Reservation Policies, Terms and Conditions, and House Rules

CASA BRISA FOREST RESORT · VERSION 2026-11 · PUROK 2 BRGY. BAGANIHAN, MARILOG DISTRICT, DAVAO CITY

At Casa Brisa Forest Resort, we are committed to providing our guests with a peaceful, comfortable, and memorable experience surrounded by nature.

To ensure a smooth reservation process, maintain the quality of our facilities, and promote the safety and comfort of everyone, all guests are required to observe the following policies, terms and conditions, and house rules.

I. Reservation and Payment Policies

1. Booking Confirmation and Payment

- A down payment equivalent to **50% of the total reservation amount** is required to secure and confirm a booking.
- The remaining **50% balance** must be settled upon check-in.
- A reservation is only **confirmed** once management has received and verified the payment proof and confirmed the booking. Guests will receive a confirmation email.
- Online bookings that are not paid by the payment deadline shown on the guest's booking page are **released automatically** and the room becomes available again.
- Reservations without the required down payment are not guaranteed and remain subject to availability.
- All additional charges incurred during the stay must be settled before check-out.
- Guests are advised to transact exclusively through the resort's official website, official communication channels and authorized payment accounts.

2. Cancellation Policy

- **Once the down payment has been made, the reservation cannot be cancelled and the payment is non-refundable.** Instead of cancelling, guests may move their dates under the Rescheduling Policy below.
- A booking that has **not yet been paid** may be cancelled at no charge.
- **Exception, calamity or force majeure:** if a typhoon, earthquake, road closure or similar event prevents the stay, management will decide, case by case, whether to offer a refund or a new date (see Section V.1).
- Only the owner can cancel a paid booking.

- All requests must be submitted through the resort's official communication channels.

3. Rescheduling Policy

A confirmed booking may be moved to new dates, subject to availability and management confirmation:

- **30 days or more before check-in:** free of charge.
- **14 to 29 days before check-in:** a rescheduling fee of **25% of the total reservation amount** applies. It is taken from the amount already paid.
- **Less than 14 days before check-in:** rescheduling is **not allowed**.
- Each booking may be moved **once within a 12-month period**.
- The new check-in date must be **within 90 days after the original check-in date**.
- If the new dates cost more, the guest pays the **difference**. If the new dates cost less, **no refund** is given for the difference.
- Once the guest has checked in, the booking can no longer be moved.
- The days counted are based on the date the request is received. All requests must be submitted through the resort's official communication channels.

4. Refund Processing

Applies only to refunds approved by management, for example for a calamity or if the resort cannot honor a booking.

- Approved refunds are processed within **7 to 15 business days** after the refund is approved and the guest has sent the necessary refund details.
- Refunds are preferably issued through the original payment method or another agreed payment channel.
- Guests are responsible for providing accurate payment and account information.
- Any third-party transaction charges will be communicated to the guest.
- Processing times may vary depending on the bank or payment service provider.

5. Reservation Modifications and Transfers

- Requests to change the accommodation, guest count or other reservation details are subject to availability, applicable charges and management approval.
- A reduction in guest count does not automatically reduce the confirmed room rate.
- Extra guests beyond the room's included number are charged per person per night. The charge is shown in the booking price.
- A reservation may only be transferred to another person with prior approval from management. The original booking holder must notify management and give the details of the replacement guest.
- A transfer does not change the original booking terms, rescheduling rules or payment obligations.

6. No-Show and Early Departure

- Failure to arrive on the check-in date without prior notice is a no-show, and the payment is forfeited.
- Guests arriving late must notify management in advance.
- No refunds or credits are issued for early departures, shortened stays or unused portions of a reservation.

7. Day Tours and Whole-Resort (Exclusive) Bookings

- **Day tour:** ₱350 per person. Available **Monday to Friday only**, and not available on days the whole resort is booked exclusively (including the exclusive booking's check-in and check-out days). No rooms are included.
- **Whole-resort (exclusive) booking:** the whole resort is reserved overnight, arranged with management through Messenger, with the price agreed by management. It blocks all rooms for those dates. The same payment, cancellation and rescheduling rules above apply.

II. Check-In and Check-Out Policies

1. Check-In and Check-Out Schedule

- Check-in time: **2:00 PM**
- Check-out time: **12:00 noon**
- Guests are expected to observe the designated check-in and check-out times to allow sufficient preparation and maintenance of the property.
- Early check-in and late check-out are subject to availability, prior approval from management, and applicable additional charges.

