

LONGHOUSE LAIYA

GUEST AGREEMENT AND HOUSE RULES

IMPORTANT

By making a reservation, making payment, checking the acceptance boxes, electronically signing, physically signing, or entering the property, the Registered Guest confirms that they have read, understood, and agreed to all terms in this Agreement.

The Registered Guest accepts responsibility for all members of their group, visitors, suppliers, contractors, caterers, entertainers, photographers, event organizers, and any other person entering the property under the reservation.

1. RESERVATIONS, PAYMENTS AND CANCELLATIONS

1. All reservations are confirmed only after required payments have been received.
2. Guests must follow all payment schedules provided by Management.
3. Failure to make payment on time may result in cancellation of the reservation without refund.
4. All payments made are non-refundable.
5. No refunds, discounts, credits, or compensation shall be provided for:
 - Change of plans
 - Weather conditions
 - Utility interruptions
 - Power outages
 - Illness
 - Early departure
 - Transportation issues
 - Force majeure events
6. A security deposit may be required and may be used to cover damages, missing items, excessive cleaning, fines, repairs, or unpaid charges.

7. If damages exceed the security deposit, the Registered Guest remains liable for the balance.
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2. MANAGEMENT RIGHTS

Management may refuse entry, remove guests, terminate a stay, or evict guests without refund if:

- Property rules are violated
- Guests engage in unsafe behavior
- Illegal activities occur
- Excessive disturbances occur
- Property is damaged
- HOA rules are violated
- Staff, neighbors, or other guests are harassed

Management may contact security personnel, homeowners association personnel, law enforcement, emergency responders, or government authorities whenever necessary.

3. CCTV, SECURITY AND RESTRICTED AREAS

1. CCTV cameras operate throughout the property for security and safety purposes.
2. CCTV recording may occur continuously.
3. There is no expectation of privacy in outdoor areas, entrances, parking areas, hallways, and common areas.
4. No CCTV cameras are installed inside bedrooms or bathrooms.
5. Guests shall not enter:
 - Staff quarters
 - Storage rooms
 - Pump rooms
 - Utility rooms

- Maintenance areas
 - Equipment rooms
 - Roof areas
6. Guests should keep gates closed to reduce the risk of unauthorized entry.
 7. Longhouse Laiya is not liable for theft, loss, or damage resulting from gates, doors, or access points left open by guests.
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4. SWIMMING POOL, BEACH AND WATER ACTIVITIES

1. Guests use the swimming pool, beach, and all water facilities at their own risk.
 2. Lifeguard services may not be available at all times.
 3. Children and non-swimmers must be supervised by a responsible adult at all times.
 4. No diving, running, pushing, rough play, or horseplay.
 5. No glass containers in or around the pool.
 6. Guests assume all risks associated with swimming, including drowning, injury, illness, disability, and death.
 7. Water sports and beach activities are provided by independent third parties. Longhouse Laiya is not responsible for their services, actions, equipment, or safety practices.
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5. SPORTS, RECREATIONAL FACILITIES AND BALCONIES

1. Guests use all sports facilities and equipment at their own risk.
2. Wear appropriate footwear and equipment.
3. Do not play on wet courts.
4. Do not play during rain, lightning, or thunderstorms.
5. Use caution during nighttime play.
6. Basketball players must not dunk, hang on the rim, or climb the basketball structure.

7. Guests shall not climb, sit, or stand on balcony railings.
 8. Guests should exercise caution when using phones or personal items near balconies and elevated areas.
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6. COOKING, FOOD, LPG AND ELECTRICAL EQUIPMENT

1. Guests use all cooking equipment at their own risk.
 2. Cooking shall never be left unattended.
 3. Guests are responsible for safe food preparation and handling.
 4. Longhouse Laiya is not liable for food poisoning, allergic reactions, or food contamination.
 5. Guests shall not tamper with LPG systems.
 6. Guests shall not tamper with electrical systems, pool systems, pumps, filters, timers, valves, or maintenance equipment.
 7. Any fire, electrical malfunction, pool malfunction, or equipment damage caused by misuse shall be charged to the Registered Guest.
 8. Tap water is not intended for drinking.
 9. Mineral water is supplied by independent third-party suppliers.
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7. FIRE SAFETY

1. Guests shall not tamper with:
 - Fire extinguishers
 - Smoke detectors
 - Heat detectors
 - Fire alarms
 - Emergency lighting
2. Fireworks, firecrackers, sky lanterns, pyrotechnics, candles, bonfires, fire pits, smoke machines, fog machines, and open flames are prohibited unless approved in writing by Management.

