

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.

QUICK GUIDE

1. Guest Responsibility
 2. Reservations, Payments & Security Deposit
 3. Check-In & Check-Out
 4. Occupancy & Visitors
 5. Guest Conduct
 6. Longhouse Staff Responsibilities & Restrictions
 7. Noise & Neighbors
 8. Alcohol
 9. Illegal Drugs
 10. Smoking & Vaping
 11. Pool Safety
 12. Children & Supervision
 13. Lifeguard
 14. Beach & Third-Party Water Activities
 15. Sports, Balconies & Elevated Areas
 16. Events, Decorations & Suppliers
 17. Property Care & Air-Conditioning
 18. Utilities & Restricted Areas
 19. Cooking, Water & Fire Safety
 20. Rooms, Safes & Belongings
 21. Bathrooms, Septic & Cleanliness
 22. Pets & Natural Conditions
 23. Parking
 24. CCTV, Gates & Security
 25. Emergencies
 26. Lost & Found
 27. Damages & Additional Charges
 28. Management Rights
 29. Social Media & Public Statements
 30. Liability & Assumption of Risk
 31. Laws & Community Rules
 32. Acceptance
- Attachment A — Damage & Other Charges

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 all payment schedules and booking conditions communicated by Management. Failure to pay on time may result in cancellation and forfeiture of the reservation in accordance with the applicable booking policy.

Except where expressly provided below 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.

Rebooking Policy

A confirmed reservation may be rebooked once only, subject to the following conditions:

Notice Before Reserved Date	Rebooking Fee	Conditions
6 weeks or more	No fee	One rebooking only; new stay must be within 6 months from the original booking date and is subject to date availability.
Less than 6 weeks but more than 4 weeks	₱5,000	One rebooking only; new stay must be within 6 months from the original booking date and is subject to date availability.
4 weeks or less but more than 2 weeks	₱10,000	One rebooking only; new stay must be within 6 months from the original booking date and is subject to date availability.
2 weeks or less	Rebooking not allowed	Reservation shall be treated as a cancellation/no-show and the advance payment and Security Deposit already paid shall be forfeited in favor of Longhouse Resort Inc.

For purposes of determining the applicable rebooking fee, notice is counted from the original reserved check-in date.

All rebooking requests must be made to Management and are effective only upon written confirmation by Management. Merely requesting another date does not constitute an approved rebooking.

The replacement date is subject to availability. If the Guest's preferred date is unavailable, the Guest must select another available date falling within the permitted six-month period.

The six-month period is counted from the original booking date, not from the original reserved stay date or the date the rebooking request is made.

A reservation may be rebooked only once. Once a reservation has been rebooked, it may not be rebooked again, regardless of how much advance notice is subsequently given.

Any applicable rebooking fee must be paid before the new reservation date is confirmed.

If the rate, minimum spend, accommodation, add-ons, or other applicable charges for the new date are higher than those of the original reservation, the Guest shall pay the difference. Rebooking does not entitle the Guest to a refund or credit if the applicable rate for the replacement date is lower.

Failure to use the rebooked reservation within the permitted period shall result in cancellation and forfeiture of payments already made, except where otherwise required by law.

Security Deposit

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

The Security Deposit is refundable only to the extent that it has not been forfeited or applied to amounts properly chargeable under this Agreement.

3. CHECK-IN & CHECK-OUT

Check-in is strictly at 3:00 PM and check-out is strictly at 12:00 noon, unless a different time has been expressly authorized in advance by Management.

Early check-in or late check-out is subject to availability, prior Management approval, and applicable additional fees. Guests should not assume that an early arrival or late departure can be accommodated.

Approved Early Check-In or Late Check-Out

If Management allows guests to arrive before 3:00 PM or remain on the property after 12:00 noon, guests must stay in the Pavilion during the approved additional time, unless Management expressly allows access to another area.

For an approved early check-in, bedrooms and other areas of the property may still be undergoing cleaning, inspection, maintenance, or preparation and may not be accessed until released by Management.

For an approved late check-out, guests must vacate the bedrooms and other areas designated by Management by 12:00 noon and transfer to the Pavilion for the approved additional time.

This arrangement allows guests additional time on the property while giving Longhouse Laiya's housekeeping and maintenance team uninterrupted access to clean and prepare the bedrooms and other areas for incoming guests.

Approval of early check-in or late check-out does not automatically extend access to the bedrooms or other areas being cleaned or prepared.

Check-Out and Room Turnover

At 12:00 noon, Longhouse Laiya's housekeeping and maintenance team must be allowed to enter and begin cleaning, inspection, linen change, maintenance, and preparation of the bedrooms and common areas for the next guests.

Guests are therefore expected to have vacated the bedrooms by 12:00 noon unless Management has specifically authorized continued bedroom access.

