



The Auhana is your home away from home. In striving to provide you with an exceptionally clean, comfortable and safe environment, part of our reservation agreement presents a set of Hotel Guest Policies and House Rules which are based on industry standards, management protocol and operational procedures. These are designed to help safeguard your wellbeing, so that you can have an enjoyable experience during your stay with us. By reading and signing your hotel registration, you are agreeing to abide by the hotel policies, terms and condition. Our Hotel Guest Policies and House Rules may vary without prior notice, so please check back with us often.

Thank you for choosing The Auhana!

### **HOTEL POLICIES & HOUSE RULES**

- 1. 100% SMOKE FREE.** The Auhana is a 100% smoke-free establishment. To ensure that the resort, as well as our guests and staff are safe from substances which may have potential harmful effects on health and/ or which may emit objectionable odors, we **DO NOT PERMIT** the **SMOKING** of: tobacco, marijuana, illegal drugs and substances, e-cigarettes, vape, vape pens, cartridges with or without nicotine content and hookahs. A designated outdoor Smoking Area is provided. Kindly ask one of staff for directions. Also prohibited within our premises are cooking, burning of candles and incense, and diffusion of patchouli oils or other strong-smelling plant-based essential oils and synthetic products. At the discretion of The Auhana, a minimum fine or a cleaning fee equivalent to the published rate of two (2) night's stay will be assessed as for smoking. If deemed necessary, guests in violation may be evicted with **NO REFUND**.
- 2. RESERVATIONS.** All reservations must be guaranteed with a valid major credit card. Primary guest must be 18 years of age or older. If you are below eighteen (18), you may contact the hotel directly for assistance. Please make sure to receive a Booking Confirmation Number when you make a reservation. Present this together with a valid ID upon check-in. **NO VOUCHER, NO CHECK-IN.** The Auhana is not responsible for consequences on your reservation as a result of weather conditions, personal emergencies or changes in your schedule.
- 3. Check –In Time: 03:00 PM.** We shall endeavor to provide you with a room upon your arrival at the resort. However, kindly note that Standard check-in time is at 3:00 PM. Any request for early check-in shall be subject to room availability and is subject to a corresponding charge. In the interest of

security and fraud prevention, guests will be required to present a valid government-issued ID for all staying guests, including children.

4. **Check –Out Time: 12:00 NOON.** Standard check-out time is at 12:00 noon. Any request for late check-outs may be accommodated depending on room availability and is subject to corresponding charges. Please contact our Front Desk on the day of your departure to check room availability.
5. **Room Occupancy.** Rooms accommodate a maximum of two (2) adults and two (2) children under the age of 6 years old, or a maximum of three (3) adults. The Premier Triple Room accommodates up to three (3) adults and two(2) children under the age of 6 years old. The Family Suite and Beachfront Family Villa accommodates a maximum four (4) adults and two (2) children under the age of 6 years old.
6. **CHILDREN’S BREAKFAST MEAL POLICY.** Children 0-5 years old are entitled to complimentary breakfast (maximum of two (2) children per room). Breakfast surcharge for children 7 to 10 years of age is priced at Php 900.00 per day.
7. **EXTRA PERSON.** Children over eleven (11) years old are considered adult guests. Extra bed may be requested directly from the property and additional charges may apply. Extra person charge will be Php 3,000.00 per person per night, inclusive of daily breakfast.
8. **CANCELLATION POLICY.** Cancellation is not allowed. The booking is nonrefundable and requires full payment upon reservation. Should for any reason you depart early, you will not receive any credit or refund. If you wish to extend your stay, a new reservation is required for the additional date(s), subject to availability and current rates may apply.
9. **CREDIT CARD POLICY.** Physical copy of the credit card used in this transaction must be presented at the resort upon check-in for incidental charges.
10. **INCIDENTAL DEPOSIT.** Incidental charges may apply.
11. **TRANSFER SERVICES.** Contact us at +63 (36) 286 - 3900 (Boracay) , +63 (2) 7946 - 3620 (Manila), +639177033651 or [reservations@auhana.com](mailto:reservations@auhana.com)
  - a) From Kalibo Airport to Caticlan Jetty Port via private van /Third Party Tour Services.
  - b) From Caticlan Jetty Port to Cagban Jetty Port @ Boracay via Speed Boat from 6 AM to 6 PM.
  - c) From Cagban Jetty Port to *The Auhana* via Hotel Shuttle Services.

**IMPORTANT NOTICE:** Kindly advise us of your travel details at least three (3) days prior to your arrival and upon check-in for departure schedules.

