



Magdiwang Highway, Josephine Village, Panamitan, Kawit, Cavite 4104  
Telephone: (046) 484-5703 to 05 • (02) 8 404-9911 • (02) 8 404-9977  
Email: [watercampresort.kwt@gmail.com](mailto:watercampresort.kwt@gmail.com)  
Website: [www.watercampresort.com](http://www.watercampresort.com) • FB Page: [WaterCampResort](#)

## **TERMS & CONDITIONS**

It is the ultimate objective of Water Camp Resort to offer the best experience and optimum customer service to our guests. We have taken a lot of effort in maintaining and improving the resort facilities and to create an ambiance that you deserve when you visit. Below are a few do's and don'ts that will help us to ensure that you'll have a pleasurable, safe and hassle-free time with us.

### **-----DOT-IATF HEALTH & SAFETY GUIDELINES DURING NEW NORMAL-----**

As of Nov. 5, 2020

To our valued guests,

In compliance to the evolving HEALTH & SAFETY GUIDELINES DURING NEW NORMAL mandated by the IATF, DOT and LGU please find below the current guidelines and restrictions that will affect our usual pre-pandemic packages and protocols. We deeply apologize for any inconvenience that will arise as we follow these mandated protocols. Kindly note that these guidelines are constantly evolving as per Government assessment on current situations.

The following measures are extracted and based from:

- DOT MEMORANDUM CIRCULAR NO, 2020-002-B (Dated SEPTEMBER 25, 2020)
- DOT MEMORANDUM CIRCULAR NO. 2020-006-A (Dated OCTOBER 15, 2020)

### **GENERAL PROTOCOLS (NEW NORMAL)**

- Compliance to allowed age, interzonal and intrazonal travel restrictions of guests/staff/suppliers
- "No facemask and no face shield, no entry policy" shall be strictly implemented, except for those below two (2) years old. Children with ages between two (2) to eight (8) years old must use facemasks under adult supervision to ensure that they can breathe safely and avoid suffocation. Facemasks and face shields shall be worn properly at all times inside the premises, except when guests are eating or drinking, within their room, or engaging in strenuous physical activities that induce labored breathing.
- Guests must be screened prior to entry through:
  - Body temperature check
  - Completion of Health Declaration / Contact Tracing Form
- Only those who are cleared during screening shall be allowed to enter. Those with body temperature exceeding 37.5 degrees Celsius or those exhibiting flu-like symptoms shall be refused entry and will be referred to the nearest hospital, or to the Barangay Health Emergency Response Team (BHERT) in accordance with the DOH prescribed protocol
- "Physical distancing" of at least one (1) meter radius between persons
- No sharing of food or any personal or non-personal belongings
- Proper disposal of used PPE
- Mingling with occupants of other rooms other than own family or group is prohibited;
- Practice of proper handwashing etiquette/hand hygiene, respiratory etiquette, and proper use of face mask



## TERMS & CONDITIONS (NEW NORMAL)

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### WATER CAMP OPERATION SCHEDULE (NEW NORMAL)

- Opening dates: Saturday, Sunday
- Open Pool Times: 8:00 am to 8:00pm
- Pools available: Children's Interactive Pool, Adult Pool, Dunk Pool, Lazy River
- Day Use Accommodation:
  - Check-in 8:00am
  - Check-out 10:00pm
- Overnight Accommodation:
  - Check-in 12:00nn
  - Check-out 10:00am
- Advance bookings are recommended to secure available room and picnic table slots. Walk in guests will be allowed entry subject to regulated resort capacity.

### WATER CAMP RATES (NEW NORMAL)

	ADULT & KIDS (babies 12mos & below are free)	Senior Citizens & PWDs (with valid government IDs)
Peak Season	P 250.00	P178.57
Off Peak Weekdays	P170.00	P121.43
Off Peak Weekends & Holidays	P230.00	P164.29

- Open Pool Times: 8:00 am to 10:00pm
- Pools available: Children's Interactive Pool, Adult Pool, Dunk Pool, Lazy River

### WATER CAMP RESERVATIONS (NEW NORMAL)

- Guest reservations should be pre-booked and are subject to area residency restrictions applicable at time of check in
- Booking inquiries may be made through our reservation call desk:
 