2. Guest Registration

- The registered guest may be required to present a valid government-issued identification document upon check-in.
- All overnight guests and authorized visitors must be properly declared and registered with management.
- The registered guest shall serve as the primary representative of the group throughout the stay.
- The registered guest shall be responsible for communicating the resort's policies and house rules to all accompanying guests and visitors.

3. Security Deposit

A refundable security deposit, separate from the accommodation payment, is collected upon check-in based on the reserved accommodation package.

Accommodation	Security deposit
Dubia	₱1,000
Adansonii	₱2,000
Borsigiana	₱5,000

The security deposit serves as protection against potential property damage, missing items, excessive cleaning requirements, unpaid additional charges, and other documented liabilities incurred during the stay. The following conditions apply:

- The security deposit is refunded following a satisfactory inspection of the accommodation and resort facilities upon check-out.
- Any applicable and documented charges are deducted from the security deposit.
- Should the assessed charges exceed the security deposit, the guest is responsible for settling the remaining amount.
- If further assessment is necessary, management will inform the guest of the reason for any delay in releasing the security deposit.
- The security deposit is not part of the accommodation payment and is not used to settle the required reservation balance.
- For whole-resort bookings, any security deposit is agreed with management when the booking is arranged.

4. Guest Capacity and Additional Guests

- Guests must strictly observe the approved accommodation capacity indicated in their confirmed reservation.
- Additional guests and visitors must be declared to management and are subject to applicable charges and capacity limitations.
- Unauthorized guests and overnight visitors are strictly prohibited.
- Management reserves the right to refuse entry to additional individuals if the approved capacity has been reached or if their presence compromises the safety and comfort of other guests.

5. Check-Out Inspection and Clearance

- Prior to departure, resort personnel may conduct an inspection of the accommodation, facilities, equipment, and other amenities used during the stay.
- All outstanding balances, additional charges, and applicable damage or replacement costs must be settled before departure where reasonably ascertainable.

III. General House Rules

1. Guest Conduct

- All guests are expected to conduct themselves in a respectful, responsible, and orderly manner throughout their stay.
- Disruptive behavior, harassment, violence, unlawful activities, and conduct that may compromise the safety, privacy, or comfort of others are strictly prohibited.

2. Noise and Quiet Hours

- Quiet hours are observed from **10:00 PM to 7:00 AM**.
- Music, videoke, and other recreational activities must be maintained at reasonable noise levels.
- Excessive noise and activities that may disturb the surrounding community are strictly prohibited.
- Guests must comply with applicable local noise regulations and instructions issued by resort personnel.
- Guests are expected to respect the peaceful and natural environment of the resort.

3. Cleanliness and Sanitation

- Guests are expected to maintain the cleanliness and orderliness of their accommodations and surrounding facilities throughout their stay.
- Waste must be disposed of in designated garbage bins.
- Littering, improper waste disposal, and leaving food waste in undesignated areas are strictly prohibited.
- Additional cleaning charges may apply in cases of excessive mess, stains, improper waste disposal, or unsanitary conditions beyond normal use.

4. Smoking and Vaping

- Smoking and vaping are permitted only in designated smoking areas.
- Smoking and vaping inside guest rooms, enclosed facilities, and other prohibited areas are strictly prohibited.
- Cigarette butts and other smoking-related waste must be properly disposed of.
- Guests are responsible for any documented cleaning, repair, or restoration costs resulting from violations of this policy.

5. Alcohol Consumption and Prohibited Substances

- Alcohol consumption is permitted, provided that guests drink responsibly and maintain proper conduct.
- Excessive intoxication, aggressive behavior, and activities that endanger other individuals are prohibited.
- Possession, distribution, or use of illegal substances is strictly prohibited.

- Alcohol consumption must comply with applicable laws and age restrictions.

6. Pet Policy

- Pets are only permitted upon prior declaration and approval from management.
- Pet owners are responsible for their pets' behavior, cleanliness, and supervision throughout their stay.
- Pets must not cause disturbance, damage resort property, or compromise the safety and comfort of other individuals.
- Pet waste must be immediately cleaned and properly disposed of.
- Pets are not permitted inside swimming pools or other restricted areas.
- Any applicable pet-related charges or damages are shouldered by the pet owner.

7. Outside Food and Beverages

- Guests may bring their own food and beverages, subject to applicable accommodation and resort policies.
- Any applicable corkage fees or restrictions will be communicated prior to reservation confirmation.
- Food preparation and cooking are only permitted in designated areas.
- Guests are responsible for the proper storage, handling, and disposal of their food and beverages.

