

The Palaone / The Big Small Print

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PART 1: Booking Terms & Conditions (T&Cs)

1. Booking, Down Payment & Security Deposit

- **Down Payment:** A 50% deposit of the total stay cost must be paid within 48 hours of booking confirmation.
- **Balance Payment:** The remaining 50% balance is due upon check-in.
- **Security Deposit:** A refundable cash deposit is required upon check-in:
 - *Tents / Camping Pitches:* [e.g., 1,000 PHP]
 - *Guesthouse / Fixed Accommodations / Amenities:* [e.g., 3,000 - 5,000 PHP]
 - Deposits are refunded in full upon check-out after a room inspection.

2. Cancellation Policy & Transaction Fees

- **Up to 14 days before arrival:** Full refund of the down payment (minus non-refundable transaction fees).
- **7 to 13 days before arrival:** 50% of the down payment is retained.
- **Less than 7 days before arrival / No-Show:** The down payment is 100% forfeited.
- **Payment Fees:** All international transfer fees, currency conversion losses, or credit card processing fees (e.g., Wise, PayPal, Stripe) are the sole responsibility of the guest.

3. Arrival, Departure & Check-In Windows

- **Check-In Window:** Standard check-in is available between [09:00 AM](#) and [05:00 PM](#). Late arrivals after [05:00 PM](#) must be coordinated with the team at least 24 hours in advance.
- **24-Hour Check-Out Standard:** Check-out operates on a 24-hour cycle from your check-in time (e.g., Check-in at [03:00 PM](#) = Check-out at [03:00 PM](#) on departure day). Unannounced late check-outs may incur additional fees deducted from the security deposit.

4. Complimentary Shuttle & Transport Service

- **Free Transport:** We offer complimentary arrival and departure shuttle service (pick-up/drop-off) upon request for anyone staying with us for a minimum of 2 nights.
- **Notice Requirement:** Shuttle requests must be confirmed with our team at least 48 hours prior to arrival or departure. Unannounced transport requests cannot be guaranteed.

5. Liability, Valuables & Insurance Requirement

- **Personal Belongings & Valuables:** The Palaone accepts no liability for loss, damage, or theft of cash, electronics, jewelry, or personal property left in accommodations or common areas.
- **Travel & Health Insurance:** Guests are strongly advised to obtain international health, travel, and accident insurance prior to their trip. The Palaone is not responsible for medical bills, emergency transport, or injuries incurred on-site.

- **Damage to Property:** Guests are liable for intentional or negligent damage caused to property or inventory. Damages will be billed at full replacement cost plus an administrative fee.

6. Force Majeure & Local Infrastructure Outages

- **Unforeseen Events:** The Palaone is not liable for disruptions caused by force majeure (e.g., severe typhoons, floods, earthquakes, natural disasters).
- **Local Infrastructure:** Temporary power outages (*brownouts*), water supply interruptions, or Wi-Fi disruptions caused by municipal providers or extreme weather do not entitle guests to rental reductions or immediate contract termination, provided management actively seeks resolution.

7. House Rights (Right of Admission)

- Management reserves the right to reject booking requests or deny access to the grounds to any individual at its discretion to ensure the safety, peace, and integrity of the sanctuary community.

PART 2: House Rules & Code of Conduct

1. Project Character: Sanctuary & Community Support

- **Not a Traditional Hotel:** The Palaone is not a commercial hotel, but a nature-oriented sanctuary, art and community project.
- **Housekeeping & Cleaning:** Daily room cleaning is not automatically

provided. Cleaning can be scheduled at any time upon request, and our team will attend to it as soon as possible.

- **Community Support:** We support our guests with daily matters such as scooter rentals, laundry coordination, and other local recommendations. Asking is free of charge —just approach our team, and we will do our best to assist you with any request.