3. Guests are fully responsible for any fire, smoke damage, injury, death, business interruption, or property damage caused by their actions.
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8. PROPERTY CARE AND CLEANLINESS

Guests shall take reasonable care of all property, furniture, fixtures, appliances, and equipment.

Particular care must be exercised with:

- Sliding glass doors
- Shower enclosures
- Televisions
- Air conditioners
- Videoke system
- Billiard table
- Table tennis table
- Quartz countertops
- Modular cabinets
- Mattresses
- Beds
- Pool equipment
- Sports equipment

Guests shall not leave doors, windows, or sliding doors open while air conditioners are operating.

Guests shall not leave air conditioners running unnecessarily when rooms are unoccupied.

Guests shall take reasonable care of linens and towels and shall avoid staining them with:

- Hair dye
- Henna
- Massage oils

- Blood
- Urine
- Feces
- Vomit
- Cosmetics
- Paints
- Similar substances

Cleaning, restoration, or replacement costs shall be charged to the Registered Guest.

9. BATHROOMS, DRAINS AND SEPTIC SYSTEMS

1. Bathrooms, pool decks, lanais, walkways, driveways, and outdoor areas may become slippery when wet.
 2. Guests shall exercise caution at all times.
 3. Longhouse Laiya is not liable for slips, falls, injuries, or accidents.
 4. Guests shall not flush or dispose of:
 - Wet wipes
 - Diapers
 - Feminine products
 - Food waste
 - Plastics
 - Trash
 - Foreign objects
 5. Guests shall not intentionally clog toilets, drains, sinks, or showers.
 6. Plumbing and septic-related service costs resulting from misuse shall be charged to the Registered Guest.
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10. PETS, ANIMALS, INSECTS AND NATURAL CONDITIONS

1. Guests are responsible for controlling and supervising their pets.
 2. Any damage, cleaning, repairs, or disturbances caused by pets shall be charged to the Registered Guest.
 3. Stray cats may occasionally enter the property.
 4. Guests should keep screen doors and exterior doors closed.
 5. Longhouse Laiya is not responsible for losses, damage, or inconvenience caused by stray animals.
 6. As a beachfront property, insects, mosquitoes, flies, ants, geckos, wildlife, and seasonal insect swarms may occur.
 7. Longhouse Laiya shall not be liable for bites, allergic reactions, or discomfort arising from natural environmental conditions.
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11. NOISE, ALCOHOL, SMOKING AND ILLEGAL ACTIVITIES

1. Videoke is permitted only until 10:00 PM.
 2. Guests shall respect neighboring properties and HOA rules.
 3. Excessive noise, shouting, screaming, whistles, air horns, and disruptive conduct are prohibited.
 4. Guests are responsible for monitoring intoxicated members of their group.
 5. Intoxicated persons should not swim, operate vehicles, use balconies recklessly, or engage in dangerous activities.
 6. Illegal drugs, prohibited substances, and drug paraphernalia are strictly prohibited.
 7. Smoking, vaping, e-cigarettes, and heated tobacco products are prohibited inside buildings and enclosed areas.
 8. Illegal activities, violence, harassment, theft, vandalism, and disorderly conduct are prohibited.
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12. LIABILITY, DAMAGES AND GUEST RESPONSIBILITY

1. The Registered Guest is responsible for all members of their group and all persons entering the property under the reservation.

2. Guests are responsible for any damage caused intentionally or accidentally.
 3. Guests shall reimburse Longhouse Laiya for:
 - Repairs
 - Replacements
 - Cleaning costs
 - HOA fines
 - Service fees
 - Business interruption losses
 - Legal costs arising from guest actions
 4. Longhouse Laiya is not responsible for:
 - Lost or stolen property
 - Medical emergencies
 - Weather conditions
 - Utility interruptions
 - Third-party services
 - Injuries resulting from guest negligence
 - Acts of God
 5. To the fullest extent permitted by law, Longhouse Laiya's liability shall be limited to the amount paid by the Guest for the reservation.
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GUEST ACKNOWLEDGMENT

By signing below, I acknowledge that:

- ☐ I have read and understood this Agreement.
- ☐ I accept responsibility for all persons entering under my reservation.
- ☐ I agree to follow all property rules.
- ☐ I understand that all payments are non-refundable.

☐ I understand that damages may be charged against my security deposit or billed separately.

☐ I understand that Management may evict guests for violations without refund.

☐ I understand that CCTV monitoring is in operation.