Cavite: +63.46.484.5703 to 05  
 Manila: +63.2.404.9911 / +63.2.404.9977  
 Mobile No.: +63.917.505.0676  
 or by email at:  
[info@watercampresort.com](mailto:info@watercampresort.com)  
[watercampresort.kwt@gmail.com](mailto:watercampresort.kwt@gmail.com)
- Interested guests must call to make a booking. He/she will indicate the number of guests and choose their preferred room and/or table. Once chosen, reception will give the guest a computation for the total amount. Guest's reservation will be on temporary booking for **2 days** to make the necessary payment and/or deposit. (See Annex A for Picnic shed and Annex B for Accommodations)
- Water Camp will send to the Guest a filled-up Room Reservation Agreement and Terms & Conditions with the information provided by the Guest for confirmation and signature. Guest to bring the original documents upon check-in.
- Guests may pay directly at Water Camp resort or any of our online payment platforms. Once done, guest must send a copy or screenshot of the deposit with complete details such as number of persons and type of room or table through [watercampresort.kwt@gmail.com](mailto:watercampresort.kwt@gmail.com) or Water Camp viber. Water Camp will then acknowledge your deposit and this will confirm your booking. Guests who paid through bank deposit or GCash can get their tickets on the day itself. Just present original deposit slip or show a screenshot.
- If payment/deposit has not been made during the said time period. The reservation will be forfeited. Guests on wait list will be contacted and will be given the booking reservation. They will also be given a 2 day time period to pay.



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- Please note that only guests who paid in **full** during the **2 day** period shall have their booking reservation confirmed. No partial or down payments.
- Any “additional” that will be made later on by already reserved guests shall be subject to availability.
- Tickets are non-refundable, non-transferrable but rebookable.
- Slots are limited. Reservations will end once full capacity is reached.
- Walk in guests who will avail of picnic shed rental and/or room accommodations shall be subject to availability
- For room bookings, a refundable security deposit of PHP1000 is mandatory upon check-in to cover any incidental charges which may be incurred during the guest’s entire stay

### **WATER CAMP ACCOMMODATION (NEW NORMAL)**

- No showing of guests around the room after check in. Guest escorting to the room may be allowed following strict observance of physical distancing and in compliance with the health and safety protocols set by the DOH
- The maximum allowable guests staying in the guestroom at a given time shall be determined by the DOT mandated floor area of the guestroom. Please refer to ANNEX B for maximum room capacity
- Only couples or family members who share the same household may be allowed to share rooms.
- Co-mingling with other groups other than one’s own family or group shall be strictly prohibited. The Rooms Division Department shall employ control measures to prohibit guests from mingling with other guests and / or from loitering to other rooms
- Guests shall be allowed to avail of room service provided that the food and beverage be delivered by the doorstep of the guestroom. Guests shall leave used dining crockery, utensils, and wastes outside their room for retrieval of housekeeping staff.
- Reusable napkins and placemats shall be prohibited. Cutleries and tableware shall be available upon request and shall be dispensed with directly to guests when dining inside the room.
- Towel and linen replacements shall also be left at the doorsteps should the guests wish to change their linens.
- Room turndown service is highly discouraged. Cleaning and sanitation of rooms shall be conducted only as may be necessary
- Minibars and other complimentary in-room food and beverage, except bottled water, are prohibited.

### **WATER CAMP RECREATIONAL AREAS (NEW NORMAL)**

- A distance of two (2) meters between guests shall be maintained while exercising or playing sport. Physical distancing of at least three (3) meters between guests shall be observed for indoor high intensity or high movement exercise classes.
- Group activities shall be limited to no more than five (5) participants. For more than one group sharing a space, the groups shall not interact and shall maintain a distance of three (3) meters apart. For organized programs and classes, an additional service provider (such as an instructor or a coach) permitted/recognized by the establishment may guide the group.
- Resort management shall regulate the number of people allowed to use the common shower rooms/restrooms at one time.
- Children’s playground and indoor play areas are temporarily closed.
- Guests who wish to do high-intensity exercises shall be encouraged to conduct the activity outdoors. Low-intensity exercises (e.g., stretching, yoga, etc.) shall be conducted indoors and guests shall wear facemasks.
- Guests who intend to go swimming shall be advised not to wear facemasks when swimming. Allowed number of guests in a given time will be indicated to avoid crowding. Since face masks are not allowed in the swimming pool, physical distancing is a must.
- Items that are difficult to clean, sanitize, or disinfect or that are meant to come in contact with the face (e.g., swim wears, floaters, goggles, nose clips, snorkels, etc.) shall not be shared among guests.
- Guests shall be discouraged from sharing items such as food, equipment, toys, and supplies with people whom they don’t live with



