



HOTEL POLICIES

Booking Arrangements

- 1 BOOKING REQUESTS ARE DONE THRU TELEPHONE, OUR ACCOUNT EXECUTIVES, FAX, E-MAIL OR LETTER SENT TO OUR MANILA OFFICE. FOR TRAVEL AGENTS, ALL RESERVATIONS MUST BE COVERED WITH BOOKING ORDERS SENT TO OUR MANILA OFFICE PRIOR TO GUEST'S ARRIVAL.
- 2 A DEPOSIT EQUIVALENT TO 50% OF THE TOTAL AMOUNT ON TOUR PACKAGE SHALL BE REQUIRED TO CONFIRM BOOKINGS DURING PEAK SEASON AND FOR RESERVATIONS REQUIRING 5 ROOMS OR MORE.
- 3 OPTION DATES ARE GIVEN 2 WEEKS PRIOR TO GUEST DEPARTURE ON REGULAR SEASON (INCLUDING LONG WEEKENDS AND SPECIAL HOLIDAYS), 6 WEEKS ON PEAK SEASON (CHRISTMAS/NEW YEAR, CHINESE NEW YEAR, HOLY WEEK). EXTENSION OF OPTION SUBJECT TO AVAILABILITY.

Cancellation and NoShows

- 1 CANCELLATION MUST BE DONE IN WRITING AND DULY ACKNOWLEDGE BY OUR OFFICE NO LESS THAN 5 DAYS DURING LEAN SEASON AND 10 DAYS DURING PEAK SEASON PRIOR TO THE GUEST'S ARRIVAL. OTHERWISE 35% OF THE TOTAL AMOUNT SHALL BE COLLECTED ON OR BEFORE DULY GIVEN OPTION DATES.
- 2 CANCELLATION MADE AFTER A BOOKING HAS BEEN FINALIZED AND PAID WILL BE SUBJECT TO 35% CANCELLATION CHARGE.
- 3 IN CASE OF NO-SHOW, THE FULL AMOUNT OF THE TOTAL PACKAGE SHALL BE COLLECTED.
- 4 FULL PAYMENT AND NO REFUND FOR SHORTENED STAY.
- 5 AUTOMATIC CANCELLATION WHEN AN OPTION DATE LAPSES, UNLESS PRIOR NOTICE HAS BEEN GIVEN.
- 6 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.



HOTEL POLICIES

Payment and Billing Procedure

- 1 FULL PAYMENT SHALL BE MADE TO OUR MANILA OFFICE OR BY BANK-TO-BANK DEPOSIT PRIOR TO THE GUEST'S ARRIVAL AT THE RESORT.
- 2 PAYMENT MAY BE IN THE FORM OF US DOLLARS OR PHILIPPINE PESO.
- 3 AIRLINE RATE UPON DATE OF PAYMENT SHALL ALWAYS BE CONSIDERED AS EXCHANGE RATE.

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. OR AN IMPRINT OF THE GUEST'S CREDIT CARD WILL BE MADE BUT NO AMOUNT WILL BE WRITTEN AND GUEST WILL NOT SIGN ANYTHING.
- 2 REGULAR CHECK-OUT TIME (SUBJECT TO WEATHER CONDITION) IS AT 11:00 AM. BOARDING TIME 11:45 AM AND BOAT DEPARTS AT 12:00 NN. LATEST CHECK-OUT TIME IS AT 15:00 PM FOR GUESTS WITH PRIVATE AND/OR 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
- 3 BRINGING IN OF FOODS AND DRINKS IS STRICTLY PROHIBITED.
- 4 ROOM NUMBERS WILL BE ADVISED UPON ARRIVAL.
- 5 MINORS ARE NOT ALLOWED TO STAY IN A ROOM WITH ANOTHER ADULT OTHER THAN THE MINOR'S PARENTS OR RELATIVES.
- 6 PASSENGERS ARE REQUIRED TO WEAR THEIR SEATBELTS / LIFEJACKETS AT ALL TIMES WHILE TRAVELING.

Waiver

DURING SHORE / LAND TRANSFERS, EXCURSIONS OR ANY ACTIVITIES, COCO BEACH ISLAND RESORT / SUN HOLIDAYS, 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.

THANK YOU AND WE LOOK FORWARD TO WELCOMING YOU !!!