

AGREEMENT COVERING TERMS, CONDITIONS AND POLICIES & PROCEDURES

General

Welcome to Zambawood and/or its affiliates and partners ("Management Firm", "We", "Our") who provide property booking services and rental management for a property known as Zambawood, Fernandez Compound, Purok 1B, Brgy La Paz, San Narciso, Zambales, Philippines. If you place a booking with us, you accept these conditions. Please read them carefully. In addition, if you place a reservation through one of our affiliates or partners, you will be subject to the guidelines, terms, and agreements applicable of that business.

This contract is between the Management Firm and the Guest Party Leader ("You", "Guest") who must sign (electronically tick the booking form) accepting these conditions on behalf of all persons who will accompany him ("Guests"). A full list of Guests must be provided upon check-in by the Guest Party Leader. The Guest Party Leader agrees that he will sign, upon arrival, the list of Guests and acknowledge his responsibility for the actions of all members of his party and his acceptance of the terms and conditions contained herein. Only persons named on the booking form or who are named on the Guest list at check-in are entitled to use the property. A contract exists when you have paid a deposit and We have confirmed the reservation by email.

Guest Responsibility and Age

Guests must treat the property, its furniture, fittings, utensils and other facilities with care and respect. Any loss or damage incurred to the property must be immediately reported to Us. You will be responsible for any loss, damage or breakage caused during the stay.

Minimum Age Restriction

Everyone in the group must be over the age of 25 years to book (or accompanied by parents).

lients may be asked to provide identification when checking in to ensure that they meet the age requirement. Any reservation made under false pretenses will be subject to forfeiture of advance payment, and the party will not be permitted to check in and/or the party will be required to vacate the property. All additional charges and payment will be the responsibility of the client should they need to move to another property.

Check In & Out

Check-in is at 2:00 p.m.

We strive to provide the best experience possible for your stay and, our staff prepare, your property up until check-in time. Should you arrive before check-in time, if the house has not been prepared and cleaned, our staff may ask you to wait until check-in time.

Check-ins after 18:00 must be pre-arranged in advance of arrival date by calling or emailing us at least 24 hours in advance.

Check-out is at 11:00 a.m.

Check-out is strictly at 11:00am on the day of your departure. Departure prior to this deadline is critical for our staff to properly prepare the property for our next guests. Additional fees will be charged for check-outs after 11:00am.

Getting here

We will contact you prior to your arrival with check-in information and directions.

When you are driving up to San Narciso, please contact us when you are driving through Subic (SMBA) (30 - 45 minutes south-east of the property), so that we can alert the compound guard to expect you and ensure all of the staff are prepared for your arrival. (If you are approaching from the north – please call us as you pass through Iba City.)

Payments, Cancellation & Refund Policy

- A deposit of 50% of the total amount of your booking is required prior to us confirming acceptance of your reservation.
- The balance of the amount due must be paid in advance or upon arrival (prior to commencement of your stay).
- A cash payment of PHP5,000 will be taken as a security deposit upon arrival
- Your deposit is fully refundable if you cancel with more than 30 days prior to your arrival/reservation check-in date.
- Your deposit is NOT refundable if you cancel less than 30 days prior to your arrival/reservation check-in date.
- No shows are regarded as a cancellation.

Payment Methods Accepted

Visa, MasterCard, direct transfers to our bank account, payments via GCash and PayPal.

Non-confirmation of booking

Your booking will not be confirmed until we have received your deposit.

Details of how to deposit in our designated bank account will be provided upon request (See note below)

Visa, MasterCard, Wire Transfers provided they are via PayPal.

Note: Non-confirmation of booking

Your booking will not be confirmed until we have received your deposit by one of the agreed means (e.g. cleared funds in our bank account).

Personal Information

Your personal information, along with all deposits & payments for accommodation are kept secure and confidential. Your personal information is never sold, or distributed to third party companies.

Data is kept in password protected computers and physical files locked in our office. Data kept in the cloud is encrypted and backed up by our service provider

Your credit card/PayPal statement will show the charge as being with Rachel F Harrison / accounts@Zambawood.com. For your understanding, Rachel F Harrison is the owner of the property.

Administrative matters and policies

Keys

If you are provided with any keys, you must leave the property keys with our staff when you leave. There is a charge of P1,000 per key if you lose or fail to return any keys before your departure.

Address and telecommunication

You will be staying at the address noted on the contact tab on the website. You may be reached by email. Please advise loved ones that they should feel free to use our "info" email address in cases of emergencies. Generally, however, we would advise having a personal handphone/mobile device to enable you to contact and to be contacted by others.