8. Parking and Vehicle Access

- Vehicles must be parked only in designated parking areas.
- Driveways, access roads, and emergency access points must remain unobstructed at all times.
- Guests are advised to secure their vehicles and avoid leaving valuables unattended.
- Vehicle-related incidents will be assessed in accordance with applicable laws and the circumstances involved.

9. Personal Belongings

- Guests are advised to exercise reasonable care in securing their personal belongings, valuables, and other possessions throughout their stay.
- Any missing, damaged, or misplaced items must be reported immediately to resort personnel. The resort's responsibility for such incidents is governed by applicable laws.

10. Lost and Found

- Items left behind by guests are recorded and retained for up to 30 days, subject to reasonable storage limitations and applicable laws.
- Perishable, hazardous, or unsanitary items may be disposed of earlier when necessary.
- Guests are responsible for arranging the collection of their belongings and shouldering any applicable delivery or shipping costs.

- Unclaimed items are handled in accordance with applicable laws.

IV. Facilities, Safety and Environmental Guidelines

1. Swimming Pool Operating Hours and Safety

Operating hours: **7:00 AM to 9:00 PM**. All guests using the swimming pool must observe the following safety regulations:

- Swimming outside the designated operating hours is strictly prohibited unless expressly authorized by management.
- Proper swimming attire must be worn at all times.
- Guests are encouraged to shower before entering the swimming pool.
- Children must be closely supervised by a responsible adult at all times.
- Running, diving, pushing, rough play, and other unsafe activities are strictly prohibited.
- Glass containers are prohibited within the swimming pool area.
- Food and beverages are not permitted inside the swimming pool.
- Guests under the influence of alcohol must refrain from using the swimming pool.
- Guests must observe posted pool depth indicators and other safety guidelines.
- All guests must comply with instructions issued by resort personnel.
- Management reserves the right to temporarily restrict or suspend swimming pool access due to maintenance, adverse weather conditions, sanitation requirements, or other safety concerns.

2. Use of Resort Facilities and Amenities

- Guests must exercise proper care when using resort facilities, furniture, appliances, equipment, and other amenities.
- Moving or rearranging furniture and equipment without prior approval from management is prohibited.
- Resort property must not be removed from the premises without authorization.
- Guests must observe the designated operating hours and usage guidelines of applicable facilities.
- Unauthorized access to staff-only areas, storage rooms, maintenance areas, and restricted facilities is strictly prohibited.
- Any malfunction, damage, or safety concern must be reported immediately to resort personnel.

3. Kitchen and Cooking Facilities

- Cooking and food preparation are only permitted in designated kitchen and cooking areas.
- Guests using kitchen facilities, cooking equipment, and utensils are expected to maintain cleanliness and observe proper safety precautions.

- Cooking inside guest rooms is strictly prohibited unless the accommodation has a designated cooking facility.
- Cooking equipment must not be left unattended while in use.
- Guests must ensure that cooking appliances and equipment are properly switched off after use.
- Any damage or loss involving kitchen equipment and utensils will be assessed and charged accordingly.

4. Private Events, Celebrations and Decorations

- Private celebrations, parties, special events, and organized gatherings must be disclosed to management prior to the scheduled stay.
- Events must remain within the approved guest capacity and designated areas.
- External caterers, decorators, event organizers, photographers, and other third-party suppliers must be declared and approved by management prior to entry.
- Decorations must not cause damage to walls, ceilings, furniture, landscaping, or other resort property.
- The use of nails, screws, strong adhesives, confetti, glitter, and other potentially damaging materials requires prior approval.
- All decorations and event materials must be removed upon completion of the event or before check-out.
- Guests are responsible for the conduct of their authorized third-party suppliers and any documented damages resulting from their activities.

5. Electrical Appliances and Fire Safety

- The use of unauthorized high-powered electrical appliances, portable cooking equipment, and other devices that may pose electrical or fire hazards is prohibited.
- Guests must not tamper with electrical installations, circuit breakers, fire extinguishers, or other safety equipment.
- Unauthorized bonfires, fireworks, open flames, and other potentially hazardous activities are strictly prohibited.
- Grilling and other fire-related cooking activities are only permitted in designated areas.
- Emergency exits and access points must remain unobstructed at all times.
- Any electrical malfunction, fire hazard, or unsafe condition must be immediately reported to resort personnel.

6. Property Damage and Loss

- Guests are held responsible for any loss, breakage, or damage to resort property resulting from negligence, misuse, or intentional acts committed by them or any member of their group.
- Reasonable and documented repair, replacement, cleaning, or restoration costs will be charged accordingly.

