

# *Hotel at Home House Rules*

Welcome to Hotel @ Home. We hope that you will have a relaxing and memorable stay. By confirming your booking, you agree to the following rules:

## **1. Registered Guests only**

- Only guests listed in the booking are allowed to stay overnight.

## **2. Check In/Check out**

- Check In - 2:00 PM
- Check Out - 12:00 Noon
- Late check out is upon request, subject to approval and may incur additional charges.
- Kindly return the key card to the staff. Lost key fee – Php500.
- All unsettled balances must be settled before check out

## **3. Security Deposit**

- Upon check-in Php3,000. Refundable to the designated Gcash or bank account within 24 hours from the time of check out.

## **4. Parking**

- 1 free parking slot is provided for each room booked

## **5. Extra Guests and Visitors**

- Day visitors are allowed until 10:00 PM. All additional visitors must be declared and approved in advance.
- After 10:00 PM, only registered guests may remain in the property.
- Maximum of 2 visitors per room at any given time with no charge. Additional visitors beyond the allowed limit are subject to a fee of ₱500 per person, with a maximum total of 8 visitors per room.
- The booked guest is fully responsible for their visitors' behavior. Any damage, disturbance, or rule violation will be charged to the guest.

## **5. Use of Rooftop Lounge**

- The rooftop lounge is for quiet relaxation and small gatherings only. Strictly no parties.
- Booked guests and their visitors may use the rooftop lounge until 10:00 pm.

- Use of amenities (TV, tables and chairs) is on a first come, first served basis.
- Clean-as-you-go policy. Dispose of garbage on designated trash bins.
- Keep noise at a respectful level, being mindful of other guests using the area.

#### **6. Respect for the property**

- a. Please treat all furnishings, décor and appliances with care. Guests are financially responsible for any damage, missing items, or excessive cleaning required.

#### **7. Quiet Hours**

- a. Quiet hours are from 10:00 PM to 8:00 AM.
- b. Parties, events, loud music or disruptive behavior are strictly prohibited.

#### **8. No Smoking Policy**

- a. Smoking and vaping is not allowed inside the rooms and in enclosed areas within the rooftop lounge. Evidence of smoking will result in a deep cleaning fee. Designated open areas in the rooftop lounge are provided for smoking.

#### **9. No Pets**

- a. For the comfort and safety of all guests, pets are not allowed inside the building. However, a nearby pet hotel is available, subject to a separate fee.

#### **10. Security and Safety**

- a. Please turn off the aircon and TV when leaving the property.
- b. Please lock all doors and windows when leaving the property.
- c. Do not tamper with security systems or safety equipment.
- d. Guests assume responsibility for their personal belongings
- e. Children must be supervised at all times.
- f. CCTV's are provided in the common areas only
- g. No fireworks or firecrackers
- h. Illegal drugs, gambling, prostitution or any unlawful activities are strictly prohibited.

#### **11. Housekeeping Standards**

- a. Daily housekeeping is not included unless arranged in advance. Please maintain reasonable cleanliness. Excessive mess requiring special cleaning will incur fees.

## **12. Waste Disposal**

- a. Please dispose of trash properly. Separate recyclables from regular trash

## **13. Damages and Clean Up**

- a. Report any damages immediately. All damages will be charged to the current guests
- b. Before leaving, kindly wash and put away any used kitchenware
- c. Vandalism is strictly prohibited. Violators will be charged for repairs and damages.

## **14. No cooking Allowed**

- a. To maintain safety and cleanliness, cooking is not allowed within the premises. The use of portable gas stoves, induction cookers and any personal cooking appliances is strictly prohibited.
- b. Electric kettle is provided for preparing coffee, tea or other hot drinks.
- c. Any violation of this policy may result in additional cleaning charges and/or termination of the stay without refund.

## **15. Courier and Food Deliveries**

- a. For the security and privacy of our guests, courier and food delivery riders are not allowed to enter the building. Guests shall retrieve their parcel and/or food deliveries in front of the building.

## **16. Contingencies**

- a. Power or water interruptions may occasionally occur in the area. Staff will assist, but refunds do not apply in these circumstances (force majeure)
- b. During rains or typhoons, please secure belongings
- c. The host is not liable for accidents, injuries or illness during the stay. Guests use the property and amenities at their own risk.

## **17. Emergencies**

- a. Admin - Irene Calubiran 0927-8584938
- b. Emergency / Rescue (Covers ambulance, fire, police coordination)

**0917-167-7419**

- c. Fire Department – contact number

**(046) 483-2490**

- d. Amadeo Police –

**0965-199-3111 / 0998-967-3365 / 0998-598-5615**

e. Cavite Rescue - **0917-858-8263**

f. Emergency Equipment on site

- Fire Extinguisher – Provided
- Emergency Light – provided
- First Aid Kit - Provided

**16. Additional Notices**

- a. Staff may enter the rooftop lounge/common areas without prior notice for maintenance, cleaning or preparation
- b. Staff will only enter your private rooms with prior notice, except in urgent emergencies (e.g. safety, fire, water leak)