If guests remain in bedrooms or areas scheduled for cleaning beyond the authorized time or do not reasonably cooperate with the turnover process, Management may begin normal property turnover procedures. This may include entering the rooms and common areas for cleaning and inspection and switching off air-conditioning and non-essential electrical power in areas being prepared for the next guests.

These measures are intended to allow the property to be cleaned and prepared on schedule and do not extend the Guest's right to occupy those areas.

Unauthorized Late Check-Out

Delay Beyond 12:00 Noon	Charge
Up to 1 hour	₱5,000
More than 1 hour up to 3 hours	₱10,000
More than 3 hours	Actual damages and documented lost rental income

Up to 1 hour ₱5,000

More than 1 hour up 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 in the bedrooms or on the property. Management may require guests to vacate areas needed for cleaning and turnover at any time after the authorized check-out time.

Payment of a late-checkout charge does not convert an unauthorized late check-out into an approved extension of the reservation.

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. LONGHOUSE STAFF RESPONSIBILITIES & RESTRICTIONS

Longhouse Laiya staff are required to remain focused on their assigned duties to help maintain the property, respond to operational concerns, protect facilities and equipment, and support a safe and comfortable guest experience.

Guests should respect the duties and limitations of Longhouse staff and must not ask staff to perform personal errands or services that interfere with their assigned responsibilities.

Staff May Not Be Asked To:

- Cook or prepare meals for guests;
- Go to the market, grocery, stores, restaurants, or other locations to purchase food, drinks, supplies, or personal items for guests;
- Perform personal errands or unrelated work for guests;
- Perform services that would prevent or materially interfere with their regular Longhouse duties;
- Handle, receive, collect, hold, safeguard, or process cash payments or other cash transactions on behalf of Longhouse Resort Inc.;
- Receive or accept parcels, packages, deliveries, or personal items intended for guests; or
- Take custody of, safeguard, operate, maintain, repair, transport, store, or assume responsibility for guest-owned equipment, valuables, supplies, event materials, or other personal property.

Guests remain responsible for coordinating their own deliveries, purchases, equipment, suppliers, and personal requirements.

Entry Into Guest Bedrooms

Longhouse staff will generally enter an occupied guest bedroom only when a guest representative is present, except where entry is reasonably necessary because of an emergency, immediate safety or security concern, suspected serious property damage, water leak, fire, electrical hazard, or other urgent situation.

When staff are requested or authorized to enter an occupied bedroom with a guest representative present, Management may require staff to wear a body camera or take photographs or video of the room, the work being performed, and relevant property conditions.

This documentation is intended to protect both guests and staff and to create an objective record of the circumstances because guest bedrooms are not covered by Longhouse Laiya's regular CCTV system.

Any recording will be limited, as reasonably practical, to documenting the purpose of the staff entry, relevant property conditions, maintenance or service concerns, and the staff member's interaction while performing their duties. Guests should secure or remove private or sensitive personal belongings before requesting staff entry where practical.

Assistance With Third-Party Water Activities

Longhouse staff may, when reasonably available, assist guests in making initial contact with or turning guests over to independent third-party water-sports, boating, beach, or activity providers.

Such assistance is provided only as a convenience and does not make the third-party provider an employee, agent, or representative of Longhouse Laiya.

Longhouse staff cannot remain at the beach for extended periods to accompany, supervise, or assist guests participating in third-party activities because staff must return to and remain available for their regular responsibilities at the property.

Guests remain responsible for themselves, their children, their belongings, and their dealings with third-party activity providers.

7. 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.

8. 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.

9. 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.

10. SMOKING & VAPING

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

Smoking or vaping is permitted only in outdoor areas specifically approved or designated by Management.

Longhouse Laiya staff and Management shall determine whether smoking or vaping has occurred in a prohibited area based on reasonable observations and available evidence, including the smell of tobacco or vapor, smoke or vapor residue, cigarette butts, ash, burn marks, smoking or vaping devices, CCTV footage where applicable, or other physical evidence.

For purposes of enforcing this Agreement and assessing applicable cleaning or damage charges, Management's reasonable determination that smoking or vaping occurred in a prohibited area shall be final. A Guest's denial of smoking or vaping does not, by itself, invalidate Management's determination or prevent the applicable charge from being assessed.

Guests are responsible for all resulting cleaning, deodorizing, air-treatment, linen or upholstery cleaning, repainting, repair, replacement, and other restoration costs.

The applicable smoking or vaping violation charge under Attachment A may also be imposed, in addition to actual restoration costs where applicable.

11. 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;
- Tampering with pumps, filters, drains, timers, lights, valves, skimmers, or other pool equipment; and
- Bringing small toys, balls, toy parts, or other objects into the pool that are small enough to enter or become lodged in drains, skimmers, suction points, return openings, pipes, or other pool openings.

