



VENUE POLICY, RULES & REGULATIONS

- I. FRONT DESK
 - a. Front desk hours are from 7:00 AM to 8:00 PM only.
- II. CHECK-IN / CHECK-OUT
 - a. Check-in time is at 3:00 PM. Check-out time is at 12:00 PM.
 - b. Early check-in may be requested but is not guaranteed. Approval is subject to accommodation availability and at the discretion of the management.
 - c. Late check-in refers to any arrival after 8:00 PM. Guests must inform the resort in advance of any late arrival and provide their estimated time of arrival (ETA).
 - d. Arrivals after 8:00 PM and before 10:00 PM are considered late check-ins and are subject to an extended check-in service fee of ₱1,000, which must be requested and approved in advance.
 - e. Failure to notify the resort of a late check-in will result in the automatic forfeiture of the booking.
 - f. Check-in beyond 10:00 PM is strictly not accommodated.
 - g. A security deposit per accommodation is required upon check-in, which will be deducted from incidental expenses that will be incurred by the guests. Such deposit may also be deducted from the guest's balance.
 - i. Main accommodations: Php 1,500 per unit
 - ii. A-House & Tent accommodations: Php 500 per unit
 - h. All guests are to allow their baggage to be checked by security at check-in.
- III. EXTENDED STAY
 - a. Should guests wish to extend their stay beyond the indicated booking period, guests should notify the front desk as soon as possible, but all such requests are subject to the accommodation's availability.
 - b. Guests shall pay the full payment for the additional booking period upon check-out no matter the length of stay.
 - c. If for whatever reason, guests need to check out earlier, it is necessary to inform the front desk twenty-four (24) hours prior to departure.



IV. ARRIVAL & REGISTRATION

- a. The resort requires a valid Confirmation Voucher to be presented upon guest arrival.
- b. One (1) valid identification card is to be presented at the front desk upon check-in. Foreign guests are required to present their passports.
- c. Guests should obtain their accommodation key and wristband from the front desk.
 - i. Only one (1) key per accommodation would be issued.
 - ii. Only one (1) wristband per guest would be issued.
 - iii. Always store the accommodation key in a safe place.
 - iv. Always wear your wristband when roaming inside the resort and/or engaging in resort activities.
 - v. Any lost or damaged key or wristband will be charged accordingly.
 1. Fine for lost or damaged key: Php 1,000
 2. Fine for lost rubber wristband: Php 500
 3. Fine for damaged rubber wristband: Php 250
 4. Replacement fee for paper wristband: Php 250
- d. Guests should register their names in the resort's registration form.
- e. Every guest is required to register. No exceptions.
- f. Only registered guests are allowed to stay in the resort and use the resort's facilities.

V. PARKING & VEHICLES

- a. There is a short rough road (approx. 150 meters) near the entrance of the resort. Lowered cars are strongly discouraged as it may be difficult for these cars to traverse through the rough road.
- b. The road from the highway going to the resort is narrow, thus, buses and trucks are prohibited.
- c. Parking Space
 - i. Maximum of one (1) vehicle per accommodation is permitted, free of charge.
 - ii. Php 200 will be charged for one (1) additional parking space for one (1) overnight stay.



- d. Car owners and drivers are responsible for the cost of repairs and/or replacement of any damages to property caused either by themselves or other guests.
- e. No honking of horns at any time.

VI. MINORS

- a. Children five (5) years old and below are free of charge.
- b. Minors must be under the constant care and supervision of adults during their entire stay in the resort. The legal guardians of the minors are responsible for the behaviors of the minors, including any damage they may cause and/or injury they may incur.
- c. Minors are not allowed to stay in a room with another adult other than the minor's parent/s or relative/s.

VII. PETS

- a. Pets are allowed but must always be supervised.
- b. Pets must be vaccinated, and vaccination must be up to date. Kindly show your pet's updated vaccination card to the front desk for verification.
- c. Small to medium-sized pets only.
- d. Maximum of two (2) small pets per accommodation.
 - i. For Glamping dome, A-House and rental tent accommodations, no pets are allowed.
- e. For day tour guests, maximum of two (2) pets per adult.
- f. Pets must always be leashed and in diapers when roaming around the resort premises.
- g. Checked-in guests are required to bring pet beds/cages/crates as pets are strictly not allowed on the bed.
 - i. If caught, a Php 2,000 fine will be charged.
- h. A pet fee is required for each pet.
 - i. Php 500 per small pet (below 10 kg).
 - ii. Php 800 per medium pet (10 to 25 kg).
- i. For checked-in guests with pets, required security deposit is Php 2,500.
- j. The guests are responsible for the behaviors of their pets, including any damage their pets may cause and/or injury their pets may incur.