Food and Drink

Whilst we try to provide as much as possible for your stay, we are unable to provide certain items in the property. All food and drink arrangements will be agreed with you at the time of your reservation. We will always try to accommodate requests, but cannot guarantee your request of food, drink or other requests at short notice.

There are market and other stores within an easy drive and our staff, at your expense, will assist you in obtaining day to day necessities. However, the town is provincial and certain items found in cities may not be available. You are advised to bring such provisions with you. Please contact us for guidance on what is and what is not locally available as it may be useful to buy certain items in Manila or Subic Base (SMBA)

Our staff will cook all meals whether or not the food is provided by you or us.

Towels

Please be careful not to use the bathroom towels by the pool, as the pool chemicals can bleach them. Separate towels for the use outside are provided.

No Smoking

Our property is strictly non-smoking. If you smoke, we kindly ask that you smoke outside.

Pets

Whilst pets are generally welcome, please advise us in advance if you plan to bring your pet as there are other animals in the compound. We will advise you if there are any issues that you should be aware of. Please note that any damage or injury caused by your pet, howsoever caused, is the full responsibility of the Guest.

Pets are forbidden from going in the swimming pool and owners/guests are asked to take note of this for the good health of all users.

Pandemic and other Health Issues

We are subject to governments regulations and quarantine rules. We will follow and you agree to follow those rules when you check-in and during your stay. Should you not comply with the regulations or laws as they are enforced we reserve the right to ask you to leave (expel you from the property) and will, if we are obliged, report you to the relevant authority (health, law enforcement and/or other).

Theft of Personal Property

By renting with through us, you agree that We assume no liability for any personal items that You or any of the other Guests or visitors has with them in the property. This includes, but is not limited to: cameras, computers, jewelry, luggage, cash, documents, passports, charge cards, medications, or any other personal property whatsoever. You agree that it is your sole responsibility to protect and safeguard all your personal property and items. This applies whether or not you use any of the mini-safes we provide for your convenience.

Prohibited/illegal activities

No firearms shall be brought on to the property without the express permission of the owner, and then only at the fully responsibility of the owner of any weapon. No drugs or other contraband shall be brought on to the property.

You agree to abide by the governing laws of the Philippines while staying at the property. Any breaking of laws, or violation of our firearms policy, can and will lead to immediate expulsion from the property and forfeiture of rental fees and any security deposit paid for remaining days.

Outage of Technical Services

It is possible that the Internet service, telephone service, music system or TV in the house is unavailable during your stay due to problems that are out of our control. It is also possible that the Internet service provided is not compatible with the your computer's operating system or configuration. In such cases, neither We nor the owner nor will be responsible any loses or expenditures due to the outage. It is possible that the system may not be compatible with your computer or working properly.

Unforeseen Circumstances

If a rental property becomes unavailable or uninhabitable for any reason including but not limited to fire, water outage, water damage, electrical failure, legal restrictions, we agree to use best efforts to help you secure an alternate property. However, if this is not possible (or not desired by the Guest) we reserve the right to cancel the reservation and return all monies to the Guest. In no event shall We be liable for any special, indirect, punitive, incidental, exemplary or consequential damages, or any damages whatsoever resulting from the cancellation of a reservation or due to the property not being available. If We determine that the property is uninhabitable, then the maximum liability for any nights that the guest was unable to occupy the property is equal to but not more than the reservation costs for those nights lost.

Information Contained on this Website

The information contained in the website is believed to be correct. However, neither Zambawood/Management nor the property owner can be held liable for any inaccuracies or changes in this information. This is especially true for services such as Internet, telephone and TV. We also cannot guarantee that the Internet service will be compatible with all computers or operating systems.

There may be instances of temporary changes in the state of the surrounding area either inside or outside the house such as work or construction. Our policy is to advise our guests of conditions that we feel may impact their stay. Discounts for such conditions will be at the sole discretion of the property owner.

Use of Name

The name “Zambawood” and the style of the logo we use is a protected trade name, registered with the Philippine Bureau of Trademarks of the Intellectual Property Office. It may not be used under any circumstances without our express written permission.

Governing Law, Jurisdiction and Forum for Disputes

Any dispute, controversy or claim arising out of or relating to this contract, or the breach, termination or invalidity thereof, shall be settled by arbitration in accordance with the PDRCI Arbitration Rules as at present in force.

- The appointing authority shall be the PDRCI
- The number of arbitrators shall be one
- The place of arbitration shall be Manila
- The language to be used in the arbitral proceedings shall be English

This agreement shall be governed by the laws of the Republic of the Philippines.
You agree to submit to the non-exclusive jurisdiction of the courts of the Philippines.

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