



HOUSE RULES & GUEST GUIDELINES

1. CHECK-IN & CHECK-OUT

- Standard Check-in Time: **2:00 PM**
- Standard Check-out Time: **11:00 AM**

Early check-in and late check-out requests are subject to prior approval and availability. Additional charges may apply.

Guests are expected to vacate the property on time to allow preparation for incoming reservations. A charge of PhP 1,000 per hour/fraction of an hour maybe incurred should the guest exceed beyond the specified check-out time.

2. REGISTERED GUESTS & VISITORS

- Only guests included in the confirmed reservation are permitted in the property.
- Unregistered visitors or additional guests must be declared and approved by management in advance.
- Additional fees may apply for excess guests beyond the agreed occupancy.

For safety and security purposes, management reserves the right to deny entry to undeclared visitors.

3. VEHICLE REGISTRATION & PARKING RULES

Vehicle Registration

- All guest vehicles must be registered with the resort staff upon arrival.
- Guests may be asked to provide the driver's name, contact number, and vehicle plate number for security purposes.
- Only registered vehicles are allowed inside designated parking areas.

Parking Guidelines

- Please park only in assigned or designated parking spaces.
- Observe proper parking etiquette and avoid blocking driveways, entrances, exits, or other vehicles.
- Oversized vehicles, vans, or buses must coordinate with resort management prior to arrival.

Safety & Security

- Lock your vehicles at all times and avoid leaving valuables unattended inside.
- The resort is not liable for loss, theft, or damage to vehicles and personal belongings left inside parked vehicles.
- Reckless driving, excessive horn use, or loud music within the property is strictly prohibited.

Speed Limit

- For the safety of guests and staff, please maintain a slow driving speed within the resort premises.

Visitor Vehicles

- Visitor or non-registered vehicles may only enter with prior approval from resort management.

Compliance

- Guests who fail to follow parking and vehicle registration rules may be denied vehicle access or requested to relocate their vehicle.

4. SECURITY DEPOSIT POLICY

A **refundable security deposit of PhP 2,500** is required prior to check-in.

The security deposit serves as protection against:

- Property damages
- Missing items
- Excessive cleaning requirements
- Violations of house rules

The deposit will be refunded after inspection of the property upon check-out, provided no damages, losses, or policy violations are found.

Any repair, replacement, or restoration costs exceeding the security deposit shall remain the responsibility of the booking guest.

5. CLEANLINESS & CLEANING FEE POLICY

Guests are expected to maintain reasonable cleanliness throughout their stay and leave the property in orderly condition upon departure.

This includes:

- Proper disposal of trash
- Basic cleaning of used kitchenware
- Avoiding excessive stains, spills, or mess

A **cleaning fee of PHP 2,500** will be charged if the guesthouse, kitchen utensils and other equipment are left dirty or requires deep cleaning beyond standard turnover preparation.

Examples include but are not limited to:

- Excessive garbage left behind
- Unwashed dishes and kitchen mess
- Stained linens or furniture
- Vomit, spills, or heavy dirt requiring special cleaning
- Rearranged furniture not returned to original placement

Bathroom Cleanliness

- Please keep the comfort room clean and dry after every use.
- Dispose of tissues, sanitary napkins, diapers, wipes, cotton buds, and other waste in the provided trash bins only.
- Do not leave personal belongings unattended inside the bathroom.

Toilet Use

- Flush properly after every use.
- Do not throw non-flushable items into the toilet bowl to avoid clogging and plumbing damage.
- Any plumbing issues caused by improper use may result in corresponding damage charges.

6. CARE OF PROPERTY

The resort has been thoughtfully curated for guest comfort and relaxation. We kindly request all guests to treat the property, furnishings, décor, appliances, and amenities with care and respect.

