1. BOOKING, OCCUPANCY, AND PERMITTED USE

Citrine Garden Villas is a privately operated short-term vacation rental. It is not a hotel, full-service resort, guarded facility, public events venue, or professionally supervised recreational facility.

The Property is offered for private overnight vacation accommodation only and may be used solely for the lawful purpose declared in the booking.

Only Guests may enter or remain at the Property. Visitors, substitutions, and additional guests require prior written approval and may incur additional charges.

The following are prohibited:

- Illegal activities, illegal drugs, weapons, violence, prostitution, unlawful gambling, or public disturbance
- Unauthorized commercial activities or public, ticketed, or unapproved events
- Any use materially different from the declared booking purpose
- Pets

Guests must observe the confirmed check-in and check-out times. Early check-in and late check-out require prior written approval and may incur additional charges.

2. HOUSE RULES AND TERMINATION

Guests must:

- Observe quiet hours from 10:00 PM to 6:00 AM and keep music, karaoke, microphones, and outdoor noise at a considerate level
- Respect neighbors, staff, and the surrounding community
- Keep the Property reasonably clean and orderly
- Use rooms, furnishings, amenities, and equipment properly
- Report damage, hazards, or equipment problems promptly
- Follow reasonable instructions from Management

Guests must not:

- Engage in rowdy, aggressive, threatening, destructive, or disruptive conduct
- Continue excessive noise after a warning
- Damage or tamper with locks, CCTV, utilities, equipment, or safety systems
- Create a risk to persons or property

Management may terminate the stay for grave misconduct, illegal activity, or any serious or repeated breach of this Agreement. A warning may be issued when appropriate; immediate termination may be imposed for violence, deliberate damage, illegal activity, serious safety risk, or refusal to comply with lawful instructions.

No refund will be issued for the unused portion of a stay terminated because of a Guest violation, subject to applicable law. Termination does not release the Booking Representative or Guests from unpaid charges or liability for damage or loss.

3. SECURITY DEPOSIT, DAMAGE, AND ADDITIONAL CHARGES

A refundable security deposit as stated above must be paid before check-in.

Management may apply the security deposit to documented charges for:

- Damage, breakage, missing property, lost keys, remotes, or access devices
- Stained or damaged linens and towels
- Unauthorized guests or excess occupancy
- Smoking or vaping violations, odor removal, deodorizing, or deep cleaning
- Improper waste disposal or misuse of the Property, amenities, furnishings, or equipment
- Other losses attributable to the group

The Property will be inspected after check-out. Any unused balance will be refunded through bank transfer or GCash after inspection and settlement of outstanding charges.

If charges exceed the security deposit, the Booking Representative must pay the balance upon receipt of a reasonable explanation and available supporting documentation, such as photographs, receipts, quotations, repair estimates, or replacement costs. Failure to report damage does not remove responsibility for it.

4. POOL AND WATER FEATURE SAFETY

There is no lifeguard on duty. Use of the pool, jacuzzi, outdoor shower, pool deck, and wet areas is voluntary and at the Guest's own risk. These facilities involve risks including slips, falls, drowning, and bodily injury.

Guests must:

- Directly supervise children, minors, non-swimmers, elderly persons, and persons requiring assistance
- Never leave a child unattended in or near the pool or jacuzzi
- Avoid running, pushing, rough play, unsafe diving, and glassware near the pool
- Not use the pool or jacuzzi while intoxicated, impaired, or otherwise unable to do so safely
- Follow posted safety instructions
- Keep out of the pool equipment room and restricted utility areas
- Not operate or tamper with pumps, filters, valves, chemicals, controls, or related equipment

5. FIRE, COOKING, SMOKING, VAPING, AND LPG SAFETY

All bedrooms, bathrooms, villas, and enclosed areas are strictly non-smoking and non-vaping.

Smoking and vaping are prohibited:

- On or near the pool deck and jacuzzi
- Inside or near the pool equipment room
- Near water-pump, electrical, mechanical, or utility areas
- Near LPG cylinders, fuel, flammable materials, or storage areas
- Near stoves, grills, outdoor kitchens, open flames, or ignition sources
- In any area identified by Management as non-smoking

Smoking is permitted only in a designated smoking area, when one is provided.

Cooking, grilling, LPG, electrical appliances, hot surfaces, and open flames involve risks including burns, fire, smoke inhalation, gas leaks, bodily injury, and property damage.

