

Booking Policy

In this Policy, Villa Patriz Retreat is also referred to as “The Villa,” “the facility,” “we,” “ours, and “us.” Please read carefully Villa Patriz’s booking policy outlined below:

1. Acceptance of Terms

By accessing our website, utilizing our online booking services, including third party online travel agencies (OTAS), you confirm that you have read, understood, and accepted these Terms and Conditions.

2. Reservation Policies

- All reservations are subject to availability and will be confirmed via email or phone call. Please ensure that your email address provided is accurate. Also, check your email regularly as well as your Spam box in case our email is directed there instead of your inbox.
- Payment terms and conditions will be specified at the time of booking, including mode of payment, and any required deposits and prepayments.
- For reservations made through OTAs, their specific payment terms will apply.

3. Deposit Policy

- For bookings with a stay of 1 night, 100% of the total stay is required to reserve a room.
- For bookings with a stay of more than 1 night, 50% of the total stay is required to reserve a room or the entire villa. The remaining balance should be settled upon arrival.

4. Cancellation, No-Show, and Modification Policy

- Kindly refer to the Cancellation and Modification Policy detailed separately.

- Any changes to your reservation are subject to availability. Please contact us directly for modifications.

5. Check-In and Check-Out

- Standard check-in time is from 3:00 PM onwards. Early check-in requests are subject to availability and may incur additional charges.
- Express check-in will be implemented wherein necessary forms and incidental deposit should be provided prior to arrival.
- An incidental deposit amounting to PHP1000 is required upon check-in, which will be refunded upon check-out should no charges occur. The Villa contains valuable and movable items in addition to supplies and equipment designed to help make guests' stay comfortable. Guests' deposit is to cover any damage or loss of any of the items on display or offered for guests to use free of charge.
- Standard check-out time is 11:30 AM. This will allow The Villa's staff to clean, sanitize the property before the arrival of the next guest(s). Late check-out requests are subject to availability and may incur additional charges.
- A valid government-issued ID used for booking must be presented upon check-in. Guests who booked using credit cards may be asked to present the card used for booking.

6. Use of Facilities

- Guests are expected to respect and adhere to the rules and regulations of Villa Patriz. Any damage to property or violation of rules may result in additional charges and/or termination of the stay.
- Guests with pets, please read The Villa's pet policy stated in a separate page.

- The Villa is equipped with supplies and equipment (e.g. pots, pans, plates. Flatware) as well as movable decoratives such as vases, jars, and original paintings, among others, needed to make guests' stay enjoyable. Prior to your check in, you will be given a copy of the inventory of these items. Anything missing will be deducted from your incidental deposit. If the cost of the missing or damaged item is higher than your deposit, The Villa will request that the amount must be settled prior to your departure.
- Should guests desire to acquire some of the items on displays, e.g. jars, vases, and paintings, guests may request to purchase the item in question.

7. Pool and Recreational Areas

- Use of the pool and recreational areas is at your own risk. Pool users agree to abide by the facility's pool rules posted near the pool. Children must be supervised by an adult at all times.
- Parents or children's caregivers must supervise minor guests especially when using the kids' zone or the kiddie pool.
- When drinking beverages outdoors, the beverage must be transferred to an unbreakable container to prevent any injury resulting from broken glasses and, in general, to maintain a safe environment in the facility.
- Broken glass found in the pool will require the Villa to empty the pool, remove the broken glass and ensure the pool is safe to use. The cost of such cleaning will be charged to the offending guest.

8. No Smoking Policy

- Villa Patriz strictly implements a No Smoking Policy in the facility, especially inside the rooms. Smoking of tobacco,

e-cigarettes, and similar products in common areas such as the garden, decks, dining areas, bedrooms, cottages, and outdoor spaces is prohibited, except in designated smoking areas, where cigarette waste and butts can be properly disposed.

- Guests must be reminded that some people are extremely allergic to cigarette smoke. Our goal is to make everyone's stay pleasant and memorable. In addition, The Villa takes pride in its holistic ambiance, with the freshest of air flooding the area. The smell of cigarette smoke is adversarial to this goal.

9. In-house Store

- For guests' convenience, we carry some beverage and snack items. Please ask the butler on duty for these items. .
- There is also a store next door that carries a variety of items.

10. Waste Handling

- Please deposit all wastes in the receptacles provided to ensure cleanliness, orderliness, and to avoid unwanted pests in The Villa's grounds. Overly dirty rooms and grounds may cost guests extra cleaning fees.

11. Our Commitment to Sustainability

- We are committed to sustainability and environmental protection. As such, we request our guests to minimize waste by avoiding the use of single-use plastic wares during your stay.
- To show our commitment, The Villa graciously offers guests the use of our available wares, provided guests clean and return them after each use at the same place they retrieved it from.

12. Attire

- Guests are expected to wear their desired comfortable attire while vacationing in The Villa. However, when entering the pool, please do not use cotton swimwear as the cotton fiber could ruin our motorized pool cleaning equipment, which are expensive to repair or replace.

13. Limitation of Liability

- Villa Patriz, its affiliates, and staff shall not be liable for any direct, indirect, incidental, or consequential damages arising from the use of our website, booking services, or stay at our property. This includes, but is not limited to, damages for loss of profits, data, or other intangibles.
- Villa Patriz is not responsible for delays, additional expenses, or inconveniences caused by events beyond our control, such as travel agent's error, late arrival of flights, civil or political disturbances, fire, acts of God, national emergencies, strikes, or other causes beyond the control of the facility.
- The Villa shall not be held liable for any failure or delay in the performance of our obligations due to circumstances beyond our control, including but not limited to natural disasters, acts of God, war, terrorism, and government actions.
- Villa Patriz highly recommends that guests take out independent personal travel insurance at the time of booking to cover illness, injury, death, loss of personal items, and other insurable matters.

14. Governing Law and Dispute Resolution

- These Terms and Conditions are governed by the laws of the Republic of the Philippines. Any disputes arising from or related to these terms shall be resolved through amicable negotiation or arbitration. If a mutually-agreed upon resolution cannot be reached, the dispute may be

elevated to the exclusive jurisdiction of the courts of the Republic of the Philippines.

15. Amendments

- We reserve the right to amend these Terms and Conditions at any time without prior notice. Any changes will be posted on our website. Your continued use of our services constitutes acceptance of the updated terms.

16. Contact Information

- For any questions or concerns regarding these Terms and Conditions, please contact us at:

Email: admin@villapatrizantipolo.com

Phone: +63 9190964927

17. Agreement

By using our website and services, you acknowledge that you have read, understood, and agree to these Terms and Conditions.