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### ANNEX A

PICNIC SHED TYPE	# OF TABLES	50% CAPACITY	TOTAL CAPACITY
CANOPY- SOUTH	8	6	48
CANOPY- NORTH	6	5	30
UMBRELLA	2	3	6
WAVE UMBRELLA	6	2	12
HUT	2	3	6
SMALL GAZEBO	3	5	15
WAVE LOWER	11	4	44
WAVE UPPER	11	4	44
LJ LOWER	7	3	21
LJ UPPER	23	2	46
LARGE GAZEBO	2	12	24
FIESTA PAV. 1	20	3	60
FIESTA PAV. 2	12	2	36
FIESTA PAV. 3	11	3	33
PERGOLA	2	9	18
WAVE POOL AREA	1	5	5

### ANNEX B

ROOMS	UNITS	NUMBER OF BEDS PER ROOM	50% CAPACITY PER ROOM
STANDARD	10	1 DOUBLE	1
DELUXE	10	2 DOUBLE	2
SAMPAGUITA	1	1 SINGLE + 4 DOUBLE	5
ILANG ILANG	1	1 SINGLE + 3 DOUBLE	4
WALING WALING	1	1 SINGLE + 3 DOUBLE	4
ACACIA	1	5 SINGLE + 1 DOUBLE	6
NARRA	1	5 SINGLE + 2 DOUBLE	7
IPIL IPIL	1	2 SINGLE + 2 DOUBLE	4
KAMAGONG	1	3 SINGLE + 2 DOUBLE	5
MOLAVE	1	5 DOUBLE	5
APITONG	1	5 DOUBLE	5
YAKAL	1	1 SINGLE + 7 DOUBLE	8
LAUAN	1	1 SINGLE + 7 DOUBLE	8
BONIFACIO	1	1 SINGLE + 2 DOUBLE	3
AGUINALDO	1	1 SINGLE + 2 DOUBLE	3
MABINI	1	1 SINGLE + 2 DOUBLE	3
RIZAL	1	1 SINGLE + 2 DOUBLE	3
BANAHAW	1	DOUBLE DECK	4
MAKILING	1	DOUBLE DECK	4
TAAL	1	DOUBLE DECK	4
MAYON	1	DOUBLE DECK	4
APO	1	DOUBLE DECK	4



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### ATTIRE

Guests are requested to wear proper swimming attire such as swimsuits/bathing suits, Lycra or spandex board shorts, rash guards and other similar nylon swimwear before entering the pool.

Clothing with buttons, zippers, metal components and denim material are strictly prohibited due to public health and safety standards.

For the general welfare of our customers, Water Camp Resort enforces these new swimming attire rules and urges everyone to adhere or comply as discussed above.

### PICNIC SHEDS & PAVILLION RENTAL FEES

Inquiries may be made online at [watercampresort.com](http://watercampresort.com) or through our reservation call desk. All picnic sheds and tables are at a first-come, first-served basis only.

### ADDITIONAL CHARGES PER ROOM PER HOUR OF EXTENSION

ROOM TYPE	ADDITIONAL CHARGES PER ROOM PER HOUR OF EXTENSION
Standard	Php 300.00
Deluxe	Php 400.00
Superior	Php 600.00
Villas	Php 600.00
Quonset	Php 600.00
Premiere	Php 400.00

Infants (crawling stage and under) can stay free of charge provided they share existing bed with their parents. No crib will be provided.

For the safety and convenience of our guests, all visitors are required to register with the Front Desk at all times.