Guests must:

- Never leave cooking, grilling, candles, open flames, or heat-producing appliances unattended
- Keep children away from cooking and LPG equipment
- Turn off appliances, burners, grills, and the LPG supply after use
- Use equipment only for its intended purpose
- Report gas leaks, unusual odors, sparks, smoke, or malfunctions immediately
- Not move, alter, repair, or tamper with LPG, electrical, cooking, or fire-safety equipment

LPG costs, when applicable, are for the Guests' account. An additional deodorizing and deep-cleaning fee will apply if smoke, tobacco, cigarette, or vape odor is detected inside a room or enclosed area. Guests are responsible for damage and cleaning costs resulting from violations of this section.

6. SECURITY AND PERSONAL BELONGINGS

The Property does not have an on-site security guard. Guests are responsible for securing doors, windows, gates, vehicles, keys, access information, and personal belongings.

Management is not responsible for belongings that are lost, stolen, forgotten, misplaced, damaged, or left unattended, except where directly caused by Management's proven gross negligence or willful misconduct.

Found items will be held for 15 calendar days from the date the Booking Representative is notified. Delivery and shipping costs are for the Guest's account. Items not claimed within the holding period may be donated, discarded, or otherwise disposed of by Management.

7. HEALTH, EMERGENCIES, FORCE MAJEURE, AND UTILITIES

Guests are responsible for determining whether they are medically fit to use the Property and its amenities and for taking appropriate precautions concerning health conditions, allergies, mobility limitations, and supervision needs.

Management may contact emergency responders when reasonably necessary. Medical treatment, rescue, transportation, hospitalization, and related expenses are the responsibility of the Guest concerned.

Management is not liable for delay, interruption, inconvenience, damage, or inability to provide all or part of the accommodation because of circumstances beyond its reasonable control, including severe weather, natural disasters, fire, lightning, government action, public emergencies, epidemics, utility outages, road closures, civil disturbance, or similar force-majeure events.

Management may, where reasonably possible, offer rescheduling, credit, partial refund, or another appropriate remedy, subject to the circumstances and applicable law. Electricity, water, internet, mobile signal, and other third-party utility services are not guaranteed to be uninterrupted.

8. ASSUMPTION OF RISK AND LIABILITY WAIVER

Guests acknowledge and voluntarily accept the pool and water-related risks described in Section 4; the fire, cooking, electrical, smoking, vaping, and LPG risks described in Section 5; the security and personal-property limitations described in Section 6; and ordinary risks associated with stairs, pathways, uneven surfaces, gardens, weather, insects, plants, parking areas, gates, driveways, furniture, and recreational equipment.

Guests must exercise reasonable care, use the Property and amenities properly, provide required supervision, and follow safety instructions.

To the fullest extent permitted by law, the Booking Representative and Guests release and hold harmless Citrine Garden Villas, its owners, Management, hosts, staff, and representatives from claims arising from:

- Guest negligence or misconduct
- Misuse of the Property or amenities
- Failure to follow safety instructions or provide required supervision
- Unauthorized activities
- Ordinary and foreseeable risks disclosed in this Agreement

This waiver does not apply to liability that cannot lawfully be waived, including liability arising from proven gross negligence, willful misconduct, or violation of applicable law.

9. GENERAL TERMS

This Agreement, together with the written booking confirmation, contains the terms governing the stay. Any amendment or exception must be confirmed in writing by Management.

If any provision is found unenforceable, the remaining provisions will continue in effect. This Agreement is governed by applicable Philippine law. Electronic signatures and signed digital copies may be accepted to the extent permitted by law.

F. BOOKING REPRESENTATIVE ACKNOWLEDGMENT AND RESPONSIBILITY

The Booking Representative confirms that they are at least eighteen (18), authorized to act for the group, have provided complete and accurate information, have read this Agreement, will communicate its terms to all Guests, will serve as Management's primary contact, will ensure appropriate supervision and reasonable compliance, and accept joint and several responsibility with the Guests for unpaid charges, damage, loss, excessive cleaning, additional fees, and breaches attributable to the group. Signing constitutes acceptance on behalf of all Guests.

BOOKING REPRESENTATIVE	
Full Name	
Signature	
Date	
Valid ID / ID Number	
Emergency Contact	

CITRINE GARDEN VILLAS REPRESENTATIVE	
Full Name	
Signature	
Date	
Contact Number	
Reference / Notes	