



## **Las Calas Resort Guest House Rules**

### **Check-In/Check-Out:**

- Check-in: 3:00 PM
- Check-out: 11:00 AM
- Late check-out is subject to availability and may incur additional charges.

### **Quiet Hours:**

- Quiet hours are from 10:00 PM to 8:00 AM.
- Please be considerate of other guests during these times.

### **Pets:**

- All pets are welcome but only in designated pet-friendly villas.
- If these villas are booked, pets cannot be accommodated.
- A cleaning fee of Php5000.00 (USD100.00) will be charged if a pet has an accident in the villa.

### **Dining and Room Service:**

- All meals and dining requirements need to be arranged prior to your visit.
- No cooking is allowed in the villas unless a kitchen is available in your villa.
- No meat and similar items may be stored inside your courtesy refrigerators. A refrigerator decontamination fee of Php5000.00 (USD100.00) will be charged.

### **Smoking:**

- Smoking is not permitted inside the villas and any enclosed spaces.
- A smoking decontamination fee of Php5000.00 (USD100.00) will be charged.
- Clearly marked designated smoking areas are available.
- Irresponsible disposal of cigarette butts will result in removal and permanent ban from the resort.

**Amenities:**

- Free-to-use amenities are available on a first-come, first-served basis.
- Paid amenities are available by appointment.
- Please follow the queue process for free amenities.
- Please watch and review all instructional videos related to the amenities that are made available.
- Please respect marshals and staff assigned to these amenities. They are there to keep you safe.
- Please sign the necessary waivers when using any of the resort's amenities.

**Housekeeping:**

- Daily housekeeping is provided.
- Housekeeping is also provided on request.

**Damage and Loss:**

- Guests are responsible for any damage or loss caused to the property.
- Charges may apply for any damages or loss incurred.

**Safety and Security:**

- Internal Security Officers, security cameras and security lights are posted around the property.
- Please ensure that all doors and windows are locked when leaving the villa and glamping tents.
- Report any suspicious activity to the front desk immediately.
- Safety deposit boxes are available from the front desk.
- Any aggression shown towards fellow guests will result in removal, permanent ban from the resort and reported to the relevant authority.

**Respect for Nature and Waste Management:**

- Please respect the natural environment and wildlife.
- Do not litter or disturb the flora and fauna.
- Please dispose of your waste in the receptacles provided.
- Irresponsible disposal of litter, harm, or destruction of the environment and wildlife will result in removal, permanent ban from the resort and reported to the relevant authority.

**Emergency Procedures:**

- In case of an emergency, please follow the resort's emergency procedures.
- Contact the front desk for any assistance.

**Emergency Numbers:**

- Administrator On Duty: +639175038384 or +639060032196
- Dasol Police Department: (075) 560 2154
- Dasol Fire Department: +639171858611 or +639102516212
- Dasol Community Hospital: +639420860009 or +639173020241
- Osmena Barangay: +639468201030