Children and non-swimmers must be actively supervised by a responsible adult at all times. Flotation devices and life vests do not replace adult supervision. Adults supervising children must

also ensure that children do not bring small toys or objects into the pool that could enter or obstruct the pool's circulation, drainage, or filtration system.

Beach-to-Pool Rule

Guests coming from the beach must not enter either pool until they have thoroughly showered and rinsed all visible sand, soil, and debris from their feet, legs, body, swimwear, and belongings.

Simply rinsing the feet is not sufficient if sand remains on the Guest's body, clothing, swimwear, footwear, towels, toys, or other belongings.

Guests should use the designated shower or rinsing area before entering the pool after visiting the beach. Parents and supervising adults are responsible for ensuring that children are properly rinsed before they enter or re-enter the pool.

Excessive sand introduced into the pool may damage or obstruct pumps, filters, drains, skimmers, plumbing, and other pool equipment and may require additional cleaning or filtration.

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 must 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, excessive sand, foreign objects, or other pool contamination.

Where Guest actions result in contamination, blockage, damage, or require pool closure, draining, treatment, sanitation, refilling, filtration service, removal of sand or foreign objects, plumbing work, equipment repair, or other remediation, the Registered Guest may be charged the applicable amount under Attachment A, including reasonable actual remediation costs and documented consequential loss where legally recoverable.

12. 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.

13. 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.

14. 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.

15. 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.

16. 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.

17. 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, remove, or misuse any property.

Beds, Bunk Beds & Couches

Couches, sofas, and other seating furniture must not be used as beds or sleeping accommodations. Guests must use the beds and sleeping accommodations assigned or provided for their group.

Bunk beds must never be occupied by more persons than their designated maximum capacity. Guests must not allow multiple persons to occupy a bunk intended for one person or otherwise overload the bunk-bed structure.

Wooden beds, bed frames, and other sleeping furniture must likewise never exceed their designated maximum occupancy or weight capacity. Guests must not overcrowd beds, jump on beds, or use them in a manner for which they were not designed.

These restrictions are intended both to prevent damage and to protect guests from injury caused by overloaded, weakened, or damaged bed frames and bunk-bed structures.

Parents and supervising adults are responsible for ensuring that children comply with these rules, including preventing children from jumping on beds, climbing on bed frames, or playing on bunk beds.

Any damage resulting from overloading, jumping, misuse, or exceeding the intended capacity of a bed, bunk bed, couch, or other furniture may be charged to the Registered Guest in accordance with Attachment A.

Air-Conditioning

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 air-conditioning problems to Management and must not attempt to open, repair, adjust internal components, or otherwise tamper with air-conditioning equipment.

Damage, excessive condensation, water damage, service calls, or repairs resulting from Guest misuse may be charged in accordance with Attachment A.

18. 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.

19. COOKING, WATER & FIRE SAFETY

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

Guests are responsible for the 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.

Strong-Smelling Food

Guests must not bring into the property, prepare, cook, heat, store, or consume excessively strong-smelling foods that may leave persistent odors in bedrooms, indoor common areas, furniture, curtains, upholstery, air-conditioning systems, or other parts of the property.

This includes, but is not limited to:

- Durian;
- Marang;
- Strong-smelling dried fish or seafood; and
- Other foods that Management reasonably determines may produce strong, persistent, or difficult-to-remove odors.

Management may require prohibited food to be removed from the property.

If prohibited or excessively strong-smelling food results in persistent odors or requires additional cleaning, deodorizing, air-conditioning cleaning, upholstery or curtain cleaning, or other

remediation, the Registered Guest shall be responsible for the applicable cleaning and restoration costs.

LPG

Guests must not tamper with LPG tanks, regulators, lines, connections, or other gas equipment provided by Longhouse Laiya.

External Cooking, Heating & Catering Equipment

Any cooking, heating, food-warming, refrigeration, beverage, or similar equipment brought onto the property by Guests, caterers, suppliers, event organizers, or other third parties requires prior approval from Management before use.

This includes, but is not limited to, portable electric stoves, induction cookers, rice cookers, ovens, microwaves, coffee machines, water heaters, food warmers, chafing equipment, hot plates, grills, burners, LPG equipment, freezers, refrigerators, ice machines, and other high-power or heat-producing equipment.

Management may evaluate such equipment for:

- Electrical load and power requirements;
- Compatibility with the property's electrical system, outlets, circuits, and breakers;
- Fire, heat, gas, ventilation, and burn risks;
- Location and manner of installation or operation;
- Extension cords, power strips, adapters, generators, or temporary electrical connections;
- LPG tanks, burners, regulators, hoses, and connections; and
- Other safety or property-damage risks.

