

IMPORTANT PRE-ARRIVAL GUIDELINES

At **TANA Beach Villas**, our unwavering commitment is to ensure that every guest's experience is nothing short of extraordinary. We strive to go above and beyond to exceed your expectations, providing you with a memorable and unforgettable beachfront escape.

WHAT TO PACK

We suggest you bring outdoor and comfortable resort clothing, comfortable footwear, sun protection, and swimwear.

PARKING SPACE

See attached directional map for driving assistance. Should you require clarification, please feel free to call us at **+63 915 089 4811**. We offer **2 parking spaces per villa** (1 car per unit) to ensure your comfort and satisfaction.

ENVIRONMENTAL FEES

All visitors of **TANA Beach Villas** are required to pay fees mandated by the Local Government of Lian, Batangas. This will be collected separately before entering the **TANA Beach Villas**. Rates are subject to change.

CHILD POLICY

Maximum capacity per unit: 4 Persons (2 adults and 2 children)

Maximum of two children, 11 years old and below, can stay free if sharing unit with parents and existing bed set-up. Breakfast is free of charge for two (2). Children 12 years old and above will be considered adults, and will pay the extra person charge of **PHP 4,000** (inclusion of breakfast and extra bed).

STANDARD CHECK-IN/CHECK-OUT POLICY

TANA's **standard check-in time is 03:00 PM** and **standard check-out time is 12:00 PM** in local time. Request for early check-in and late check-out will be subject to unit/villa availability and the following charges:

Early check-in: to be confirmed upon arrival

Before 07:00 AM	One (1) unit night charge
Between 07:00 AM – 12:00 PM	50% of one (1) unit night charge

Late check-out: to be confirmed on the day of the day of the departure

Between 02:00 PM – 06:00 PM	50% of one (1) unit night charge
After 06:00 PM	One (1) unit night charge

Guests shall check-in and register at the front desk upon arrival at the resort. During the registration procedure, the guests shall be required to present a valid identification card or any other proof of identity. Room keys must be deposited at the cottage reception whenever guests leave the premises of the Resort and at the time of check-out. Lost keys will be charged against the account of the guest amounting to **PHP 1,500**.

ETIQUETTE

We take great pride in providing a tranquil and enjoyable environment for all our guests. Keep noise levels to a minimum, especially during quiet hours (10:00 PM to 07:00 AM), to allow for peaceful relaxation.

NON-SMOKING/VAPING POLICY

TANA Beach Villas is a strictly **SMOKE-FREE environment**. In consideration of TANA's policy and other guests, please refrain from smoking/vaping within the resort premises. Our designated smoking/vaping area is outside the gate. Smoking/vaping inside any villa is prohibited. On such violation there is a charge of **PHP 25,000**.

PHOTO, VIDEO, & DRONE POLICY

We value the privacy, comfort, and security of all our guests. To provide an enjoyable and respectful environment for everyone, guests are welcome to take photos and videos for personal use during their stay, provided it does not disrupt the experience of others. Please respect the privacy of fellow guests and TANA partners. Do not take photos or videos of individuals without their consent. Professional or commercial photography and videography (including photoshoots, filming, and drone photography) require prior approval from resort management. Please contact TANA in advance to arrange for necessary permissions. Drones must be operated in compliance with local aviation regulations and with due regard for the safety of all TANA guests. Avoid flying drones near crowds, swimming pools, or restricted areas.

SWIMMING POOL POLICY

We take pride in offering a beautiful and relaxing swimming pool area for the enjoyment of our guests. To maintain a safe, clean, and enjoyable environment for everyone, the **swimming pool is open daily from 07:00 AM to 10:00 PM**. Proper swimming attire is required. Guests with open cuts, contagious diseases, or infections are not allowed in the pool. Running, diving, and horseplay are not permitted in the pool area. Please shower before entering the pool to remove sunscreen, oils, and lotions. Food and beverages are not allowed in the pool area.

For parents travelling with kids/minors, TANA Beach Villas will not be liable to any danger or risk that may arise from the child's use of swimming pool. The parents will be held responsible for all activities their children will do or perform inside TANA Beach Villas premises.

PRIVACY & SAFETY

Entering accommodations, such as villas or rooms without permission to the management or in the guests who are currently staying on the said accommodation is strictly prohibited. TANA is encouraging each guest to lock their accommodations when not in present to safeguard their belongings.

Bringing in of fireworks, firearms, and other deadly weapons into the resort is strictly prohibited and violators will be dealt with accordingly. Guests, who are lawfully permitted to possess a firearm or weapon, may bring such onto our premises but he/she must endorse it for safekeeping or kept it inside their vehicle. Legitimate members of PNP/AFP and other government law enforcement agencies that are not on “official mission” must declare and deposit their firearms with pertinent papers and documents.

