



## House Rules + Regulations

We are happy to have you as our Guest.

Our goal is to provide a lovely, relaxing and convenient environment in *The Chill Hill Experience*.

**Compliance with the rules below will enable us to ensure your pleasant and safe stay.**



### A-Frame Cabins

- ▶ **Check-in @ 3:30 PM**
- ▶ **Check-out @ 12:30 PM**
- ▶ Upon check-in, the housekeeper or the guard will check all items in the guest's cabin using a checklist that the guest needs to sign.
- ▶ For overnight stay, **the cabin should be totally cleared by 12:30 pm**, to give the housekeeper enough time to clean the rooms for the next guests.
- ▶ **Failure to check-out on time will result in late charges.**
- ▶ When ready for check-out, the guests should inform the reception for assistance and for checking of items inside the cabin to ensure that the resort facilities are complete and in good condition upon check-out. Once the checklist is cleared, the guests may vacate the cabin.
- ▶ Replacement fee or repair cost will automatically be charged if any item is lost or damaged, including damages on the cabin itself.
- ▶ For extension, please inform the office 2 hours ahead of time, to know whether the said cabin is available. **Extension of overnight accommodations can only be confirmed depending on their availabilities.**
- ▶ Guests must maintain peace and serenity within the resort at all times.
- ▶ **Quiet hours from 12 Midnight until 8:00 AM must be respected.**
- ▶ Sound Systems and/or other devices emitting sound or disturbing noises must be kept at a certain volume limit and turned off by 12 midnights.



### Payment

- ▶ Please note that a valid photo ID will be required at check-in and a copy retained on file.
- ▶ **The Chill Hill Experience** does not accept personal or company cheques as a method of payment.
- ▶ **Cancellation or Rescheduling will be accepted up to 5 DAYS prior to arrival date.**  
**Should you cancel or reschedule within 5 DAYS of arrival, you will forfeit the full charge of the first night.**  
No Cancellation or Reschedule is accepted during a Special Event Period 7 days before arrival.



### Breakfast

- ▶ Breakfast is served in the restaurant between 09h30 and 11h30 am.



### Food + Beverages

- ▶ Food and beverages purchased from outside are not allowed inside the premises.



### Security, Safety + Valuables

- ▶ Every guest's Bags, parcels or other items may be subject to inspection upon admission.
- ▶ All guests are advised to secure all their belongings at all times and always lock all the doors and windows when absent.
- ▶ **The resort shall not be held liable for any loss of belongings.**
- ▶ Vehicle/s should be properly locked before leaving the parking area. The management is not liable for any loss or damage to your vehicle/s.
- ▶ Minors & children should always be accompanied by an adult.
- ▶ Parents and Guardians are primary responsible for the behavior and safety of their children.
- ▶ Personal safety should be considered at all times. The resort will not be liable for any accidents and injuries. However, First Aid is provided at all times.
- ▶ The guest will be held responsible for any loss or damage to the resort property caused by themselves, their guests or any person for whom they are responsible.
- ▶ The management has the right to deny admission or evict guests or group of guests generally disrupting the peace and order at the resort, and/or engaging in fights.
- ▶ The management has the right to charge and do necessary actions, if needed, on guests caught trespassing.
- ▶ **STRICTLY NO LITTERING IN THE RESORT.** Throw all the trash in the designated trash bins including cigarette butts.



### Smoking, Drugs + Hazardous Goods

- ▶ Smoking cigarettes and tobacco products is completely prohibited inside the cabins and in the restaurant.
- ▶ **NO shishas are allowed** inside the resort premises.
- ▶ **NO drugs are allowed** inside the resort premises.
- ▶ **NO firearms are allowed** inside the resort premises.



### Pets

- ▶ We are a pet friendly resort and follow a strict pet policy.
- ▶ Only quiet and friendly dogs are allowed in the resort. Loud barking and aggressive dogs are not allowed inside for the safety of other guests and the owner might be asked to return them home.
- ▶ **Pets are not allowed on the furniture or beds.** The guest bears full responsibility for any damage caused by their pet.
- ▶ Pets must be leashed all the time in common areas.
- ▶ **Due to hygienic reasons, pets are not allowed in the restaurant nor in the lakes.**



### Summertime Pond Lakes

- ▶ The lakes are at your disposal from 8am until 8pm.  
You must arrange with the Management for access outside of these hours.
- ▶ **Guests may use the lakes at their own risk.**
- ▶ No children are allowed near the pond without adult supervision.
- ▶ No band aids or people with open wounds, stitches or skin diseases are allowed in any of the lakes.
- ▶ In case of minor or major injuries, immediately report it to our resort personnel.
- ▶ **The use of Sound Systems and/or other devices in the lake areas is prohibited.**



**For any other inquiry or concern the reception is available and our staff will do their best to ensure that our guests are fully satisfied.**