12. **CANCELLED/DIVERTED FLIGHTS:** The resort is not responsible for any cancelled or diverted flights.

13. **CANCELLATION CAUSED BY ACTS OF NATURE & NATIONAL EVENTS.** The resort may not be held liable for services not rendered nor for any loss, consequence or damage(s) which may be due to natural calamities and boat transfer cancellations beyond the resort's control. Reservations may be rebooked within 90 days, except during Super Peak Seasonal blocked dates. Refunds are not applicable.
14. **CHRISTMAS EVE & NEW YEAR'S EVE GALA DINNER:** For room reservations passing through December 31 and Chinese New Year, all room guests shall be required to purchase, upon check-in, the special Gala Dinner Vouchers priced at Php4,800.00 per person. Children ages 7 to 10 years of age may avail of a Fifty percent (50%) discount. Children ages 3-6 years are eligible for Seventy percent (70%) discount. The dinner is complimentary for children 0-2 years of age. As seat availability may be in high demand, kindly purchase any additional Celebration Dinner Vouchers for any additional dinner party guest upon check in.
15. **ONLINE PROMO RATE:** Senior Citizen and PWD (Persons with disabilities) discounts are not applicable to promotional rates. For VAT exemption, diplomats are requested to present their Department of Foreign Affairs (DFA) issued IDs together with VEC or VEIC upon booking.
16. **FRAUD PREVENTION.** To minimize incidents of credit card fraud, only physical credit cards of the paying guest shall be accepted. Government issued IDs will be required to verify the credit card holder's ownership and identity. The resort is unable to honor any third-party transactions even if an authorization letter from the credit card holder is presented.
17. **KEYCARDS.** Kindly safeguard your keycards as you would your home residence key. Each room is provided with two (2) keycards. Lost, missing or stolen keycards must be immediately reported to our Front Desk. Upon check-out, kindly present your keycards for their return. A charge may be placed on your account for lost key cards.
18. **ROOM TYPES & UPGRADES.** Bed type and room allocation are all subject to availability upon check-in. Your confirmation voucher indicates the room and the services availed by guest at the time of booking. Request for room transfers or room upgrades are subject to room availability and corresponding room charges may apply.
19. **VISITORS & SAFETY GUIDELINES.** To ensure security at the resort, only registered guests may be allowed in the rooms and the resort facilities. Guests must lock their rooms at all times. All rooms are provided with a complimentary safety deposit box for the safekeeping of their valuables. However, The Auhana is not responsible for any theft or damage to personal effects which may occur within the hotel premises.

20. **HOUSEKEEPING.** Daily housekeeping and room inspection are scheduled between the hours of 9am and 6pm. Should you wish not to be disturbed, kindly display the **DO NOT DISTURB** sign provided. However, should a cause for concern arise, The Auhana reserves the right to contact the guest or make inspection for safety verification purposes.
21. **QUIET HOURS.** Quiet Hours are from 10pm to 9am and must be strictly observed. Sounds and voices must be at the minimum volume in consideration of other guests. Kindly open and close doors quietly and avoid congregating or running along the hallways.
22. **THIRD PARTY PROVIDERS/ESTABLISHMENTS.** The Auhana does not endorse any establishment or shop within the Island of Boracay. However, in an effort to assist our guests, the resort may provide a list of establishments duly accredited with the Department of Tourism. The Auhana and its management shall not be responsible for transactions entered into between our guests and these establishments. All guests are reminded to be diligent and alert with all their dealings with third party providers.
23. **FIREARMS AND WEAPONS.** We highly value the safety, security and wellbeing of all persons staying and working at the resort. Therefore, a Firearms and Weapons Policy has been designed to protect our guests, staff, vendors and other persons within our hotel grounds. Guest and other individuals on our premises are prohibited from bringing in any firearms or weapon, Similarly, guests who are lawfully permitted to possess firearms or weapons such as bodyguards, military personnel and the police are NOT EXEMPTED from this policy, unless their presence at the resort is requested by management and due to official emergency circumstances.
24. **RESORT EXCLUSIVITY.** Using photographs or videos taken at the hotel for commercial and/or public consumptions, or of other guests, without consent, or in violation of Philippine laws is illegal.
25. **ILLNESS AND EPIDEMICS.** The Auhana reserves the right to refuse accommodation to guests arriving with a contagious disease. In the event that sickness occurs during your stay with us, promptly notify our Front Desk. In case of serious illness, the guest may be requested to seek proper medical care at a nearby healthcare facility. Under such circumstances, the hotel may charge a cleaning/disinfecting fee as it may deem appropriate.
26. **DAMAGE/THEFT OF HOTEL PROPERTY.** Guests and their party are liable for any and all damages to the room and/or hotel property whether by deliberate, negligent and/or reckless acts at the time of their stay at the resort. The Auhana reserves the right to retain the guest's credit card details as presented upon registration and to charge the amount deemed appropriate and necessary for the compensation of expenses incurred by the guest as a result of the aforesaid acts. Should any damages come to light after the guest has checked out, the hotel reserves the right to charge his or her credit card for expenses

