



RENTER AGREEMENT

This Renter Agreement ("Agreement") is made and effective _____ ("Agreement Date") between Hotel @ Home ("Management") and _____ ("Guest") regarding the property known as Gold Room / Blue Room / Rooftop Lounge ("Rental Property")

which is located at: 9895 Salaban, Tagaytay-Amadeo Road, Cavite

TERMS AND CONDITIONS

By confirming a reservation, checking in, or occupying any room at Hotel @ Home ("Property"), the Guest agrees to the following Terms and Conditions:

1. CHECK-IN AND CHECK-OUT

- Check-in time is **2:00 PM Philippine Time (PHT)**.
- Check-out time is **12:00 NN Philippine Time (PHT)**.
- Early check-in and late check-out are subject to availability and may incur additional charges. Php500 per hour
- This is a hotel- inspired vacation rental property. The property does not operate a 24-hour front desk, offer daily housekeeping and service room. Requests and assistance are available through the Property's designated contact numbers and official social media channels during operating hours.
- Guests are responsible for completing all required payments and check-in requirements prior to check-in.

2. NON-SMOKING POLICY

- All rooms, hallways, shared amenity area and/or any indoor areas of the Property are strictly non-smoking.
- Smoking is permitted only in designated smoking area, the rooftop front balcony.
- Failure to comply with this policy may result in a Php1,000 penalty, applicable cleaning fees, eviction from the property, and termination of the reservation without refund.

3. PAYMENT TERMS

- 50% reservation fee is required to secure your booking. This amount will be deducted from your total accommodation rate.

- Payment shall be made through Cash, GCash, bank transfer, or other payment methods approved by Hotel @ Home.
- Reservations are not considered confirmed until payment has been received and acknowledged by the Property.
- Any unpaid balance and refundable security deposit must be settled upon check-in unless otherwise agreed in writing.

4. REFUNDABLE SECURITY DEPOSIT

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

5. BREAKFAST

- Breakfast is offered as a complimentary amenity. Should you decide not to avail of it, the accommodation rate will remain the same.

6. ROOFTOP LOUNGE/ SHARED AMENITY AREA ACCESS

- The Rooftop Lounge and all Common Areas are open daily from 7:00 AM to 10:00 PM only. Access outside of these operating hours is strictly prohibited.
- Children must be accompanied and supervised by a responsible adult at all times.
- Smoking is permitted only in designated smoking area, the rooftop front balcony. Failure to comply with this policy may result in a Php1,000 penalty, applicable cleaning fees, eviction from the property, and termination of the reservation without refund.
- Any damage, loss, or misuse of the facilities will be charged to the registered guest.
- The property reserves the right to temporarily close the rooftop lounge or common areas for maintenance, private events, or due to weather conditions without prior notice.
- Failure to comply with these rules may result in the suspension of access to the facilities without refund and may incur additional penalties in accordance with the property's house rules.

7. VISITING HOURS

- Registered guests may receive up to four (4) visitors at a time.
- Visitors are allowed to stay for a maximum of 2–3 hours only.
- Visitors are allowed up to 10:00 PM only.
- Overnight stays are strictly prohibited.
- All visitors must comply with the property's House Rules, including noise regulations and property policies.
- The registered guest who made the reservation is fully responsible for the conduct of their visitors during the visit.
- Any damages, missing items, excessive cleaning, penalties, fines, or additional charges caused by visitors will be charged to the registered guest.
- Visitors are not permitted to use amenities reserved exclusively for registered guests unless expressly allowed by the property's rules and applicable fees have been paid.
- The host reserves the right to refuse or limit visitor access if the policy is violated or if the number of visitors exceeds the allowed limit.
- Failure to comply with this policy may result in additional charges, immediate termination of the stay without refund, and/or security deposit deductions, where applicable.

8. NO COOKING ALLOWED

- 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. A microwave and microwavable containers are provided in the common area/rooftop lounge for re-heating of food only.
- Please do not bring or re-heat strong-smelling foods in the microwave (such as bagoong, tuyo, daing, tinapa, dried pusit, fermented fish products, durian, or other foods with strong lingering odors) inside the unit; a Php500 odor cleaning fee will be charged if extra deodorizing or cleaning is required.
- Electric kettle is provided for preparing coffee, tea or other hot drinks.
- Any violation of this policy may result in additional cleaning charges and/or termination of the stay without a refund.

9. PET POLICY

- For the comfort, safety, and enjoyment of all guests, pets are not permitted inside guest rooms, hallways, or any common areas of the property.
- If you are traveling with a pet, a nearby pet hotel is available for your convenience at an additional cost. Please contact us for recommendations and assistance.

10. MINIMUM AGE REQUIREMENT

- Guests must be at least eighteen (18) years old to register and check in.
- Minors must be accompanied by a parent, legal guardian, or authorized adult.

11. OCCUPANCY LIMIT

- Maximum occupancy for each room shall be strictly observed.
- Additional unregistered guests are not permitted without prior approval.
- Violation may result in additional charges or termination of the stay.
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12. CANCELLATION AND NO-SHOW POLICY

- Cancellation policies shall be those stated at the time of booking.
 - Full Refund: Cancellations made more than 30 days before arrival
 - Partial Refund: Cancellations made 14–30 days before arrival
 - No Refund: Cancellations made within 14 days of arrival
- No-shows may result in forfeiture of reservation payments.
- Early departures, shortened stays, or unused nights are generally non-refundable unless otherwise provided by law or agreed in writing.

