Agreement:**

By signing below, I confirm that I have read, understood, and agreed to the terms and conditions outlined in this waiver. I accept full responsibility for my actions and those of my guests during our stay. I also acknowledge that the management reserves the right to withhold the security deposit or charge additional fees in the event of any violations.

Guest Name: \_\_\_\_\_

Guest Signature: \_\_\_\_\_

Check-in Date: \_\_\_\_\_

Check-out Date: \_\_\_\_\_

Date Signed: \_\_\_\_\_

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**For Management Use Only**

Security Deposit Received: Php \_\_\_\_\_

Received By: \_\_\_\_\_