



TERMS & CONDITIONS

Magdiwang Highway, Josephine Village, Panamitan, Kawit, Cavite 4104
 Telephone: (046) 484-5703 to 05 • (02)404-9911 • (02) 404-9977
 Email: watercampresort.kwt@gmail.com
 Website: 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.

GENERAL

These general terms and conditions herein together with the Water Camp Resort policies available on the Water Camp Resort website (collectively, as may be varied, amended and/or supplemented from time to time, these "Terms and Conditions") and the Reservation Agreement issued by Water Camp Resort confirming your booking ("Reservation Agreement") shall constitute a legally binding contract between you and Water Camp Resort.

In these Terms and Conditions, the words "resort", "we" or "us" means Water Camp Resort and its employees, officers, agents, suppliers and vendors, and use of the words "you" or "guest(s)/Guest(s)" means any and all persons for whom a reservation is booked for.

HOURS OF OPERATION

6:00am – 12:00mn	Resort Open Times
8:00am – 12:00mn	Pool Open Times
9:00am – 6:00pm	Pool Motor Activities Peak Season: daily Off Season: Weekends & Holidays only
10:00am – 6:00pm	Wave Pool Peak Season: daily Off Season: Weekends & Holidays only
24 hours	Phone Reservations

No one is allowed to swim after closing hours which is 12:00 midnight daily as this is strictly enforced for proper pool cleaning and maintenance. The Management reserves the right to terminate the pool operation during times of contingencies at their own discretion.

ENTRANCE FEES

Entrance fees shown on the Water Camp Resort website and official social media channels are charged per entry, inclusive of taxes and service charges. Rates vary depending on the business season and are subject to change without prior notice.

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.



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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 or through our reservation call desk. All picnic sheds and tables are at a first-come, first-served basis only.

ROOM RATES AND CAPACITIES

Room rates shown on the Water Camp Resort website and official social media channels are charged on a per room, day use or overnight stay, inclusive of taxes and service charges. Rates are subject to change without prior notice.

Please refer to the tables below for allowable number of guests per room and additional charges per hour of extension of stay.

ROOM TYPE	DAY USE REGULAR CAPACITY	OVERNIGHT STAY		NO. OF BEDS	
		REGULAR CAPACITY	MAXIMUM CAPACITY	SINGLE	DOUBLE
Standard	2 persons	2 persons	3 persons		1
Deluxe	4 persons	4 persons	5 persons		2
Superior					
Sampaguita	9 persons	9 persons	12 persons	1	4
Ilang-Ilang	7 persons	7 persons	9 persons	1	3
Waling-Waling	7 persons	7 persons	9 persons	1	3
Villas					
Acacia	7 persons	7 persons	9 persons	5	1
Narra	9 persons	9 persons	12 persons	5	2
Ipil-Ipil	6 persons	6 persons	7 persons	2	2
Kamagong	7 persons	7 persons	9 persons	3	2
Molave	10 persons	10 persons	10 persons		5
Apitong	10 persons	10 persons	10 persons		5
Yakal	15 persons	15 persons	15 persons	1	7
Lauan	15 persons	15 persons	15 persons	1	7
Quonset	5 persons	5 persons	5 persons	1	2
Premiere	6 persons	6 persons	6 persons	2	2



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ADDITIONAL CHARGES PER PERSON, PER ROOM FOR OVERNIGHT STAYS	
ADULT	CHILD 3ft & BELOW (sharing existing bed)
Php 500.00	Php 300.00

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.

RESERVATION POLICIES

Booking inquiries may be viewed online at watercampresort.com or 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

watercampresort.kwt@gmail.com

1. Guests must inform the resort's reservation staff of the total number of guests and other pertinent details contained in the Room Reservation Agreement in order to allocate the suitable room accommodation for your comfort and convenience. Water Camp will send to the Guest a filled-up Room Reservation Agreement with the information provided by the Guest for confirmation.

2. Since Water Camp does not follow the standard check-in and check-out time practiced in general by various hotels and resorts, our flexi-time policy is based and will commence on the contracted time of arrival regardless of the actual time guests will arrive at the resort. Unless proper notification for late arrival due to unforeseen events or unavoidable circumstances such as traffic and other related concerns is provided prior to the expected time of arrival, any modification or alteration in the Reservation Agreement shall not be validated.

3. Guests are requested to send back to Water Camp via email or Viber the signed Room Reservation Agreement and proof a **50% down payment within 48 hours** to guarantee the booking. A copy of the deposit slip can be sent via Viber at 0917-5050676 or email at watercampresort.kwt@gmail.com. The balance or full payment in cash or debit card/credit card (Visa, Mastercard, JCB, Amexco) must be accomplished on the day of check-in.



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4. Water Camp Resort does not accept check payments upon arrival or check-in time.
5. Guests are advised to ensure the accuracy of your booking details (guest information, stay dates, room types, room rates, number of guest(s), add-ons etc.). Water Camp Resort will not be responsible or liable for errors in your booking details once the reservations have been finalized.
6. Guests are requested to bring the Room Reservation Agreement and proof of down payment upon check-in together with your original valid photo identification document (national registration identity card, passport, driver's license or other government issued identification card) as the resort may require for verification purposes. Failure to do so may delay your check-in process.
7. The '*Guest*' named in the Reservation Agreement must be the person staying at Water Camp Resort. Otherwise, we reserve the right to amend or cancel the booking.
8. Automatic cancellation of confirmed bookings shall take effect upon failure to make the initial 50% deposit within the required period unless consideration for compliance has been arranged.
9. During summer or peak season, guaranteed reservations with deposit shall be honored until the agreed contracted time of arrival and strictly no extension of the flexi-time policy shall be granted even if late arrival due to whatever reason has been duly notified. This means that the check-out time shall remain the same or as is based solely on the designated time of arrival in the Reservation Agreement.
10. 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.
11. Filipino Senior Citizen/PWD Discounts are only applied to the senior's/PWD share in the room cost. Senior/PWD discounts are applicable only for regular rates. Valid Philippine Senior Citizen/PWD identification card is strictly required.
12. Water Camp Resort is not responsible for any fees or other costs incurred due to cancellation of a reservation made on any non-authorized Water Camp Resort channels.

CHECK-IN AND CHECK-OUT

Water Camp Resort offers two (2) stay options on a flexi-time policy.

- **DAY USE: 12 hours maximum**
Check-in and check-out times are flexible provided they are within the maximum 12 hours day usage and subject to room availability. Cut-off time is 12:00 midnight and no extension is allowed. Otherwise, overnight rate will be applied.
- **OVERNIGHT STAY: 24 hours maximum**
Check-in and check-out times are flexible provided they are within the maximum 24 hours day usage and subject to room availability.



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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.

EXTENSION OF STAY

All requests for extensions of stay must be advised prior to guest expected departure time and date at the Front Desk will be subject to room availability and payment of applicable charges. Maximum extension is two (2) hours for the same booking. For longer extensions, new rates will apply.

EARLY CHECK-IN

Guest/s may be allowed to check-in earlier than the contracted check-in time in the Reservation Agreement but will definitely depend on room availability. Check-out time will be based on the actual check-in time.

GENERAL RESTRICTIONS

The following are strictly prohibited inside the resort:

- 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
- Smoking inside the rooms, near engine/pumprooms and beside the pool areas is not allowed. Evidence of smoking in the restricted areas will result in a PHP2,500 fine.



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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.



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- 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 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, war, strikes, riot, theft, delay, cancellation, civil disaster, government regulations or changes in itinerary or schedule (collectively, "**Force Majeure**").

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.



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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.

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.