



Hotel Booking Terms and Conditions, and Privacy Policy

1. Introduction

By making a reservation with us, you agree to comply with these terms and conditions. This agreement outlines your rights and responsibilities as a guest and how we handle your personal information during the booking process.

2. Booking Confirmation

When you complete a reservation through our online booking system, a confirmation email will be sent to the email address you provided. Please ensure that the details you provide are accurate and up to date. If any changes are needed to your booking, please contact us immediately.

3. Personal Information

We collect personal information (such as your name, address, phone number, email, and payment details) when you book with us online. This information is used solely for the purpose of processing your booking and verifying your identity for the duration of your stay.

4. Privacy and Data Protection

We are committed to protecting your privacy. Any personal data collected during the booking process will only be used in accordance with applicable data protection laws. We do not share or sell your personal information to third parties. Your information will only be used for the following purposes:

- To confirm and manage your booking.
- To communicate with you regarding your reservation or other hotel-related inquiries.
- For verification purposes upon check-in.



We use secure payment gateways to ensure that your payment information is protected. We also maintain strict access controls to protect your data from unauthorized access.

5. Payment Information

Your payment details (credit card, debit card, etc.) will only be used for the purpose of processing your booking. Payment information is encrypted and handled by trusted third-party payment processors to ensure a secure transaction. We do not store your payment details after the transaction is completed.

6. Cancellation and Refund Policy

Cancellation policies and potential fees are clearly stated at the time of booking. To reiterate, cancellation prior to arrival:

- Less than 7 days – 100% retention fee based on the total booking amount
- 14 to 7 days – 50% retention fee based on the total booking amount
- 15 or more days – 20% retention fee based on the total booking amount

7. Check-In and Verification

Upon check-in at the hotel, we may request a valid government-issued ID (e.g., passport, driver's license) for identity verification purposes. This is to ensure that the booking was made by the rightful guest and for security reasons.

- **Check-in time:** 2:00 PM
 - **Check-out time:** 12:00 NN
- Late check-out fees will apply.

8. Accessibility



For guests with special needs, wheelchair accessible rooms are available.

Please do not hesitate to let us know.

9. Travelling with Minors

Guests under the age of 18 must be accompanied by a parent or legal guardian.

The hotel reserves the right to request documentation to verify the relationship and age of accompanying minors. Children must be supervised at all times while on the premises.

10. Liability

The hotel is not liable for any loss, theft, or damage to guests' personal property during their stay, unless such loss is due to the proven negligence of the hotel or its staff. Guests are encouraged to use the safety deposit boxes available in the rooms or at the front desk for valuables. The hotel shall not be held responsible for any accidents, injuries, or damages sustained by guests while using the hotel facilities, except where required by applicable law.

11. Waiver

By staying at the hotel, the guest agrees to waive, release, and hold harmless Q Citipark Hotel, its management, and employees from any and all claims, damages, or liabilities arising out of or in connection with any loss, injury, or incident that occurs on the property, except where such liability is established under applicable law due to hotel negligence.

12. Force Majeure

The hotel shall not be liable for any failure or delay in performing its obligations due to events beyond its reasonable control, including but not limited to natural disasters, acts of war, terrorism, labor strikes, power outages, pandemics, or government restrictions. In such cases, the hotel reserves the right to cancel or modify reservations without liability.



13. Dispute Resolution Clause

In the event of any dispute arising out of or relating to your stay, the parties agree to first attempt to resolve the matter amicably through good-faith negotiations. If resolution cannot be achieved, the dispute shall be submitted to mediation or arbitration in accordance with the laws of the Philippines, and the venue shall be General Santos City. Each party shall bear its own legal fees unless otherwise determined by the arbitrator.

14. Modifications to the Terms

We reserve the right to update or modify these Terms and Conditions at any time. Any changes will be communicated to you via text, call or email or updated on our website. Continued use of our booking system after such changes constitutes your acceptance of the revised terms.

15. Contact Information

For any questions regarding these Terms and Conditions, or if you need assistance with your booking, please contact us at:

- **Email:** info.qcitiparkhotelgsc@gmail.com
- **Phone:** +63 917 107 0539
- **Address:** Q Citipark Hotel, Roxas Avenue corner Jose P. Laurel St., Dadiangas East, General Santos City, Philippines 9500

By booking with us, you agree to the above terms and conditions. Thank you for choosing Q Citipark Hotel.