LIABILITY

TANA Beach Villas is not responsible for any lost or stolen items. Please keep valuables secure and use in-room safes when available.

ENVIRONMENTAL RESPONSIBILITY

Help **TANA Beach Villas** preserve the natural beauty of its surroundings by disposing of trash and recyclables in designated bins. Conserve water and energy by using resources responsibly.

OUTSIDE ACTIVITIES

TANA Beach Villas may facilitate access to various outside activities and excursions, including, but not limited to, tours, water sports, and recreational activities. These activities are provided by independent third-party vendors and operators. These activities are not directly controlled or managed by **TANA Beach Villas**. The services, safety standards, and operating procedures for these activities are determined by the independent providers. **TANA Beach Villas** shall not be liable for any loss, injury, or damage of any kind incurred as a result of your use of or participation in third-party services. This includes, but is not limited to, injuries, accidents, delays, or cancellations. Any claims, disputes, or issues related to third-party services should be addressed directly with the third-party provider offering those services. **TANA Beach Villas** is not responsible for, nor does it assume liability for, the actions or omissions of third-party providers.

FOOD & BEVERAGE POLICY

Drinks cannot be brought into the premises of **TANA Beach Villas** without prior arrangements and payment of corkage fees **PHP 2,000**. Likewise, food and/or drinks prepared by **TRESE Clubhouse**, other than those specifically for take-out, cannot be brought out of the premises of the resort without prior notice to the management. The resort, its officers, and partners shall not be held liable for any injury, damages, or loss incurred by any person by reason of the consumption of the food and/or drinks brought into the resort, or resort food and/or drinks brought out of the premises without prior arrangement.



INCIDENTAL DEPOSIT

We require an **incidental deposit of PHP 5,000 per night** which will be collected upon check-in. This amount may vary based on the duration of the guest's stay. Guests are responsible for ensuring that the incidental deposit covers any additional charges or damages incurred during their stay. If no additional charges or damages occur during the guest's stay, the incidental deposit will be refunded back to guest upon check-out.

CANCELLATION POLICY FOR GUARANTEED BOOKINGS

Taxes and Service Charge: All rates reflected are exclusive of 10% service charge and 12% government taxes.

Deposit Policy: The total amount payable for your stay at **TANA Beach Villas** is the required deposit to guarantee the reservations. Failure to do so, booking will be released accordingly.

Cancellation Policy: Any cancellation/shortened stay made after the booking is confirmed will be FORFEITED. Payment is NON-REFUNDABLE but may be subject to rebooking, if advised at least 14 days prior to arrival.

Failure to arrive on the day of your arrival will be considered **NO SHOW** and is subject to 100% penalty charge of the full amount of booking. In case of dispute, the resort has the right to make the final decision.

FORCE MAJEURE

In case of acts of God, fortuitous events, or any condition beyond our control, **TANA Beach Villas** or our carriers shall not be held responsible for failure to deliver services, nor be obligated to provide additional services. Delays and/or cancellations of flights and/or boat transfers resulting from or related to weather disturbances or as mandated by Government authorities are beyond the control of **TANA Beach Villas**. **TANA Beach Villas** or our carriers will not be responsible for unused rooms or missed flights and no refund will be given on account of these events.

CONFIDENTIAL POLICY

All personal information furnished by the guests in relation to their transactions with the resort shall be held private and confidential and will not be disclosed to third parties except to the extent as required by law.





GUEST ACKNOWLEDGEMENT

I, _____, hereby acknowledge that I have received and read the guidelines and policies of **TANA Beach Villas**, as provided to me upon check-in or electronically through the resort's website or mobile app. I understand that these guidelines are designed to ensure the safety, comfort, and enjoyment of all guests during their stay at **TANA Beach Villas**.

I understand that failure to comply with these guidelines may result in warnings, suspension of resort privileges, or eviction from the resort without a refund.

I also acknowledge that I have been informed of the resort's data privacy and incidental deposit policies, as well as my rights and options in relation to my personal information.

In addition to accepting and abiding by these guidelines, I hereby assume full responsibility for any damages, injuries, or losses that may occur as a result of my actions or the actions of any person accompanying me during my stay at the **TANA Beach Villas**. I agree to hold **TANA Beach Villas**, its owners, management, and staff harmless from any liability, claims, or expenses arising from such damages, injuries, or losses.

By signing below or electronically confirming my acceptance, I confirm that I have had the opportunity to ask questions and seek clarification on any aspects of the resort's guidelines and policies that I may not fully understand.

I further understand that my stay at **TANA Beach Villas** is subject to these guidelines, and I accept full responsibility for my conduct and actions during my stay.

Guest Name: _____

Signature (if on paper): _____

Date: _____



