

LONGHOUSE LAIYA

GUEST AGREEMENT & HOUSE RULES

Your private beachside villa, playground, and event space

IMPORTANT

By making a reservation, making payment, checking an acceptance box, electronically or physically signing this Agreement, checking in, or entering Longhouse Laiya under a reservation, the **Registered Guest** confirms that they have read, understood, and agreed to these terms.

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

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1. GUEST RESPONSIBILITY

The Registered Guest is responsible for the reservation and for communicating these rules to everyone entering under it.

The Registered Guest is financially responsible for damage, loss, extraordinary cleaning, fines, charges, and other properly recoverable costs caused by any guest, visitor, child, supplier, contractor, or other person entering under the reservation.

Responsibility is not limited to the Security Deposit.

2. RESERVATIONS, PAYMENTS & SECURITY DEPOSIT

Reservations are confirmed only upon compliance with Longhouse Laiya's payment requirements.

Guests must follow payment schedules and booking conditions communicated by Management. Failure to pay on time may result in cancellation in accordance with the applicable booking policy.

Reservations, cancellations, rebooking, refunds, and credits are governed by Longhouse Laiya's applicable booking and cancellation policy.

Except where expressly provided in that policy or required by law, payments are non-refundable and no refund, discount, credit, or compensation shall arise solely from change of plans, weather, rain, utility or power interruption, water interruption, illness, early departure, transportation or traffic problems, third-party service failure, or force majeure.

A Security Deposit may be applied against damage, missing property, extraordinary cleaning, repairs, unpaid balances, applicable charges, HOA/community fines attributable to the group, and other properly documented amounts.

If charges exceed the Security Deposit, the Registered Guest remains liable for the balance.

3. CHECK-IN & CHECK-OUT

Guests must observe confirmed check-in and check-out times. Early check-in or late check-out requires prior approval.

Unauthorized Late Check-Out

Delay	Charge
Up to 1 hour	₱5,000
More than 1 to 3 hours	₱10,000
More than 3 hours	Actual damages and documented lost rental income

Late-checkout charges do not give guests an automatic right to remain on the property.

4. OCCUPANCY & VISITORS

Only approved guests and visitors may enter or use the property.

Additional overnight guests, day visitors, event attendees, and suppliers require prior approval where applicable.

Guests must not exceed approved bedroom, overnight, event, or total property capacities.

Management may refuse entry to unauthorized persons.

5. GUEST CONDUCT

Guests must treat Longhouse Laiya, its staff, neighboring properties, and other persons respectfully.

Prohibited conduct includes violence, fighting, threats, harassment, abusive behavior, theft, vandalism, illegal activity, deliberate property damage, reckless or dangerous behavior, disorderly conduct, interference with staff, and conduct that materially disturbs neighbors or places persons or property at unreasonable risk.

6. NOISE & NEIGHBORS

Guests must comply with HOA, barangay, subdivision, and local noise rules.

Videoke, karaoke, and amplified entertainment must stop by 10:00 PM, or earlier if required by Management or applicable rules.

After the cutoff, voices, music, and activities must remain at levels that do not materially disturb neighboring properties.

Excessive shouting, screaming, whistles, air horns, loud outdoor gatherings, and similar disturbances are prohibited.

Guests must promptly reduce noise when reasonably requested by staff.

7. ALCOHOL

Responsible alcohol consumption is permitted for persons legally allowed to drink.

Intoxicated or significantly impaired persons must not swim, enter the sea, operate vehicles, use balconies recklessly, participate in dangerous activities, handle fire or cooking equipment, or behave in a manner that endangers themselves or others.

Management may stop an intoxicated guest from participating in an activity where reasonably necessary for safety.

8. ILLEGAL DRUGS

Possession, use, manufacture, sale, or distribution of illegal drugs, prohibited substances, or related paraphernalia is strictly prohibited.

Suspected illegal activity may be reported to authorities and may result in termination of the stay without refund, subject to applicable law.

9. SMOKING & VAPING

Smoking, vaping, e-cigarettes, and heated tobacco products are prohibited inside bedrooms, bathrooms, enclosed buildings, indoor common areas, and designated non-smoking areas.

Use only approved outdoor smoking areas where provided.

Guests are responsible for cleaning, deodorizing, repair, or replacement costs resulting from violations.

10. POOL SAFETY

Use of the swimming pool and kiddie pool involves inherent risks, including serious injury, drowning, disability, and death.