incurred resulting from such damage, including without limitation, all property damages, missing items, smoking fee, cleaning fee, guest compensation and the like. Guest rooms found in complete disorder, disarray and/or "trashed" will be subject to maintenance deep cleaning free, administration fee, third party fees and any other reasonable expenses which may arise from the circumstances.

- 27. LIABILITY.** The Auhana and its management shall have no liability to guests, persons invited by hotel guests, visitors, employees and subcontractors for any special, indirect and/or consequential loss or damage. The guest shall indemnify the hotel against and any all liabilities and claims, proceedings or damages arising from the guest's stay, function or acts, as well as of the persons invited by the hotel guest, visitors, employees or subcontractors. While guests may use our resort facilities at their own risk, The Auhana and its management shall not be liable or responsible for any claim, loss or damage resulting from the use of the resort facilities.
- 28. LOST AND FOUND.** The Auhana is not responsible for any items left behind by guests. However, found items, with the exception of perishable goods, will be collected and kept at the LOST AND FOUND SECTION for up to seven (7) days only. Please contact [reservations@auhana.com](mailto:reservations@auhana.com) and we would be happy to return your item/s through a courier service provider. Your credit card will be charged for packaging and postage, plus a \$50.00 handling fee. A separate receipt will be emailed to the guest. The Auhana will not be responsible for any item/s lost or misdirected during shipment by a courier service provider. Any unclaimed item/s will be disposed accordingly by the hotel or given local non-profit organizations at the end of the seven (7)-day holding period.
- 29. COOKING APPLIANCES, COMBUSTIBLES OR FIREWORKS.** The safety of our guests, staff and the resort is extremely important to us. Except for refrigerator units and water boilers provided inside the hotel rooms, preparation of food through the use of any type of cooking appliances is **STRICTLY PROHIBITED**. A minimum fee equivalent to the published rate of two (2) night's stay will be charged for in-room cooking, including but not limited to use of hot plates, toaster ovens, rice cookers, combustibles, open flame, barbeque grills, burners, heating appliances and/or other equipment and items intended for cooking. Open fires, flames and cooking grills, either charcoal or gas, as well as fireworks are **NOT ALLOWED**.
- 30. IN CASE OF EMERGENCY OR FIRE.** Please notify our Front Desk in the event of a fire or other emergencies. A map that shows emergency exits is visibly posted at the back of the guest room door.
- 31. DAMAGE/TAMPERING OF FIRE DETECTION SYSTEM & EQUIPMENT.** The Auhana reserves the right to take action against any guest or visitor found to have tampered or interfered with any detection equipment at the resort, including detector heads in public

areas, guest rooms, break glass points and fire extinguishers. Guests or visitors who tamper with any fire detection or fire-fighting equipment will be charged for costs incurred by the hotel due to their actions and may be evicted from the premises. Depending on the severity of the guest's actions, law enforcement may become involved at the hotel's discretion. Should the identity of the guest in violation of this policy surface after he or she has checked out, the guest hereby authorizes the hotel to charge his or her credit card to cover expenses incurred from any damage or loss caused by the guest's actions.

32. **RIGHT TO REFUSE SERVICE.** The Auhana is privately owned and operated. We have a Zero- Tolerance Policy by which we can refuse to admit and accommodate a guest at the hotel or evict a person without refund for violating the standards and policies established by Management or by Philippine Laws. Guests who refuse or fail to pay accommodation fees, incidental charges, disturb peace or threaten other guests, hotel staff and/or other visitors, bring hazardous and toxic substances inside our premises, use the hotel for unlawful purposes, destroy and/or damage any property belonging to the resort or other guests, or harm and/or endanger any person at the hotel will be urgently evicted. Immediately contact our Front Desk should you encounter any disruptive guests.

33. **TERMS AND CONDITIONS.** The Auhana reserves the right to amend and revise the hotel terms and conditions as it may deem necessary. Any dispute, which is not amicably settled shall be resolved by proper court remedies. Venue to such court action shall be the appropriate Courts of Makati City to the exclusion of all other courts.