



BOOKING POLICY

I. ARRANGEMENT

- a. Booking requests are done through our official contact number, booking email address, social media platforms (Facebook and Instagram), or accredited travel agencies.

II. GUIDELINES

- a. Booking is non-transferable.
- b. A valid ID is required upon check-in.
- c. Rates are quoted in Philippine Peso currency.
- d. All accommodation rates quoted are subject to adjustment without prior notice in line with any changes in government policy, which may affect the official rate of exchange and/or tax levels.

III. RESERVATION

- a. Guests are requested to pay within two (2) days after reservation. Failure to pay means automatic release of the reserved accommodation/s and cancellation of the reservation unless prior notice is given.
 - i. Only signed Event Quotation Agreements supersede this policy.
- b. Extension of reservation is upon the discretion of the resort management.
- c. Reservation made seven (7) days prior to guest arrival is not applicable for rebooking.

IV. CONFIRMATION

- a. 50% down payment shall be required to confirm all bookings and block the necessary accommodation/s.
 - i. Only signed Event Quotation Agreements supersede this policy.
- b. A Confirmation Voucher will be issued upon receipt of down payment. Client will be responsible for checking the accuracy of all information on the Confirmation Voucher.

V. PAYMENT

- a. Down payment shall be made thru bank-to-bank deposit or online payment within two (2) days after reservation. Failure to pay means



automatic release of the reserved accommodation/s and cancellation of the reservation unless prior notice is given.

- i. Only signed Event Quotation Agreements supersede this policy.
- b. Full payment shall be made to our office upon guest's check-out.
- c. Payment should be in the form of Philippine Peso.
- d. Bank to bank payment is accepted up until (5) five days prior to guest arrival. Online GCash payment is accepted up until (1) one day prior to guest arrival.
- e. For last minute bookings (guest arrival is on the same day as booking date), full payment shall be made thru GCash prior to guest check-in.
- f. For Telegraphic, wire, or bank transfer, we will only acknowledge total payment received after the bank charges. Bank charges incidental to the transfer shall be borne by the guest. Copy of remittance and/or deposit slip to be given to Shepherd's Ridge Mountain Resort to include guest name/s, duration of stay, and confirmation number. Please note that sometimes it takes a while for our bank to receive and reflect the payment you made even though it has been deducted from your account already.

VI. ACCOMMODATION

- a. Assignment of accommodations shall be at the discretion of the resort. However, if requests are received with adequate advance notice, the resort will try to honor such requests.

VII. CANCELLATION / NO SHOW

- a. Guest no show automatically means cancellation.
- b. If cancellation is due to emergency and valid medical reasons, Shepherd's Ridge Mountain Resort requires that the client provide a medical certificate and other necessary documents as proof so that the relevant fee may be waived upon the discretion of the resort management.
- c. Cancellation of booking must be done in writing and duly acknowledged by our office.
- d. Bookings that are cancelled due to weather and sea conditions may be rebooked within three (3) months. Cancellations will be based solely on PAGASA and the Philippine Coast Guard's reports and declarations.



- e. 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 rescheduling. If a rescheduling 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.

VIII. REFUND

- a. No refund for booking cancellations.
- b. No refund in case of guest no show.
- c. Full payment and no refund for shortened stay.

IX. REBOOKING

- a. Rebooking should only be scheduled within three (3) months from the original booking date.
- b. First Rebooking
 - i. Rebooking done more than fourteen (14) days prior to arrival is free of charge, otherwise, a rebooking fee of Php 2,500 shall be charged.
- c. Second Rebooking
 - i. A rebooking fee of Php 2,500 shall be charged.
- d. Rebooking can only be done twice (2) from original booking date.
- e. Downgrading of room (and rates) forfeits the price difference.
- f. Upgrading and additional arrangements are subject to availability and price adjustment, if applicable.
- g. For medical and emergency reasons, Shepherd's Ridge Mountain Resort requires that the client provide a medical certificate and other necessary documents as proof to extend the validity of the rebooking.
- h. Rebooking is subject to the availability of Shepherd's Ridge Mountain Resort and upon the discretion of resort management.

X. FORCE MAJEURE

- a. Shepherd's Ridge Mountain Resort shall not be liable to the guest or travel agency by reason of any failure to or delay in performing any of its obligations under this agreement if the delay or failure is due to FORCE MAJEURE.



ACKNOWLEDGMENT / AGREEMENT

Upon the receipt of this document, it is acknowledged that you (the guest) have read and understood the above-mentioned policy of Shepherd's Ridge Mountain Resort (the resort) and hereby agree to comply with the same. Choosing to ignore any of the resort's policies, rules, and regulations may result in the management's decision to expel you from resort premises without refund and/or to employ the necessary penalizations for your actions. The resort reserves the right to refuse service to anyone.