The following are prohibited:

- Diving, flips, backflips, somersaults, or dangerous jumping;
- Running on the pool deck;
- Pushing, wrestling, horseplay, or dangerous rough play;
- Jumping from walls, railings, furniture, structures, or elevated surfaces;

- Glass bottles, glasses, plates, or breakable glass around the pool;
- Swimming while intoxicated or significantly impaired; and
- Tampering with pumps, filters, drains, timers, lights, valves, or pool equipment.

Children and non-swimmers must be actively supervised by a responsible adult. Flotation devices and life vests do **not** replace adult supervision.

Guests with open wounds, contagious illnesses, active skin infections, or other conditions likely to contaminate the pool should not enter.

Guests are encouraged to shower or rinse before swimming and use appropriate swimwear.

Pool decks and surrounding surfaces may become slippery when wet. Guests must exercise caution. Longhouse Laiya is not responsible for slips, falls, injuries, or accidents except to the extent liability is imposed by law.

Guests must immediately notify staff of broken glass, vomit, fecal matter, blood, chemicals, or other pool contamination.

Where guest actions require pool closure, draining, treatment, sanitation, refilling, filtration service, or other remediation, the Registered Guest may be charged the reasonable actual remediation cost and documented consequential loss, where legally recoverable.

11. CHILDREN & SUPERVISION

Parents, guardians, and responsible adults remain responsible for minors.

Children must be appropriately supervised around pools, the beach and sea, sports areas, balconies, stairs, elevated areas, kitchens, parking areas, driveways, gates, and other potentially hazardous locations.

The presence of Longhouse staff or a lifeguard does not transfer this responsibility.

12. LIFEGUARD

A lifeguard or pool attendant may be provided at certain times but is not guaranteed unless specifically confirmed as part of the booking.

The presence of a lifeguard does not replace parental supervision, personal responsibility, appropriate swimming ability, responsible alcohol use, or compliance with pool rules.

13. BEACH & THIRD-PARTY WATER ACTIVITIES

Beach and sea conditions may change without warning and may involve waves, currents, tides, varying depth, marine life, sharp objects, slippery surfaces, weather changes, and other natural hazards.

Guests enter the beach and sea at their own discretion and risk and must appropriately supervise children and non-swimmers.

Boat trips, water sports, rentals, excursions, and similar services may be operated by independent third parties. Unless expressly stated otherwise, such providers are not employees or agents of Longhouse Laiya.

Longhouse Laiya does not control their personnel, equipment, maintenance, licensing, procedures, or safety practices. Assistance in contacting or coordinating with a provider does not make Longhouse Laiya the operator of that activity.

14. SPORTS, BALCONIES & ELEVATED AREAS

Guests use sports and recreational facilities at their own risk and must use equipment only for its intended purpose.

Guests must use appropriate footwear, avoid wet or slippery courts, stop outdoor play during lightning, thunderstorms, or unsafe weather, and exercise additional caution during nighttime play.

Dunking, hanging from basketball rims, or climbing the basketball structure is prohibited.

Guests must not sit, stand, or climb on balcony railings, lean dangerously over railings, climb roofs or elevated structures, or engage in dangerous play near elevated areas.

15. EVENTS, DECORATIONS & SUPPLIERS

Events, parties, corporate functions, team-building activities, and similar organized activities must be declared and approved where applicable.

Suppliers such as caterers, decorators, DJs, entertainers, photographers, facilitators, event organizers, and equipment providers may require prior approval.

Decorations

Nothing may be attached to Longhouse Laiya's indoor or outdoor walls, doors, windows, ceilings, floors, furniture, fixtures, columns, railings, cladding, cabinetry, glass, tile, stone, quartz, wood, metal, or other surfaces.

Guests and suppliers must not tape, glue, nail, staple, screw, drill, pin, stick, hang, or otherwise attach decorations, signs, balloons, streamers, banners, backdrops, lights, hooks, stickers, or similar items.

The prohibition includes products advertised as removable, reusable, temporary, surface-safe, or damage-free, including painter's tape, masking tape, double-sided tape, mounting tape, adhesive hooks, stickers, decals, adhesive putty, and suction devices.

Only freestanding decorations may be allowed, and all decorations require prior Management approval.

Approved decorations must be self-supporting, stable, non-damaging, non-obstructive, safely positioned, and completely removed after use.

Floating pool decorations are prohibited unless approved. Confetti, glitter, and similarly difficult-to-clean materials require written approval.

Management may remove or stop any unsafe, unapproved, or potentially damaging setup.

Guests are responsible for cleaning or restoration arising from decoration use, including adhesive residue, stains, scratches, dents, holes, paint damage, refinishing, repainting, or surface restoration.