VIII. FOOD AND DRINKS

- a. Bringing cooked food is allowed with a corkage fee of Php 500/kilo.
 - i. NO PORK allowed.
 - ii. Uncooked food is not permitted. There is no kitchen inside any of the accommodations.
- b. Bringing of drinks is allowed with applicable corkage fees.
 - i. Corkage fee depends on the type of drink.
 - ii. No corkage fee for drinking water.
- c. Snacks are allowed with no corkage fee.
- d. Eating food and drinking beverages (except water) is only allowed in the restaurant.
 - i. Food and drinks should not be brought and stored inside the accommodations to avoid unwanted pests.
- e. Alcoholic beverages are limited to 18 years old and older.

IX. SMOKING

- a. Smoking is only allowed in designated areas.
- b. Guests caught smoking outside of designated areas will be fined Php 3,000.

X. PARTIES, NOISES & OTHER DISTURBANCES

- a. Guests are not allowed to make excessive noise in the accommodations or the resort's public areas at any time.
- b. Quiet hours are between 10:00 PM to 5:00 AM. Please be back at the resort and in your accommodation/s by 10:00 PM.
- c. Guests are requested to respect the hours of communal peace, to behave respectfully, and to respect other resort occupants and staff.

XI. GLAMPING AREA

- a. The Glamping Area is exclusive for Glamping guests only.
- b. Any guest caught inside the Glamping area who is not staying in any of the Glamping accommodations will be penalized.
 - i. Penalty if caught is Php 2,000 per head.
- c. Glamping guests who want to access the Glamping Bar must avail of the Glamping Bar Voucher worth Php 500 which is consumable at the bar.
 - i. Glamping Bar is open from 6:00 PM to 10:00 PM Only.



- ii. Cut-off time for availing Glamping Bar Voucher is until 3:00 PM on arrival date.

XII. VISITORS

- a. The only guests that are allowed to stay in the accommodation/s are the names of guests that have been paid for while reserving the accommodation/s. Visitors are not permitted to stay in the accommodation/s.
- b. Guests that are caught allowing visitors to stay in their accommodation/s will be penalized.

XIII. ATTIRE

- a. To show respect towards other cultures, nudity is strongly prohibited.
- b. Guests must have appropriate clothes and footwear when they are moving through the public spaces of the resort.

XIV. PHOTO / VIDEO SHOOTS

- a. Guests are not allowed to shoot photos and/or videos for commercial purposes or shoot photos and/or videos in general that would be an annoyance to the other guests within the resort or the resort premises without permission from the resort's management.
- b. Guests that are caught engaging in the aforementioned activity will be penalized.

XV. RESORT ITEMS AND FURNISHINGS

- a. Accommodations are furnished and inventoried by the Housekeeping Department. Guests are responsible for any damages and/or missing items and will be charged at check-out.
- b. Guests are not allowed to use the resort's furnishings in any place other than where the furnishings are found and for any purpose other than their intended purposes.
- c. Guests are not allowed to take resort belongings out of the accommodation (mattresses, pillows, blankets, towels, etc.).
- d. Guests are asked to refrain from using resort towels for any other purpose than normal bath-related use. If resort towels or linens are found to be unusually stained or dirty beyond normal use, guests will be charged with a replacement penalty upon check-out.



- e. Extra beds (mattresses) are available for a fee. Availability is not guaranteed.

XVI. HOUSEKEEPING & MAINTENANCE SERVICES

- a. Room cleaning is done from 12:30 PM to 1:30 PM.
- b. Limited housekeeping services are provided.
 - i. Daily trash service is upon request.
 - ii. Daily towel replacement is upon request with applicable replacement fees.
 - 1. Free towel replacement every two (2) days for guests staying two (2) nights or longer.
 - iii. Full cleaning will only be provided every three (3) days.
- c. Laundry service is not available at the resort.
- d. Maintenance services are only between 8:00 AM to 5:00 PM. Guests are asked to leave a message at the front desk.

XVII. CLEANLINESS

- a. Always practice CLAYGO (Clean as You Go) inside the resort.
- b. Trash bins are placed in all accommodations and all common areas of the resort.