2. External Visitors & Day Guests

- **Registration Mandatory:** Non-registered external visitors are not permitted on the property without prior notification and explicit approval from management.
- **Visiting Hours:** Approved visitors are permitted in communal areas between [09:00 AM](#) and [10:00 PM](#) only. Over-night stays for unregistered guests are strictly forbidden and will result in immediate fines or expulsion.

3. Environmental Protection, Plastic Avoidance & Waste Management

- **Plastic Avoidance:** Please avoid bringing and using single-use plastic on the premises. We encourage the use of eco-friendly, non plastic alternatives whenever possible.
- **Smoking Policy:** Smoking is strictly prohibited across the entire sanctuary grounds, accommodations, and common areas. Smoking is permitted **exclusively** at the designated smoking station near the front entrance (bench with ashtray station). Flicking or throwing cigarette butts into nature is strictly forbidden. **Violations are subject to penalties.**
- **Waste Disposal:** All waste must be disposed of in designated,

tightly lockable bins. Containers must be closed immediately after use to prevent attracting local wildlife.

- **Strict Local Environmental Laws (Puerto Princesa):** Puerto Princesa enforces strict environmental protection laws. Littering and polluting nature are serious administrative offenses under city ordinances. Any littering violation on our grounds incurs an immediate **5,000 PHP special cleaning fine** per offense.
- **Bulky & Personal Waste:** Large packaging, bulky trash, or oversized waste brought from outside must be taken back upon departure.
- **Resource Conservation:** Please use water and electricity consciously. Turn off all lights, fans, and air conditioning units whenever leaving your room or accommodation.

4. Respect, Quiet Hours & Conduct (Community Standards)

- **Zero Tolerance Policy:** We maintain a strict zero-tolerance policy against racism, discrimination, insults, verbal abuse, aggressive behavior, or physical violence. Violations lead to immediate expulsion without refund.
- **Sexual Harassment:** Sexual harassment, unwanted advances, or inappropriate behavior (especially around the pool and shared areas) are strictly forbidden and result in immediate expulsion.
- **"Leave It as You Found It":**
 - **Shared Kitchen:** Wash, dry, and put away all used dishes and utensils immediately after cooking.
 - **Sanitary Facilities:** Restrooms and showers must be left clean and tidy.
 - **Toilet Hygiene:** Standing on toilet seats is prohibited. Toilet lids must be closed after every use. To maintain hygiene, male guests are requested to sit down when using the toilet and

clean up any accidental splashes immediately.

- **Alcohol & Illegal Substances:** The consumption, possession, or distribution of illegal drugs is strictly forbidden. Moderate alcohol consumption is allowed, provided it does not cause public disturbance or disruptive behavior.
- **Quiet Hours & Music:**
 - **Loud Music & Karaoke:** No loud music or noise-amplifying devices (e.g., portable speakers, karaoke equipment) are permitted without prior approval from management and consent from other guests.
 - **Nighttime Quiet Hours:** Absolute quiet hours apply from **sunset to sunrise**. Keep noise to room volume to respect fellow guests, the surrounding environment, and wildlife.

5. Food Safety, Wildlife & Animal Welfare

- **Food Storage & Bedroom Policy**

Food is strictly prohibited inside bedrooms, sleeping tents, and direct sleeping areas. Food must be kept and consumed exclusively in designated kitchen/dining spaces or stored in the communal kitchen in sealed containers to prevent attracting ants and local wildlife.

- **Wildlife Protection:** Do not feed, provoke, or handle wild or roaming animals. Feeding animals alters their natural behavior and creates safety risks for future guests.
- **Farm & Cultivated Areas:** Please stay on marked pathways and do not disturb crops, agricultural setups, or farm animals. Principle: *"Don't touch anything that doesn't touch you."*

6. Pool, Sports & Recreation Area

- **Use at Own Risk:** Use of the pool, sports equipment, and recreational areas is strictly at your own risk. No lifeguard is on duty.
- **Pool Safety & Cleanliness:** Jumping, diving, or rough horseplay in the pool is forbidden.
- **No Glassware:** Glass bottles, glassware, and sharp objects are strictly prohibited in and around the pool and sports areas. Please shower off excess body lotion/oil before entering the pool.