The property's electrical system is designed around the normal electrical load and equipment of Longhouse Laiya. External equipment that creates additional or unusually high electrical demand may be restricted, prohibited, relocated, or subject to additional charges.

Management may require the Guest or supplier to provide the equipment's electrical specifications, wattage, amperage, fuel type, or other relevant information before approval.

Management may refuse the use of any equipment it reasonably considers unsafe, incompatible with the property's electrical capacity, likely to overload circuits, or otherwise capable of causing fire, electrical failure, damage, or disruption.

Guests and their suppliers must not connect external equipment to the property's electrical system, LPG system, or other utilities without Management approval.

Any additional electricity, special electrical arrangements, dedicated circuits, generator requirements, supervision, installation, or other accommodations required for approved external equipment may be subject to additional charges communicated by Management.

The Registered Guest remains responsible for any overload, tripped breaker, electrical failure, fire, burn, gas leak, equipment damage, property damage, or other loss caused by equipment brought onto the property by the Guest or any member or supplier of the Guest's group.

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.

20. 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.

21. 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.

22. PETS & NATURAL CONDITIONS

Pet Policy

Only small household pets approximately the size of a Maltese or small Poodle are permitted, subject to prior approval by Management. Pets that require continuous air-conditioning or special indoor accommodation are not permitted.

The following rules apply at all times:

- Pets must wear an appropriate pet diaper at all times while on the property. Owners remain responsible for immediately cleaning and properly disposing of all pet waste.
- Pets are not allowed inside the main house and are strictly prohibited from entering any bedroom.
- Pets are not allowed on sofas, upholstered chairs, beds, mattresses, cushions, or any other upholstered furniture.
- Pets are not allowed to swim or enter the adult swimming pool or kiddie pool under any circumstances.
- Pets may swim at the beach, subject to applicable beach and community rules.
- A foldable pet swimming pool may be available for rent for an additional fee, subject to availability and Management approval.
- After swimming at the beach or using a pet pool, pets must be rinsed and thoroughly dried in the garden or other area designated by Management before being brought near the house.
- Wet pets must not be allowed near or against the sliding doors, walls, furniture, curtains, or other building surfaces to prevent water, sand, dirt, stains, and damage.
- Owners must keep pets properly supervised and under control and must prevent excessive barking, aggressive behavior, disturbance, damage, or unsafe interaction with guests, staff, neighbors, or other animals.

Pet Violations and Cleaning Charges

If a pet enters a bedroom, the Registered Guest will be charged a special pet cleaning fee under Attachment A, regardless of whether visible dirt or damage is immediately apparent, because

additional cleaning and sanitation may be required before the room can be released to subsequent guests.

Additional cleaning, deodorizing, stain removal, upholstery cleaning, linen replacement, pest treatment, repair, or replacement necessitated by a pet will be charged separately where applicable.

Management may require a pet to be removed from the property if these rules are not followed or if Management reasonably determines that the pet presents a sanitation, safety, property-damage, or disturbance concern.

The Registered Guest is responsible for the supervision, control, waste, cleaning, damage, disturbance, and conduct of all pets brought onto the property by anyone in the Guest's group.

Tropical and Natural Conditions

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 doors and screen doors closed whenever practical to reduce the entry of insects and animals.

Guests should not feed, handle, capture, provoke, or attempt to remove stray animals or wildlife. Management should be informed if an animal creates a safety or sanitation concern.

23. PARKING

Guests may use the designated open parking area only until 10:00 PM.

All vehicles parked in the open parking area must be moved by 10:00 PM to one of the following permitted locations:

- Along the street directly in front of Longhouse Laiya, where parking is permitted;
- Along the side of the property, where designated or permitted by Management; or
- Inside Longhouse Laiya's designated on-property parking areas.

Guests are responsible for moving their vehicles before the 10:00 PM cutoff and for following any parking instructions given by Management, subdivision security, or the homeowners' association.

Vehicles must not obstruct entrances, gates, driveways, neighboring properties, pedestrian access, emergency access, or operational areas. Guests must also comply with applicable subdivision and community parking rules.

Drivers must operate vehicles slowly and carefully within and around the property and should exercise particular caution when children, elderly guests, pets, or pedestrians are present.

Vehicle owners and drivers remain responsible for their vehicles, keys, valuables, and other belongings left inside vehicles.

Longhouse Laiya does not guarantee the security of vehicles parked inside or outside the property and is not responsible for theft, loss, or damage to vehicles or their contents except to the extent liability is imposed by law.

24. 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.

25. 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.

26. 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.

27. 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.

28. 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.

29. 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.

30. 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.

31. 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.

32. 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 29 concerning Social Media & Public Statements.
11. To the fullest extent permitted by law, they acknowledge the limitation of liability in Section 30.

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
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.