XVIII. VALUABLES & SAFETY

- a. Guests are requested to lock their accommodations securely when going out or when going to bed.
- b. The resort is not liable for any loss or damage of valuables or other belongings of the guests.
- c. The use of open fire, electric heaters, flat irons, and similar items which are not items of the accommodation is forbidden.
- d. Guests are strongly requested to check the emergency evacuation routes and the location of emergency exits beforehand in case of fire, earthquake, and/or other disasters.

XIX. FIREARMS & OTHER WEAPONS

- a. Any person is not allowed to take explosives, weapons, inflammable materials, or other dangerous chemicals into the resort.
- b. Firearms, lethal weapons, and ammunitions are only allowed on resort property if authorized by the resort's management.



XX. WAIVER

- a. Guests must sign a waiver before using the resort's facilities and participating in the resort's activities.

XXI. ACCIDENTS / INJURIES

- a. The resort is not responsible for any accidents or injuries of guests during their stay.
- b. In case of accident or injury, the resort's staff will assist you, without meaning the resort is responsible for any claim or liability.
- c. First aid kits are available at the resort.

XXII. DEPARTURE

- a. The accommodation key and wristband (rubber only) must be surrendered to the front desk upon check-out.
- b. Any lost key and/or wristband will be charged accordingly.
- c. Guests are requested to check their accommodations thoroughly prior to departure for any personal belongings.

XXIII. LOST / LEFT BEHIND ITEMS

- a. The resort will not be responsible for items lost or left behind.
- b. Guests should notify the resort immediately for any items left behind. If the items are found, it is the responsibility of the guest to plan and pay for shipment.
- c. The resort will store items left behind for only a period of three (3) months. If such items remain unclaimed after the expiration of the said three (3) month period, the resort may deem the items as having no owner and may take the appropriate measures with respect to such items without any liability on the resort.

XXIV. DAMAGE TO RESORT PROPERTY

- a. Guests will be held responsible for any loss or damage to the resort's properties caused by themselves or any person (or pet) for whom they are responsible.
- b. The resort reserves the right to call the local police station in case of guests refusing to pay for the damages, including but not limited to, taking possession of guest belongings and detainment of guests until the matter reaches an amicable solution.



- c. Said guests will be checked out without refund irrespective of the number of days booked.
- d. The resort reserves the right to circulate the information of the incident, including the names of the guests, to the resort's associations.

XXV. OTHERS

- a. The resort is not responsible for any unused portions of the guest's stay (or other unused services) and will not refund any money.
- b. Any special offers and rates are always subject to availability and may be withdrawn or changed any time.
- c. In the case of any fault in the accommodation which cannot be repaired, the resort will try (whenever possible) to change the accommodation or extenuate the inconvenience.
- d. The resort is not responsible for purchases and agreements guests will make inside the resort with other persons or entities.
- e. If guests book through a travel agency, the resort is only responsible for its transaction with the travel agency. The resort is not responsible for transactions of guests with any travel agencies.
- f. GAMBLING, PROSTITUTION AND USAGE OF DRUGS WITHIN THE RESORT IS IN VIOLATION OF NATIONAL REGULATIONS AND IS THEREFORE STRICTLY PROHIBITED. SUCH CRIMINAL ACTS WILL BE REPORTED TO LOCAL AUTHORITIES.
- g. The resort reserves the right to change any policies, rules, and regulations from time to time. In case of any dispute, the decision of the resort will be considered as final and binding.
- h. The resort reserves the right to refuse further hospitality, access and/or to evict, subject to any reservation, any person who disrespects the resort's rules and regulations, and whose conduct is unlawful, abusive, or reprehensible. In this case, the resort is not obliged to give any refund or pay any compensation.
- i. Any guest who fails to comply with the rules and regulations of the resort, or with any decision rendered under the rules and regulations of the resort, may be sued for damages or injunction relief, or both.



- j. The resort reserves the right to refuse admission to any person who has deliberately infringed resort rules during a previous visit causing damage to resort property or that of another guest, disturbed the peace and quiet of other guests in the resort, and verbally threatened or physically assaulted any member of the resort staff.
- k. The resort is located on a mountain forest; thus, everyone is strongly advised to respect the land and all that is living there no matter a person's belief.

ACKNOWLEDGMENT / AGREEMENT

Upon the receipt of this document, it is acknowledged that you (the guest) have read and understood the above-mentioned policy, rules, and regulations of Shepherd's Ridge Mountain Resort (the resort) and hereby agree to comply with the same. Choosing to ignore any of the resort's policies, rules, and regulations may result in the management's decision to expel you from resort premises without refund and/or to employ the necessary penalizations for your actions. The resort reserves the right to refuse service to anyone.