



Coco Beach Island Resort and C & C Tours & Destinations, Inc.

HOTEL POLICY

Mabuhay!

Thank you for choosing Coco Beach Island Resort / C & C Tours & Destinations, Inc. for your vacation.

A. COVERAGE

This policy includes bookings made through C & C Tours & Destinations, Inc to hotels, resort, transportation and other services including but not limited to Coco Beach Island Resort.

B. BOOKING ARRANGEMENT

1. Booking requests are done thru telephone, fax, e-mail or letter sent to our Manila Booking office.
2. Accommodations will only be held until the stated Option Date by the Account Executive in the invoice. If no downpayment is received, Coco Beach Island Resort / C & C Tours & Destinations, Inc. may release the rooms to other guests. Extension of room reservation is dependent on availability.
3. Please pay on or before the option date. Coco Beach Island Resort / C & C Tours & Destinations, Inc. will not be responsible for reminding you. Lapsed option will mean automatic cancellation of booking unless prior notice is given.
4. A deposit equivalent to 50% of the total amount on tour package shall be required to confirm all bookings and block the necessary rooms.
5. Option dates on balance are given by the Account Executive. Option dates can not be more than 2 weeks prior to guest arrival on lean season, 4 weeks prior on regular season (including long weekends and special holidays), and 8 weeks on peak season (Christmas/New Year, Holy Week). Extension of option is subject to availability.
6. Assignment of hotel rooms shall be at the discretion of the Resort. However, if requests are received with sufficient advance notice, all efforts shall be made to honor such request.
7. Rates are quoted in Philippine Peso or US Dollar currency. All room rates quoted are subject to adjustment without prior notice in line with any changes in government policy, which may affect the official rate of exchange and/or tax levels.

C. CANCELLATION AND NO-SHOWS

1. Cancellation and Reduction of Confirmed Rooms must be done in writing and duly acknowledge by our office no less than 14 days during lean season and 31 days during regular season and 85 days during peak season prior to the guest's arrival. Otherwise, bookings will be subjected to Cancellation Charges as specified below.
2. Cancellation due to emergency and valid medical reasons, Coco Beach Island Resort requires that the client provide medical certificate and other necessary documents as proof so that the fee may be waived upon the discretion of the Coco Beach Management.



3. Cancellation made after a booking has been finalized and paid (in partial or full) will be subject to the following based on the FULL PACKAGE:

Season	Days Prior to Arrival	Fee
Lean	2 days or less prior to arrival date	100% non-refundable
	3 to 7 days prior to arrival date	50% non-refundable
	8 days and more prior to arrival	20% non-refundable
Regular	3 days or less prior to arrival date	100% non-refundable
	4 to 15 days prior to arrival date	50% non-refundable
	16 days and more prior to arrival	20% non-refundable
Peak	4 to 15 days prior to arrival date	100% non-refundable
	16 to 56 days prior to arrival	50% non-refundable
	57 days and more prior to arrival	20% non-refundable

4. In case of no-show, the full amount of the total package shall be collected.
5. Full payment and no refund for shortened stay.
6. Transaction charges for the refunds will not be covered by Coco Beach.
7. All refunds will be processed by the Manila office.

D. REBOOKING

1. Rebooking should be done at least three (3) days prior to checking in, otherwise a 10% rebooking fee of the whole package shall be charged. Rebooking can only be done once (1) upon final confirmation.
2. The package may be rebooked within ninety (90) days from the expected date of arrival, but the rebooking will be subject to penalties/cancellation and additional charges such as, but not limited to hotel/resort cancellation charges and price increase of rooms and other services.
3. For valid reasons, rebooking may be done within six (6) months from the expected date of arrival with the same condition as number 2. This is only given for medical and emergency reasons and Coco Beach Island Resort requires that the client provide medical certificate and other necessary documents as proof to extend the validity of the rebooking.
4. Rebooking does not apply for partial cancellations or No Show. Rebooking only applies for entire group or booking cancellation provided that the said booking is not yet subject to 100% cancellation charge.
5. Rebooking is subject to the availability of the Coco Beach Island Resort / C & C Tours & Destinations, Inc.

E. FORCE MAJEURE

1. Coco Beach Island Resort / C & C Tours & Destinations, Inc. shall not be liable to the guest or travel agency/ tour operator by reason of any failure to or delay in performing any of its obligations under this agreement if the delay or failure is due to FORCE MAJEURE.



2. Any additional expenses incurred from changes in schedule brought about by weather, road and local conditions shall be borne by the passengers or travel agency/ tour operator. However, best effort will be extended in assisting the guests and safeguarding their interests.
3. In case cancellation is due to fortuitous events, force majeure or acts of God as defined by law, both parties will make an agreement for re-scheduling. If a re-scheduling is not possible due to time and/or occupancy constraint, both parties will make a settlement and restitution, taking into consideration that none is at fault.