Guests shall be financially responsible for:

- Damaged furniture or fixtures
- Broken appliances or equipment
- Missing towels, linens, or resort items
- Damage caused by negligence, misuse, or misconduct

7. QUIET HOURS & RESPECTFUL CONDUCT

To preserve the peaceful ambiance of the resort and surrounding community:

- Quiet hours are observed from **10:00 PM to 7:00 AM**
- Loud music, shouting, excessive noise, and disruptive behavior are prohibited during quiet hours
- Music and entertainment systems should always be maintained at respectful volume levels

Management reserves the right to intervene if disturbances affect neighboring properties or the guest experience.

8. PARTIES & EVENTS

Private gatherings and intimate celebrations are welcome only with prior approval from management. The following are strictly prohibited unless formally authorized:

- Large parties
- Commercial events
- Excessive alcohol-fueled gatherings
- Unauthorized sound systems or DJs

Unauthorized events may result in immediate termination of stay without refund.

9. SWIMMING POOL GUIDELINES

The adult and kiddie pools are intended for leisure and relaxation.

For everyone's safety:

- Swim at your own risk
- No lifeguard is on duty
- Children must be supervised by responsible adults at all times
- Proper swimwear is required (*trunks, swimsuits, COTTON T-SHIRTS, SHORTS and JEANS ARE NOT ALLOWED*)
- Take a shower before swimming
- Eating and drinking in the swimming pool is prohibited
- Running, diving, rough play, and unsafe behavior are prohibited around pool areas
- Pets are not allowed to swim.

Management shall not be liable for accidents or injuries resulting from failure to follow pool safety rules.

10. KITCHEN & DINING AREA USE

Guests are welcome to enjoy the fully equipped kitchen and dining facilities.

To maintain cleanliness and functionality:

- Wash used dishes and utensils after use
- Dispose of food waste properly
- Avoid misuse of appliances and cooking equipment
- Operating the kitchen hood is mandatory in cooking

Please report any malfunction or damage immediately. Please don't attempt to repair damaged or malfunctioning equipment.

11. SMOKING & VAPING POLICY

- Smoking or Vaping is permitted only in designated outdoor areas.
- Strictly no smoking, no vaping inside the guesthouse, bedrooms, bathrooms, or enclosed facilities.

A penalty of Php 5,000 will be charged in violation of the smoking and vaping policy

12. PET POLICY

INDA Farm Resort is pet-friendly.

To ensure a pleasant experience for all guests:

- A maximum of two pets are allowed – one large breed and one small breed
- Pets must be supervised at all times
- Owners are responsible for cleaning pet waste immediately
- Pets are not allowed to sit, sleep and be placed in furniture, sofa, or beds
- Pets are not allowed to swim in the swimming pools
- Excessive noise or aggressive behavior from pets will not be tolerated

Any damages or additional cleaning caused by pets shall be charged PhP 500 per violation.

13. PARKING & SECURITY

- Complimentary private parking is available at the property up to ten (10) cars.
- Guests are requested to park responsibly within designated areas.
- Keep gates closed whenever entering or leaving the premises.

While the resort is private and secured, guests remain responsible for their personal belongings and valuables. Management shall not be liable for lost, stolen, or unattended items.

14. PROHIBITED ACTIVITIES

The following are strictly prohibited:

- Illegal activities or prohibited substances
- Fireworks and explosives
- Open flames without approval
- Dangerous or reckless behavior
- Vandalism or intentional property damage

Violation of these policies may result in immediate eviction without refund and possible legal action.

15. CHECK-OUT COURTESY

Before departure, guests are kindly requested to:

- Turn off lights, air-conditioning units, and appliances
- Dispose of trash properly
- Return furniture and items to their original arrangement
- Secure personal belongings before leaving

16. MANAGEMENT RIGHTS

Management reserves the right to:

- Refuse entry to unauthorized individuals
- Enforce house rules when necessary
- Charge applicable fees for damages, excessive cleaning, or policy violations
- Terminate stays that compromise safety, property condition, or guest experience