7. Workation & Digital Conduct

- **Quiet Work Environment:** Coworking spaces are intended for focused work. Please use headphones for calls and keep conversations at a low volume.
- **Bandwidth Usage:** Heavy downloading, torrenting, or cryptocurrency mining on the community Wi-Fi is strictly prohibited to ensure fair connectivity for all guests.

8. Construction Sites, Maintenance & Upkeep

- **Evolving Sanctuary:** As The Palaone is a growing sanctuary project, minor construction, repair, or gardening work may occur during the day.
- **Safety Zones:** Active construction sites, tool storage areas, and maintenance zones are strictly off-limits. Please adhere to temporary warning signs and barriers.

9. Parental Responsibility & Child Safety

- **Supervision Duty:** Parents and legal guardians bear full and continuous responsibility for supervising their children across the entire property (including the pool, farm, and sports areas). Parents are fully liable for any injury, damage, or rule violation caused by their children.

10. Photography, Filming, Content Creation & Privacy Policy

- **Digital Detox, "Senses Over Screens" & Mindful Presence:** We believe the best moments in life are experienced directly, not through a screen. The PalaOne is a living sanctuary designed for peace, privacy, real-life connection, and a deep experience of nature—it is intentionally not an "Instagram hotspot" or a backdrop for social media content. We gently ask all guests to put their devices away, keep phone and camera usage to a minimum in shared areas, and absorb the land with their senses rather than through a lens.
- **Strict Prohibition of Content Creation & Commercial Filming:** Any form of content creation, commercial photography, filming, vlogging, live-streaming, or recording of the land, grounds, artwork, facilities, or farm without prior, explicit written approval from management is **strictly prohibited**.
- **Privacy, Consent & Protection of Vulnerable Groups:** Photographing, filming, or recording other guests, team members, staff, or local community members without their explicit prior consent is strictly

forbidden. Unscreened filming or photography involving children or unconsenting individuals is strictly prohibited under all circumstances.

- **Consequences & Legal Action:** Any violation of this policy will result in **immediate expulsion from the property without refund**. Furthermore, management reserves the right to take direct legal action, demand the deletion or removal of unauthorized footage, and report any severe privacy violations or unscreened recordings (especially involving children or unconsenting individuals) to the **Philippine National Police (PNP)**, the **Barangay Council**, and the **Bureau of Immigration**.

11. Technical Defects, Damage & Key Loss

- **Reporting Obligation:** Please report any broken inventory, plumbing issues, or electrical defects to the team immediately so we can fix them.
- **Loss of Keys/Padlocks:** A replacement fee of **2,000 PHP** per key/lock set will be charged or deducted from the security deposit upon loss.

12. Safety, Emergency Procedures & Personal Responsibility

- **General Liability:** Staying at The Palaone and using its facilities occurs entirely at your own risk.
- **Emergency Assembly Points:** Familiarize yourself with nearby fire extinguishers. Designated emergency assembly points are:
 - A. *Upper Area:* The Roundabout

B. *Lower Area: The Battleground Sports Field*

- **Preventing Wildlife Entry:** Keep room doors and screens closed at all times to prevent insects, snakes, or wildlife from entering your room.

13. Enforcement, Consequences & Legal Authorities

- **Escalation Steps:**
 - A. *First offense:* Formal verbal warning.
 - B. *Second offense / Severe breach:* Immediate expulsion from the premises without refund or compensation.
- **Law Enforcement:** Management reserves the right to report severe breaches, theft, drug offenses, or illegal activity to the Philippine National Police (PNP), local Barangay Council, or the Bureau of Immigration.

14. Copyright & Intellectual Property Protection

- **Copyright Ownership:** All contents of this document, as well as all texts, concepts, guidelines, policies, architectural designs, logos, and branding associated with The Palaone™, are the exclusive intellectual property of the management and owners. All rights reserved.
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