- Applicable charges may be deducted from the security deposit. Any amount exceeding the security deposit shall be settled by the guest upon proper assessment by management.
- Normal wear and tear is not considered chargeable damage.

7. Natural Environment and Wildlife

- As a forest resort, Casa Brisa encourages all guests to appreciate, respect, and preserve its natural surroundings.
- Cutting or damaging plants, trees, and landscaped areas is strictly prohibited.
- Feeding, disturbing, capturing, or harming wildlife is prohibited.
- Guests may occasionally encounter insects, wildlife, falling leaves, and other naturally occurring environmental conditions.
- Guests are advised to exercise appropriate precautions, particularly when exploring outdoor areas.
- Children must be properly supervised near slopes, elevated areas, bodies of water, and other natural features.
- Guests must refrain from entering restricted or potentially hazardous areas.
- Responsible water and electricity consumption is encouraged throughout the stay.

8. Weather Conditions and Outdoor Facilities

- Due to the resort's natural location, weather conditions may occasionally affect the availability and operation of outdoor facilities and amenities.
- Management reserves the right to temporarily restrict access to swimming pools, outdoor recreational areas, and other facilities when necessary to ensure guest safety.
- Guests are advised to observe weather advisories and comply with safety instructions issued by resort personnel.
- Any applicable remedies resulting from significant service interruptions will be assessed based on the circumstances and applicable laws.

9. Utility and Service Interruptions

- In the event of unexpected interruptions involving electricity, water, internet connectivity, or other essential utilities, management will take reasonable measures to restore affected services and provide appropriate assistance to guests.
- Service interruptions beyond the resort's reasonable control are assessed individually, taking into consideration their duration, impact on the guest's stay, and applicable laws.

10. Emergency and Safety Procedures

- Guests must immediately report accidents, injuries, emergencies, or hazardous conditions to resort personnel.

- Guests must comply with emergency procedures, evacuation instructions, and safety measures implemented by management.
- Children and individuals requiring assistance must be appropriately supervised by their accompanying guests.
- Emergency equipment must only be used for its intended purpose.
- Guests are encouraged to inform management of any special accessibility or assistance requirements prior to their arrival.

V. General Terms and Conditions

1. Force Majeure and Unforeseen Circumstances

- In the event of severe weather, natural disaster, government restrictions, unsafe travel conditions or other circumstances beyond the reasonable control of either party, management will assess the situation and decide the arrangement.
- Depending on the circumstances, this may be a **refund** or a **new date**, decided by management (owner).
- If Casa Brisa Forest Resort cannot honor a confirmed reservation, the guest will be offered a **full refund of payments made** or **rescheduling to an available date at no charge**.

2. Right to Refuse Entry or Terminate a Stay

Management reserves the right to refuse entry or require the departure of guests who:

- Engage in unlawful activities;
- Seriously or repeatedly violate the resort's policies and house rules;
- Cause significant disturbance to other individuals or the surrounding community;
- Intentionally damage resort property; or
- Compromise the safety, security, or well-being of others.

Any such action will be undertaken reasonably and in accordance with applicable laws. The eligibility of guests for any refund is determined based on the circumstances of the violation and applicable legal requirements.

3. Management Responsibilities

- Casa Brisa Forest Resort exercises reasonable care in maintaining its accommodations, facilities, equipment, and premises to provide a safe and comfortable environment for its guests.
- Guests are likewise expected to exercise reasonable care, observe established safety guidelines, and use resort facilities responsibly.

- Nothing in these policies excludes or limits any responsibility or obligation imposed upon the resort under applicable laws.

4. Policy Amendments

- Management reserves the right to revise or update its reservation policies, terms and conditions, and house rules when necessary to improve operations, maintain safety, or comply with applicable regulations.
- Material changes affecting existing confirmed reservations will be communicated to the concerned guests and are subject to applicable laws and agreed reservation terms.

5. Acceptance of Terms and Conditions

- By ticking the agreement box when booking, and by confirming a reservation and remitting the required down payment, the registered guest acknowledges that these reservation policies, terms and conditions, and house rules have been made available for review before payment.
- The registered guest agrees to comply with these provisions and is responsible for communicating them to all accompanying guests, visitors, and authorized third-party suppliers.
- All guests are expected to cooperate with resort personnel in maintaining a safe, peaceful, clean, and welcoming environment.

Thank you for choosing Casa Brisa Forest Resort. We appreciate your understanding and cooperation, and we look forward to providing you with a relaxing and memorable experience surrounded by nature.

CASA BRISA FOREST RESORT

The Management