F. PAYMENT AND BILLING PROCEDURE

1. Full payment shall be made to our Manila office, by bank-to-bank deposit or online payment prior to the guest's arrival at the resort.
2. Payment may be in the form of Philippine Peso or US Dollars.
3. Online payment only accepts Philippine Peso. Conversion to other currencies is dependent on your bank. Online payment may only be accepted at a maximum of 45 days prior to guest's Check-in.
4. If payment is made in currency other than the currency contracted, the Resort reserves the right to convert the payment at such foreign exchange rate quoted by its account bank and the Guest/ Client shall indemnify the Resort against any loss arising from the transaction.
5. Furthermore, exchange rate to be used which is subject to change without prior notice will be based on the prevailing Airline rate upon date of booking.
6. For last minute bookings where guest arrival is within the next 7 days, only Cash or Credit Card payments in our Office will be accepted.

7. Bank Details:

Account Name : C&C Tours & Destinations, Inc.
Account Number : 3131-0391-06 (Peso)
3134-0153-13 (Dollar)
Bank : Bank of the Philippine Islands (BPI)
Branch : Vito Cruz branch
Swift Code: BOIPHMM

8. For Telegraphic, wire or bank transfer, we will only acknowledge total payment received after the bank charges. Bank charges incidental to the transfer shall be borne by the Guest. Copy of remittance and/or deposit slip to be furnished to the Coco Beach to include guest name/s, duration of stay and confirmation number. Please note that sometimes it takes a while for our bank to receive and reflect the payment you made even though it has been deducted from your account already.
9. A Confirmation Voucher and the Travel Information Sheet will be issued upon receipt of full payment. Client will be responsible to for checking that all information on the Confirmation Voucher is correct. The details on the Confirmation Voucher will be followed for all arrangements.

G. OTHER TERMS AND CONDITIONS

1. Upon check-in, a deposit of Php 1,000 per person is required (FIT's), which will be deducted from incidental expenses that will be incurred by the guest/s.



2. Standard check-in time is 12:00 PM and the standard check-out time is 11:00 AM. Early check-in or late check-out may be requested, but is not guaranteed. Approval of this request is dependent on the room availability at the hotel/resort.
3. Departure from Coco Beach are at 7:30 am and 12 noon (subject to weather condition). Please advise a day ahead your preferred schedule. Regular check-out time is at 11:00 am. Boarding time 11:45 pm and boat departs at 12:00 noon. Latest check-out time is at 15:00 pm and departure at 4:00 pm (subject to weather condition) for guests with private transfers. Please note that Coco Beach will not be held liable for any expenses, hotel, airline tickets, etc., that a client might incur due to the delay or any cause with said transfers
4. Non-registered guests upon check-in will not be allowed in the room at any given time for the duration of the in-house guest's stay at Coco Beach.
5. The Resort reserves the right to require adults to show proof that their minor companion/s are 12 years old and below to avail of Children's Rate - Special Rate for Children 3 - 12 years old sharing rooms with two (2) adults.
6. Bringing in of foods and drinks is strictly prohibited.
7. Room numbers will be advised upon arrival.
8. The Resort requires a valid Tour/Hotel Voucher to be submitted prior to or upon guest/s arrival.
9. Minors are not allowed to stay in a room with another adult other than the minor's parents or relatives.
10. Passengers are required to wear their seatbelts / lifejackets at all times while traveling.
11. The guest may opt to re-arrange the itinerary (i.e. dates of the various activities) on-site provided that Coco Beach Island Resort / C & C Tours & Destinations, Inc. is given ample time to prepare. Re-arranging of the itinerary is subject to approval of Coco Beach Island Resort / C & C Tours & Destinations, Inc. and may be subject to penalties.

H. INSURANCE, SAFETY CLAUSES and WAIVER

1. To ensure peace of mind while on vacation, we strongly recommend purchasing travel insurance. Coco Beach Island Resort / C & C Tours & Destinations, Inc. will not be responsible for any injuries, accidents, or death.
2. Coco Beach Island Resort / C & C Tours & Destinations, Inc. will not be responsible for expenses incurred due to airline, ferry, or bus delays or cancellation, lost luggage, health issues, or other unwanted and unforeseen scenarios.
3. Claiming against the insurance company is the responsibility of the guest. Coco Beach Island Resort / C & C Tours & Destinations, Inc. will only assist in providing all the necessary paperwork/ documentation.
4. During shore / land transfers, excursions or any activities, Coco Beach Island Resort / C&C Tours and Destinations, Inc. nor any of its director, officers and/or employees shall not be held liable in any event whatsoever for injury or loss of life of its guest or third person arising from or in connection with any activities.

I. CONFIDENTIALITY

All information contained with this Agreement is private and confidential and may not be disclosed to any third party for any reason or purpose.



This agreement is subject to the laws of the Philippines and the parties hereto agree to submit to the non-exclusive jurisdiction of the Courts of the Philippines.

UPON RECEIVING THIS, IT IS ACKNOWLEDGED THAT YOU HAVE READ AND UNDERSTOOD THE FOREGOING TERMS AND CONDITIONS AND HEREBY AGREE TO COMPLY WITH THE SAME.