



EMMIE HOTEL
A luxury *Emmie-one* can afford



+63 910 1618 068



theemmiehotel@gmail.com



B.S. Imperial Street., Alternate Road,
Legazpi City.

EMMIE HOTEL GENERAL BOOKING TERMS & CONDITIONS

Welcome to Emmie Hotel - your hotel at the heart of Legazpi City's premier financial and commercial district! We are delighted that you have chosen our hotel for your stay in Legazpi. We look forward to meeting you and making your stay with us pleasant and comfortable.

Before we proceed, we would like to remind you of our booking policies for your guidance and reference:

BOOKING POLICIES

1. Our hotel rates are quoted in Philippine Peso and should be paid in Philippine currency. Should you wish to settle using foreign currencies, the prevailing exchange rate shall apply subject to change without prior notice.
2. For walk-in reservations, rooms must be guaranteed with at least 50% deposit of the total room cost at least seven (7) days prior to arrival for non-peak dates and at least thirty (30) days for holidays and peak dates. All non-guaranteed reservations will be automatically cancelled. Reinstatement of reservation is subject to availability.
3. For online reservation, reservation payment shall be made through the following channels:
 - o Payment options provided by Agoda, Booking.com, etc.
 - o via Online Payment Link to be sent by the Reservations team
 - o via Online Payment on the Hotel's online booking portal
 - o via Bank Deposit – reservation shall be guaranteed upon submission of validated bank slip through email to the Reservations Team.
4. Valid ID with photo must be presented at Front Desk upon check-in.
5. Standard check-out time is 12 NN; Check-in time is 2:00 PM. Early check-in and late check-out may be requested at the Front Office (subject to availability). If available, charges may apply.
6. Night extensions are subject to availability and charges.

REVISION OF DIRECT-HOTEL BOOKING POLICIES

7. Revisions of direct-hotel bookings must be arranged through our Reservations Office subject to room availability and rate difference. Room rate(s) is/are subject to adjustment based on prevailing rates during new travel date(s). Revisions of bookings made with third party partners such as Agoda and Booking.Com must be coursed with said third party company.



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8. Guaranteed advance reservations through direct-hotel reservation that are cancelled seven (7) days after their confirmation and at least fourteen (14) days prior to arrival, the amount deposited in advance will be refunded less 20% thereof to cover financial and tax costs. Refund processing will take 3-4 weeks assuming all details provided are correct. Refunds to debit or credit cards are subject to the card's processing time from the time refund request is received from the Hotel.
9. Shortened stays will not be refunded nor amount paid will not be adjusted to incidentals.

NO-SHOW POLICIES

10. In case of no-show or cancellation after the deadline of seven (7) days, the amount received as advance payment will not be refunded.

CARD FRAUD CONTROL POLICY

11. To protect credit card owners from fraud, the guest is required to present the actual credit card used in making the online booking and a valid government issued photo ID of the card owner upon check-in. If the card owner is not the one staying at the hotel, the guest is required to present a letter of authorization signed by the card owner, clear photocopies of the front and back of the credit card used and a valid government issued photo ID of the card owner. The hotel reserves the right to refuse the guest to check-in for failure to comply with the requirements or may cancel a confirmed reservation if a booking is suspected to be made using a fraudulent credit card.

*We continue to give you a taste of luxury **Emmie-one** can afford! Thank you for choosing to stay with us, and we hope to have the opportunity to welcome you back again soon!*