



# HOUSE RULES

## **GUESTS OF THIS HOTEL ARE REQUESTED TO OBSERVE THE FOLLOWING RULES AND REGULATIONS**

1. Guests upon arrival must be registered at the front desk in accordance with the rules and regulations of the Department of Tourism. The Hotel provides one key card for every room. In case of card loss, immediately inform the reception. A Php200.00 charge for the lost/damaged key.
2. Guests are not allowed to use their rooms for any purposes other than peaceful residence. Gambling or any breach of the laws of the city is prohibited. Bringing of illegal substances and weapons into the hotel is strictly forbidden and will lead to immediate dismissal and notification of proper authorities.
3. In the event of any guest being taken ill in the hotel, the Management must be informed in the necessary arrangement for a doctor to be summoned and/or admission to hospital to be made.
4. Guests are not permitted to use electricity for ironing or other personal use not provided for as part of the hotel service. Cooking in the room is prohibited.
5. Guests are caution in their own interest not to leave valuables in the room without locking the room.
6. Soliciting for gratuities and any incivility by the hotel staff is strictly prohibited and guests are earnestly requested to report any irregularities to the Manager. All hotel employees wear nameplates. The hotel cannot be held responsible for any private dealings between guests and hotel staff.
7. Please do not create noise which could disturb other guests in the rooms, corridors and public areas of the hotel.
8. Please immediately inform the reception of any defects or faults in the room or possible dissatisfaction with the service.
9. ALL ROOMS ARE NON-SMOKING. A PENALTY of P1000.00 pesos will be charge. The Hotel assumes no responsibility for the costs of the fire alarms set off by illegal smoking or manipulation of smoke detectors willfully manipulated by guests. These costs must be paid immediately on site by the offending parties.
10. Anyone who, due to carelessness or negligence, causes a fire in a home or institution, setting fire to any furniture, bedding, rugs, curtains, or similar household items, and puts people's safety or property at risk, will be responsible for covering the costs of the damages.
11. Guests will be held liable for any damage to hotel property or linens. In the event of damage, appropriate charges for repair, cleaning, or replacement will be applied at the discretion of management.
12. Check out time is 12:00 NOON. Any part of the day after 12:00 NOON should be charged accordingly.
13. The guests shall completely vacate his room in the hotel on the date and at the time stated in his scheduled departure, this will save guest additional room charges. Should there be a change in the departure schedule, it is requested that the guest should advice reception on extended stay and new departure schedule.
14. Evacuation plans are available at all guest rooms. The fire alarm rings as a loud signal tone. Once it alarms, it is no longer permitted to remain in or return to the rooms. Please leave the building immediately. Do not use elevator. Emergency exits are designated accordingly.
15. No pets are allowed in the hotel premises.
16. The Hotel reserves the right to alter any or all these Rules and Regulations at any time without notice. Should you have any further questions regarding your stay, we would be happy to hear from you at any time. WE WISH YOU A PLEASANT STAY AT NINONG'S HOTEL.

**The Management**