### CHANGES AND CANCELLATIONS

Changes in booking details such as but not limited to change in name, date, type of room, number of rooms, number of nights and add-ons are allowed provided that applicable charges are paid and subject to written confirmation through modification of the Room Reservation Agreement by Water Camp Resort. Any amendments in your confirmed booking shall be handled on a case-to-case basis.

Bookings which are cancelled will be subject to the following charges:

- **Minimum 5 days' notice:** 100% of the deposited amount will be refunded to the guest
- **3 to 4 days' notice:** 90% of the deposited amount will be refunded to the guest
- **1 to 2 days' notice:** 70% of the deposited amount will be refunded to the guest
- **On the day notice:** 50% of the deposited amount will be refunded to the guest
- **No Show:** 0% of the deposited amount will be refunded to the guest

In cases of emergency and other fortuitous incidents that may permanently inhibit the guest from availing the resort's services after full payment has been done, it shall be perused on a case-to-case basis and approval for refund with or without penalty shall be the sole discretion of the Management.

### GENERAL RESTRICTIONS

The following are strictly prohibited inside the resort:



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- Breakables (all glass items)
- Any electrical appliances and/or equipment for heating and/or cooking purposes
- Pets
- Alcoholic beverages
- Firearms, weapons and ammunitions
- Any illegal, prohibited and/or regulated drugs and substance trade or use
- Gambling, prostitution, pedophilia (including child abuse) or any other act in violation of Philippine Law
- Pursuant to Presidential Executive Order No. 26-2017, smoking is strictly prohibited inside all guest rooms and public areas of the resort, other than the designated smoking areas approved on a limited basis. Evidence of smoking in the restricted areas will result in a PHP2,500 fine.

Water Camp Resort reserves the right to remove and/or confiscate any of the above items found across the resort immediately without notice to you and to charge you for any costs incurred for taking such action or for any loss or damage caused to the resort, premises or property or to any resort guests or third party as a result of your failure to comply with this policy.

If in our reasonable opinion, you conduct yourself in a manner that endangers any person or property, or obstructs or hinders the staff in the performance of their duties, or you fail to comply with any instruction of our staff including but not limited to prohibitions with respect to smoking, consumption of alcohol, solicitations of any kind, or you use any threatening, abusive or insulting words towards our staff or you behave in a manner that causes discomfort, inconvenience, damage or injury to other guest/s, we have the right to take and perform such measures as we deem reasonably necessary to prevent the perpetration of such conduct. You may be refused entry to our premises and/or requested to leave and may be prosecuted for offenses committed in our facilities. If a guest is asked to vacate, they are not entitled to any refund. If damages occur inside the guest room or other areas of the resort, the cost of the damage will be charged to the guest.

### RIGHT TO REFUSE ACCOMMODATION

Water Camp Resort reserves the right to refuse accommodation/check-in or to terminate your booking or stop any event immediately without any notice to you and without incurring any liability to you and without having to refund or compensate you for any charges paid under the following circumstances where:

- You fail to have proper identification or fail to identify yourself to the reasonable satisfaction of our staff or you fail to present upon our request the proper documents necessary for your stay as indicated herein;
- You exhibited violent behavior or caused disturbance at our facility or have abused our staff or other guests whether physically or verbally;
- The Government or other authorities prohibits you from checking in at our facilities for any reason;
- In our judgment, you are not fit to stay in our facility due to drunkenness or you are under the influence of prohibited drugs or your medication has impaired your judgment, mobility or consciousness or your acts could compromise the safety and/or comfort of our staff and other guests; v.) You are apparently afflicted with an infectious disease.
- The booking of our room(s) has been fraudulently or unlawfully done or has been purchased from a party not authorized by us;
- You have acted in a manner contrary to good morals, Philippine Law or maintenance of public order.
- Unaccompanied Minor Children below 18 years old will not be accepted unless they are accompanied by his or her parents or legitimate guardians as defined under Philippine Laws.
- Special Assistance Acceptance for carriage of incapacitated guests, guests with illness or other guests requiring special assistance is subject to arrangement with us at least three (3) days prior to the scheduled booking. Guests with disabilities who have advised us of any special requirements they may have at the time of booking shall be accepted for accommodation only upon our reasonable determination that we have the necessary facilities and the ability to meet their special requirements.
- Water Camp Resort has a strict **No Pets** policy, with exceptions on a case-to-case basis for guests with special needs who require service dogs such as seeing eye dogs, alert dogs for the deaf, and companion dogs for the



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disabled. In such cases, proof of certification that the pet is a service animal issued by a professional organization for certification and registration of service dogs for people with disabilities (PWD) must be presented before permitting the service animal to accompany the PWD inside the resort.