☐ I voluntarily assume the risks associated with using the property and its facilities.

Registered Guest Name: _____

Signature: _____

Date: _____

ATTACHMENT A

DAMAGE CHARGES, CLEANING FEES AND SERVICE CHARGES

IMPORTANT

The following charges may be deducted from the security deposit and/or billed separately if they exceed the security deposit.

Where "Actual Cost" is stated, this includes repair, replacement, labor, contractor, supplier, transportation, administrative costs, taxes, and lost rental income where applicable.

Management may use photographs, CCTV footage, inspection reports, quotations, invoices, and inventory records to determine charges.

CLEANING AND HOUSEKEEPING

Item	Charge
Excessive Cleaning	₱2,500 minimum
Excessive Garbage Removal	₱1,500 minimum
Large Event Waste Removal	Actual Cost
Vomit Cleanup	₱2,500 per area
Blood Cleanup	₱2,500 per area
Urine Cleanup	₱2,500 per area
Fecal Cleanup	₱2,500 per area
Biohazard Treatment	Actual Cost
Excessive Sand Removal (Room)	₱1,000 per room
Excessive Sand Removal (Beds, Sofas, Mattresses, Curtains, Aircon Areas)	₱2,500 minimum
Specialized Sand Cleanup	Actual Cost

LINENS AND BEDDING

Item	Charge
Face Towel	₱200
Hand Towel	₱300
Bath Towel	₱500
Pool Towel	₱500
Pillowcase	₱300
Bedsheet	₱1,500
Comforter	₱3,000
Mattress Protector	₱2,000
Mattress Deep Cleaning	₱2,500 minimum
Mattress Replacement	Actual Cost

Permanent staining from hair dye, henna, massage oils, blood, urine, feces, vomit, paint, cosmetics, or similar substances shall be treated as damage.

LATE CHECKOUT

Violation	Charge
Up to 1 hour beyond checkout	₱5,000
More than 1 hour up to 3 hours	₱10,000
More than 3 hours	Actual damages + lost rental income

LOST, MISSING OR DAMAGED ITEMS

Item	Charge
TV Remote	₱1,000
Aircon Remote	₱1,000
Safe Combination Reset	₱500
Safe Service Call	Actual Cost
Missing Kitchen Items	Actual Cost
Missing Sports Equipment	Actual Cost
Missing Decorative Items	Actual Cost
Missing Inventory Items	Actual Cost

PLUMBING AND SEPTIC

Item	Charge
Clogged Toilet	₱3,000 minimum
Clogged Sink	₱3,000 minimum
Clogged Shower Drain	₱3,000 minimum
Clogged Floor Drain	₱3,000 minimum
Emergency Plumbing Call	Actual Cost
Septic Service Due To Misuse	Actual Cost

SMOKING, VAPING AND FIRE SAFETY

Violation	Charge
Smoking/Vaping Indoors	₱10,000 minimum + restoration costs
False Fire Alarm Activation	₱5,000 minimum

Violation	Charge
Tampering With Fire Safety Equipment	₱10,000 minimum
Fire Extinguisher Recharge	Actual Cost
Smoke/Heat Detector Damage	Actual Cost

PETS

Item	Charge
Pet Waste Cleanup	₱2,500 minimum
Pet Odor Removal	₱2,500 minimum
Pet Damage	Actual Cost

AIR CONDITIONERS

Item	Charge
Service Call Due To Misuse	Actual Cost
Cleaning Due To Misuse	Actual Cost
Repair Due To Misuse	Actual Cost
Condensation/Water Damage	Actual Cost
Air Conditioner Replacement	Actual Cost

HIGH VALUE PROPERTY

Actual Repair or Replacement Cost Shall Apply To:

- Grand East sliding doors and windows
- Tempered shower enclosures
- Bathroom mirrors
- Televisions

- Videoke system
 - Refrigerators
 - Water dispensers
 - Gas stoves
 - Ovens and range hoods
 - Quartz countertops
 - Modular cabinets
 - Beds and mattresses
 - Custom furniture
 - Curtains and blinds
 - Pool pumps, filters and equipment
 - Billiard table and accessories
 - Ping pong table and accessories
 - Basketball goal and sports equipment
 - Putting green and landscaping
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HOA FINES, LEGAL COSTS AND BUSINESS INTERRUPTION

The Registered Guest shall reimburse:

- HOA fines and penalties
- Government penalties
- Towing charges
- Legal fees and collection costs
- Administrative charges
- Lost rental income caused by guest damage
- Business interruption losses where permitted by law