Suppliers

Suppliers must not alter electrical systems, use unapproved high-load equipment, block exits, use unauthorized open flames, move major furniture without permission, or install anything that may damage the property or create a safety risk.

The Registered Guest remains responsible for their suppliers.

16. PROPERTY CARE & AIR-CONDITIONING

Guests must exercise reasonable care with all property, including sliding glass doors, shower enclosures, televisions, air conditioners, videoke equipment, billiard and table-tennis equipment, quartz countertops, cabinets, mattresses, beds, pool equipment, sports equipment, furniture, windows, doors, and decorative finishes.

Furniture and equipment must remain in their intended locations unless Management approves otherwise.

Guests must not write, paint, draw on, dismantle, modify, or remove property.

While air-conditioning is operating, guests must keep exterior doors, windows, and sliding doors closed and avoid unnecessarily leaving units running in unoccupied rooms.

Guests must report AC problems rather than attempting repairs.

17. UTILITIES & RESTRICTED AREAS

Guests must not tamper with electrical panels, breakers, wiring, outlets, pumps, plumbing, water systems, pool equipment, filters, timers, valves, air-conditioning, internet/network equipment, CCTV, security systems, or maintenance equipment.

Large sound systems, event lighting, high-load appliances, generators, or unusual electrical installations require approval.

Electrical smells, sparks, leaks, equipment malfunction, or other hazards must be reported immediately. Guests must not attempt repairs.

The following areas are restricted unless Management authorizes access:

Staff quarters, storage areas, pump rooms, utility rooms, maintenance areas, equipment rooms, electrical areas/cabinets, service areas, and roofs.

18. COOKING, WATER & FIRE SAFETY

Cooking is allowed only in designated areas. Active cooking equipment must never be left unattended.

Guests are responsible for safe handling, preparation, storage, and consumption of food they bring, prepare, or arrange through third parties.

Longhouse Laiya is not responsible for food poisoning, allergies, contamination, or other food-related issues arising from guest-supplied or independently supplied food, except where liability cannot legally be excluded.

Tap water is not intended for drinking. Guests should consume potable or mineral water intended for drinking.

Guests must not tamper with LPG tanks, regulators, lines, or connections.

Guests must not tamper with fire extinguishers, smoke or heat detectors, alarms, emergency lighting, or other safety equipment.

Fireworks, firecrackers, sky lanterns, pyrotechnics, candles, bonfires, fire pits, smoke machines, fog machines, and open flames are prohibited unless expressly approved by Management and legally permitted.

19. ROOMS, SAFES & BELONGINGS

Longhouse Laiya does **not issue individual room keys**. Bedrooms may be secured from inside while occupied.

Combination safes are provided for convenience. Guests should keep combinations confidential, check safes before departure, and leave them accessible upon check-out.

Guests remain responsible for their belongings. Longhouse Laiya is not responsible for loss, theft, or damage to personal property except where liability is imposed by law.

20. BATHROOMS, SEPTIC & CLEANLINESS

Bathrooms, pool decks, lanais, walkways, driveways, and outdoor areas may become slippery when wet. Guests must exercise caution.

Do not flush or dispose of wet wipes, diapers, sanitary pads, tampons, feminine products, food, cooking grease, plastics, cloth, packaging, trash, foreign objects, or other blockage-causing materials into toilets, sinks, showers, or drains.

Plumbing, drainage, septic pumping, service, or repair caused by misuse may be charged to the Registered Guest.

Guests should take reasonable care of towels, linens, mattresses, and upholstery and avoid permanent staining from hair dye, henna, massage oils, blood, urine, feces, vomit, cosmetics, paint, food, or beverages.

Guests must dispose of garbage, food waste, bottles, cans, cigarette butts, diapers, sanitary products, and personal waste appropriately.

Normal housekeeping is included where applicable. **Extraordinary cleaning** caused by excessive garbage, bodily fluids, severe stains, smoking/vaping violations, prohibited substances, excessive sand or mud, unauthorized decoration residue, pool contamination, or similar conditions may be charged at actual reasonable cost.

21. PETS & NATURAL CONDITIONS

Pets are permitted only in accordance with the applicable Longhouse Laiya pet policy and prior approval where required.

Owners are responsible for supervision, control, waste, cleaning, damage, disturbance, and interactions with guests, staff, neighbors, and other animals.

As a tropical beachfront property, Longhouse Laiya may experience mosquitoes, flies, ants, geckos, insects, seasonal insect swarms, birds, stray cats, stray animals, and other wildlife despite reasonable pest-control measures.