### **DAMAGES AND LOSSES**

All items in the room are accounted by the resort's housekeeping personnel. Thus, any and all damages to or loss of items and/or fixtures inside the rooms shall be charged directly to the registered guest. Furthermore, any damage to the resort or its properties by the registered guest and/or their visitors shall likewise be charged accordingly.

### **LIMITATION OF LIABILITY**

Water Camp Resort is responsible for providing the accommodation and services stated in the Reservation Agreement and according to these Terms and Conditions. We do not accept any liability for failure to provide the services contracted or any of them due to circumstances beyond our control.

To the extent permitted by law, Water Camp Resort does not accept any liability arising out of any occurrences beyond its control including but not limited to acts of terrorism, acts of God, flood, epidemics, war, strikes, riot, theft, delay, cancellation, civil disaster, government regulations or changes in itinerary or schedule.

Without affecting any statutory consumer rights or other laws that cannot be lawfully excluded or limited, Water Camp Resort will not be liable for loss of any kind whatsoever arising out of, caused by, attributable to or resulting from your booking, use of the Water Camp Resort website or stay at the resort even if caused or contributed to by Water Camp Resort's negligence, wrongful act/omission or breach of these terms and conditions or breach of duty or otherwise.

All activities have inherent risks to health and safety and Water Camp Resort will not be responsible for any eventualities related to any activities or services booked through the Water Camp Resort or during your stay at the resort.

Water Camp Resort will not be responsible for any loss or damage of property left in guest's room and/or the resort property at all times.

Water Camp Resort shall be held free and harmless from any claim or liability that shall arise from food and beverage provided by the guest or contractor/supplier of the guest that was brought into the resort.

### **PRIVACY & DATA PROTECTION**

We will retain all personal information which you provide during booking. We may need to pass this information to other parties such as our licensees and/ or affiliated companies; to security and/or credit checking companies, credit and debit card companies, government and enforcement agencies and public authorities if so required, or as required by law. We shall not be held liable for such acts of disclosure; and that any disclosure by us of the information you have given to us will not render us liable for any and all claims, loss/es, damage/s or liability whatsoever.

### **TRADEMARKS, ETC.**

The material/s on Water Camp Resort website and official social media accounts is the property of Josephine Resort Corporation.

Guests may use the Water Camp Resort website, official social media accounts and its content solely for personal, non-commercial and private use subject always to applicable copyright laws.

### **WEBSITE & SOCIAL MEDIA ACCOUNTS**

Water Camp Resort reserve the right to cancel, amend or vary at any time the arrangements on bookings, reservations, room rates and such other information featured on the Water Camp Resort website and official social media accounts including these Terms and Conditions without prior notice.



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### DISCLAIMER

The stay of the guest is subject to the foregoing Terms and Conditions.

While we will make every effort to ensure that the information on the Water Camp Resort website and official social media accounts is accurate and published in good faith, without affecting any statutory consumer rights that cannot be lawfully excluded or limited, Water Camp Resort does not warrant or represent the accuracy of the information displayed and disclaims to the maximum extent permitted by law all warranties expressed or implied by statute, custom or usage.

Water Camp Resort will not be liable for any direct, indirect, consequential, punitive losses or damage (including without limitation loss of revenue, loss of goodwill, loss of reputation and loss of, or damage to data), arising out of the Water Camp Resort website and official social media accounts or the use thereof or any services purchased from the Water Camp Resort website and official social media accounts, or any errors, inaccuracies or omissions in the services or content provided howsoever caused.

### GOVERNING LAWS

Your contract with Water Camp Resort is governed by the laws of the Philippines and any disputes shall be settled in the Philippine courts.

CLIENT CONFORME:

\_\_\_\_\_  
Client/Engager Printed Name & Signature  
Date: \_\_\_\_\_

\*\*\* All Policies/Rates are Subject To Change without Prior Notice\*\*\*