13. RESCHEDULING AND DATE MODIFICATION

- Should be discussed and finalised 14 days before check in time.

14. DELIVERIES

- 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.

15. HOUSEKEEPING

- Housekeeping services are available for an additional fee and are subject to the property's operating schedule.
- Guests shall maintain the room in a reasonable and sanitary condition.

16. DAMAGE AND LOSS

Guests shall be responsible for:

- Damage to rooms, furnishings, fixtures, appliances, or property beyond normal wear and tear.
- Guests are responsible for any missing or damaged property, including linens, towels, key cards, and other room amenities. A replacement fee of Php 500 will be charged for each lost key card.
- Excessive cleaning requirements caused by misuse of the room.
- Costs arising from violations of Property policies.

The property reserves the right to recover reasonable repair, replacement, or cleaning costs from the Guest.

17. FALSE OR MISLEADING RESERVATIONS

Any reservation made under false pretenses, fraudulent information, or unauthorized use of another person's identity may be cancelled without refund.

18. PROPERTY CONDITION AND MAINTENANCE

- The property shall make reasonable efforts to ensure that rooms and facilities are clean and operational.
- The property shall not be liable for interruptions beyond its control, including but not limited to power interruptions, internet outages, utility interruptions, weather-related events, or government actions.
- Guests must promptly report maintenance concerns so that reasonable corrective action may be taken.

19. PERSONAL PROPERTY

- Guests are responsible for their personal belongings.
- Hotel @ Home shall not be liable for loss, theft, or damage to personal property unless required by applicable Philippine law.

20. RIGHT OF ENTRY

The Property reserves the right to enter guestrooms for:

- Housekeeping request;
- Maintenance and repairs;
- Emergencies;
- Safety and security concerns;
- Verification of compliance with Property policies.

Reasonable efforts shall be made to respect Guest privacy whenever possible.

21. GUEST CONDUCT

Guests shall:

- Behave respectfully toward staff, other guests, and neighboring properties;
- Avoid excessive noise, disturbances, illegal activities, and disruptive behavior;
- Observe quiet hours from 10:00 PM to 7:00 AM
- The common area is available for guest use until 10:00 PM.

Violation may result in immediate removal from the premises without refund.

22. COMPLIANCE WITH LAWS

Guests shall comply with all applicable Philippine laws, ordinances, and regulations while on the property.

Illegal activities including, but not limited to:

- Illegal drug use;
- Violence or threats;
- Prostitution;
- Harboring fugitives;
- Human trafficking;
- Illegal gambling;

shall result in immediate termination of the stay and notification of law enforcement when appropriate.

23. FIREARMS AND HAZARDOUS MATERIALS

- Firearms must comply with all Philippine laws and regulations.
- Fireworks, explosives, flammable materials, and hazardous substances are prohibited on the property.

24. SAFETY

- Guests are responsible for exercising reasonable care for their own safety and the safety of accompanying persons.
- Parents and guardians are responsible for supervising minors at all times.

25. SECURITY OF PREMISES

Guests shall:

- Lock doors and windows when leaving the room;
- Leave the keycard to the property staff upon check out.
- Exercise reasonable precautions regarding personal security and belongings.

26. INTERNET SERVICE

Wireless internet access may be provided as a convenience only.

No refunds shall be granted due to interruptions, outages, speed issues, or service limitations beyond the property's control.

27. AIR CONDITIONING AND UTILITIES

Guests shall use air conditioning, electrical appliances, and utilities responsibly. Damage resulting from misuse may be charged to the Guest.

28. NO SUBLETTING

Guests may not transfer, assign, or sublet their reservation or room without prior written approval.

29. LOST AND FOUND

- Items left behind and found by property staff will be securely held for up to seven (7) days. Any unclaimed items after this period may be disposed of in accordance with property policy.
- Return shipping or delivery costs shall be borne by the Guest.
- The property shall not be liable for items not claimed within the designated holding period.

30. CLEANLINESS REPORTING

Guests are encouraged to report cleanliness concerns immediately within 1 hour upon check-in so corrective action may be taken promptly.

31. FORCE MAJEURE

Hotel @ Home shall not be liable for failure to perform obligations due to events beyond its reasonable control, including:

- Natural disasters;
- Typhoons;
- Floods;
- Earthquakes;
- Fires;
- Government restrictions;
- Public health emergencies;
- Utility interruptions;
- Acts of war or terrorism.

32. PROPERTY RULES

Guests shall comply with all posted Property rules, policies, and reasonable instructions from management.

33. LIABILITY LIMITATION

To the fullest extent permitted by Philippine law:

- Guests assume responsibility for risks associated with their use of the premises.
- Hotel @ Home shall not be liable for indirect, incidental, or consequential damages arising from a Guest's stay except where liability cannot be legally excluded.

34. SEVERABILITY

If any provision of this Agreement is held invalid or unenforceable, the remaining provisions shall remain in full force and effect.

35. GOVERNING LAW

This Agreement shall be governed by and construed in accordance with the laws of the Republic of the Philippines.

36. ENTIRE AGREEMENT

These Terms and Conditions constitute the entire agreement between Hotel @ Home and the Guest and supersede prior oral or written understandings relating to the stay.

37. ACCEPTANCE

By booking, paying for, checking in to, or occupying any room at Hotel @ Home, the Guest acknowledges that they have read, understood, and agreed to these Terms and Conditions.

Hotel at Home

<https://hotelathomeph.com/>

MANAGEMENT

GUEST

(Signature over printed name and date)