Guests should keep exterior and screen doors closed where practical and avoid feeding or handling stray animals.

22. PARKING

Vehicles must use designated parking areas and must not obstruct entrances, gates, driveways, exits, emergency access, or operational areas.

Drivers are responsible for their vehicles and belongings.

Guests must drive slowly and supervise children around vehicles and driveways.

Longhouse Laiya is not responsible for vehicle theft, loss, or damage except where liability is imposed by law.

23. CCTV, GATES & SECURITY

CCTV may operate continuously in appropriate security areas including entrances, parking areas, outdoor areas, exterior common areas, and circulation areas.

No CCTV cameras are installed inside guest bedrooms or bathrooms.

Guests must not cover, disconnect, reposition, damage, or tamper with cameras or security systems.

Gates, exterior doors, and access points should remain closed when not in active use.

Guests must not permit unauthorized entry.

Where a guest leaves an access point open and this directly contributes to unauthorized entry, animal escape, theft, loss, or another incident, responsibility will be determined according to applicable law and the circumstances.

24. EMERGENCIES

Guests must promptly follow reasonable instructions from Longhouse staff, HOA/security personnel, emergency responders, law enforcement, or government authorities during fire, medical emergencies, severe weather, earthquakes, flooding, gas leaks, electrical incidents, evacuations, security incidents, or other emergencies.

Management may contact relevant authorities whenever reasonably necessary.

Longhouse staff may assist in contacting emergency services but are not substitutes for medical professionals.

Guests remain responsible for their own medical expenses except where otherwise required by law.

25. LOST & FOUND

Guests should check rooms, bathrooms, safes, and common areas before departure.

Found items may be retained for **30 days**.

Longhouse may assist with return where practical, but courier, packaging, insurance, and shipping costs are the guest's responsibility.

Longhouse does not guarantee recovery of lost property.

Unclaimed items may be donated or disposed of after the retention period, subject to law.

26. DAMAGES & ADDITIONAL CHARGES

The Registered Guest is responsible for guest-caused damage, loss, misuse, or extraordinary cleaning beyond ordinary wear and tear.

Recoverable amounts may include reasonable repair, replacement, cleaning, sanitation, repainting, refinishing, plumbing/septic service, contractor charges, transportation, emergency repair, HOA fines, business interruption, documented lost rental income, and **reasonable legal costs and expenses arising directly from guest actions, to the extent recoverable by law.**

Where practical, significant charges will be supported by photographs, quotations, invoices, receipts, service reports, or similar evidence.

See **Attachment A.**

27. MANAGEMENT RIGHTS

Subject to applicable law, Management may refuse entry, stop an activity, remove a person, or terminate a stay for serious or repeated violations including:

- Unsafe or illegal behavior;
- Violence, threats, harassment, theft, or vandalism;
- Illegal drug activity;
- Deliberate property damage;
- Serious safety violations;
- Excessive noise or disturbances;
- Dangerous intoxication;
- Unauthorized guests or events;
- HOA/community violations;
- Entry into restricted areas; or

- Repeated refusal to follow reasonable staff instructions.

Management may contact security, HOA personnel, law enforcement, emergency responders, or authorities when reasonably necessary.

A stay lawfully terminated because of guest conduct may be non-refundable to the extent permitted by the applicable booking policy and law.

28. SOCIAL MEDIA & PUBLIC STATEMENTS

Guests shall not post, publish, distribute, transmit, or share false, misleading, defamatory, or disparaging statements or content concerning Longhouse Laiya, its property, facilities, staff, Management, owners, or operations through social media, review platforms, websites, messaging platforms, forums, or other public media.

Guests are encouraged to raise concerns directly with Management so that Longhouse Laiya has a reasonable opportunity to investigate and address them.

Content that misrepresents the property, services, staff, Management, or circumstances of an incident, or causes reputational harm, may be subject to appropriate action.

Longhouse Laiya reserves all rights and remedies available under law concerning false, misleading, defamatory, disparaging, malicious, or otherwise unlawful publications.

29. LIABILITY & ASSUMPTION OF RISK

The property contains inherent risks associated with swimming pools, wet surfaces, sports facilities, balconies, stairs, recreational activities, outdoor environments, the beach, sea, weather, and natural conditions.

Guests voluntarily participating in activities must exercise reasonable judgment appropriate to their age, ability, health, and circumstances.

Parents and guardians remain responsible for minors.

Longhouse Laiya is not responsible for loss, injury, damage, cost, or other consequences arising from guest negligence or recklessness, violation of safety rules, lost or stolen belongings, independent third-party services, guest or third-party food, weather or natural conditions, utility interruptions beyond Longhouse Laiya's reasonable control,

force majeure, acts of God, or other events beyond reasonable control, except where liability is imposed by law.

Limitation of Liability

To the fullest extent permitted by applicable law, the total liability of Longhouse Laiya arising out of or relating to a reservation, stay, use of the property or facilities, or this Agreement shall be limited to the total amount actually paid by the Registered Guest to Longhouse Laiya for the reservation giving rise to the claim.

This limitation applies regardless of the form or basis of the claim, to the fullest extent permitted by law.

Nothing in this Agreement waives, excludes, or limits liability that cannot legally be waived, excluded, or limited under Philippine law.

30. LAWS & COMMUNITY RULES

Guests must comply with Philippine law, local ordinances, barangay regulations, HOA/subdivision requirements, fire and safety regulations, environmental requirements, and reasonable Longhouse Laiya rules.

Guests must comply with lawful instructions from government authorities, emergency responders, HOA/subdivision authorities, security providers, or other authorized bodies.

Fines or penalties imposed on Longhouse Laiya because of guest conduct may be charged to the Registered Guest where legally permitted.

31. ACCEPTANCE

By reserving, paying, accepting electronically, signing, checking in, or occupying Longhouse Laiya, the Registered Guest acknowledges that:

1. They have read and understood this Agreement.
2. They accept responsibility for persons entering under their reservation.
3. They agree to comply with these rules.
4. They understand the applicable cancellation and refund policy.

5. Damage, loss, extraordinary cleaning, fines, and other properly chargeable amounts may be deducted from the Security Deposit or billed separately.
6. Management may stop activities or require persons to leave for serious violations.
7. CCTV operates in designated areas.
8. Use of pools, sports facilities, balconies, beach areas, sea, and recreational amenities involves inherent risks.
9. They will communicate relevant rules to members of their group and suppliers.
10. They agree to Section 28 concerning Social Media & Public Statements.
11. To the fullest extent permitted by law, they acknowledge the limitation of liability in Section 29.

Registered Guest: _____

Reservation Date(s): _____

Mobile Number: _____

Signature: _____

Date: _____

ATTACHMENT A

DAMAGE, CLEANING & OTHER CHARGES

Ordinary wear and tear is not chargeable. Where actual damage or required remediation exceeds any stated amount, Longhouse Laiya may recover reasonable actual costs.

Category	Charge / Basis
Late check-out — up to 1 hour	₱5,000
Late check-out — more than 1 to 3 hours	₱10,000
Late check-out — more than 3 hours	Actual damages + documented lost rental income
Smoking/vaping indoors	Cleaning/deodorizing + actual damage
Extraordinary cleaning	Actual reasonable cleaning cost
Bodily-fluid/biohazard contamination	Actual sanitation cost
Pool contamination	Actual remediation + documented consequential loss where recoverable
Broken glass affecting pool	Actual remediation cost
Unauthorized decorations/adhesives	Actual cleaning/restoration cost
Confetti/glitter	Actual extraordinary cleaning cost
Missing/damaged linens or towels	Replacement cost
Mattress/upholstery damage	Cleaning, repair, or replacement
Plumbing/drain/septic misuse	Actual service/repair cost
Furniture/fixture damage	Repair or replacement
Appliance/electronic damage	Repair or replacement

Category	Charge / Basis
Sports/pool equipment damage	Repair/replacement + related remediation
AC/electrical system misuse	Actual repair cost
Fire/safety/CCTV equipment damage	Repair or replacement
Property damage	Actual restoration, repair, or replacement
Supplier-caused damage	Charged to Registered Guest at actual cost
Fire/smoke damage	Actual damages and related costs
HOA/community fines	Actual fine imposed
Business interruption	Documented lost rental income attributable to incident
Recoverable legal costs	Reasonable actual amount, to extent permitted by law

Charges may first be deducted from the Security Deposit. Any balance remains payable by the Registered Guest.

Where reasonably practical, material charges will be supported by photographs, quotations, invoices, receipts, service reports, or similar documentation.

FINAL REMINDER

Longhouse Laiya is designed to be enjoyed. These rules exist to keep the property safe, comfortable, well maintained, and enjoyable for guests, staff, and neighbors.

Please enjoy the house, pool, games, beach, and your time together—and treat Longhouse Laiya with the same care you would give your own home.