



*RESERVATION

Reservations made directly or through our website must be guaranteed through credit card or your PayPal account. 20% deposit is required. If a deposit is not made 3 days before the reservation date, reservation will automatically be cancelled.

*PAYMENT POLICY

Bills must be settled upon check-in, either by payment in cash or valid credit cards, cheques are not accepted.

*EXTENSION OF STAY

For guests who wish to extend their stay, cash or credit card payment must be made daily or paid in advance for the number of extended days.

*SECURITY DEPOSIT

A Php500 security deposit for each person will be collected upon check-in and will be refunded upon check-out, excluding other charges. Lost key cards are chargeable for Php150 and RFID bracelets for Php50. Towels are rented out for Php75.

*EARLY CHECK-IN and *LATE CHECK-OUT

Guests checking in early will be subject to availability and will have corresponding charges. Check in is at 2:00PM and check out is at 11:00AM. Guests checking out between 11:00AM - 1:00PM shall be charged Php100. Half-day rate is from 11:00AM - 4:00PM. If you decide to check out beyond 4:00PM, a whole day rate will be charged. Hostel has the right to remove guest belongings from the room after check out time if room is already reserved.

*CANCELLATION POLICY

Any cancellation of booking/reservation made online three (3) days prior to arrival date will forfeit the 20% deposit. If guest decides to shorten their stay three (3) days prior arrival date will forfeit the 100% room charge. Payments that have been made are non-refundable.

*PET POLICY

Bringing of pets is not allowed. However, service animals are permitted.

*VISITORS

Visitors are only allowed in the lobby, cafe, and rooftop bar. Violators will be charged. Only checked in guests are allowed in the hostel premises.

*LOST AND FOUND

Lost and found items can be claimed at the Reception. A valid ID must be presented. A certain time frame of claiming said items is honoured.

*LOSS OR DAMAGE OF HOSTEL PROPERTY

Any type of loss or damage to items in the room or any public space will result in a charge that will be at the discretion of the Management.

ILLCIT ACTIVITY

*The hostel will report all suspected illegal activity to the appropriate authorities and reserves the right to refuse service to anyone suspected of involvement in such activity. Fire arms and illegal drugs are strictly prohibited.

*PROPER ATTIRE

Guests must be in appropriate attire at all times within the vicinity especially in the common areas. Going topless or wearing underwear only is strictly prohibited.

*PERSONAL BELONGINGS

Z Hostel does not assume liability for the loss, theft or damage to your luggage and belongings while in the premises.

*CHILD POLICY

Bookings cannot be accepted from any person under the age of 16 unless they are accompanied by a parent / legal guardian.

Guests who wish to bring their children less than 16 years of age must book a whole dorm or private room, with children under the age of 7 stay for free.

*GUEST LOCKER

All rooms are equipped with spacious individual lockers. To ensure security of your belongings, kindly bring your own padlock. (But we also sell padlocks at the desk for Php 150!)

*NON-SMOKING POLICY

Strictly NO SMOKING (& VAPING) inside the hostel premises with the exemption of the roof deck and main entrance; as stated in the Republic Act No. 9211 Section 6. Violators will be fined.

*LUGGAGE STORAGE

Luggage storage is available only for guests currently staying in the Hostel.

The maximum storage period is thirty (30) days or one (1) month. We reserve the right to dispose of any luggage or items not claimed after the maximum storage period allowed.

Guests who wish to leave their luggage five (5) days or more are required to sign a waiver.



*FOOD AND BEVERAGE POLICY

Intoxication / Conduct

The Management reserves the right to take appropriate actions against drunk and unruly guests.

Bringing of Food / Beverage

Guests are encouraged to buy food and drinks from the Café at the lobby, food delivery is highly discouraged and cannot be consumed in the rooms.

POLICIES AND PROCEDURES

1. The hostel is only authorised to accommodate properly registered guests. For this purpose, guests are to present their valid government issued ID card or passport.
2. In special cases, the hostel may offer a guest accommodation other than that which has been arranged, if it does not differ in any essential manner from that which was stipulated in the confirmed booking.
3. The hostel may offer guests who ask to extend their stay a different room to the one in which they were originally accommodated.
4. Hazardous goods like gas cylinders, cooking stoves, inflammable fuels, firearms; etc in the hostel premises by guests is strictly prohibited.
5. Management rights: The management reserves for itself the absolute right of admission to any person in the hostel premises and to request any guest to vacate his or her room at any moment without any previous notice and without assigning any reason whatsoever. The guest shall be bound to vacate when requested to do so. In default, the management will be entitled to remove the luggage and belongings of the visitor from the room occupied by him or her - with a three-member committee in attendance - and lock the room or rent the room to another guest. This will only happen if the person(s) occupying the room(s) are disturbing the peace or / and safety from the hotel / personnel or other hotel guests such as but not limited to:
 - a. Bringing/ using illegal drugs and any type of weapon are strictly prohibited in the hostel.
 - b. Said person may violate applicable laws, public order, or public morals during the stay or said person has already committed such acts.
 - c. Clearly infected with an infectious disease and etc.
6. Guests may not move furnishings, or interfere with the electrical network or any other installations in the hostel rooms or on the premises of the hostel without the consent of the hostel management. If any malfunction is discovered during your stay please report this to the reception and we will repair this as soon as possible. Guests are prohibited from opening windows in their respective rooms. A waiver should be signed should they request to have their windows opened. Guests are not allowed to adjust heater temperature as well. Please ask assistance from the Front Desk.
7. A guest may not use his or her own electrical appliances, which are not used for the guest's personal hygiene and comfort. You can use electric razors, hairdryers or chargers for laptops, flashlights etc. in your room.
8. The lobby is available for receiving visitors. Non-registered guests are not allowed inside the room. Proper registration is required at the Security Department such as but not limited to present a valid government issued ID card or passport.
9. If the guest becomes ill or injured, the hostel can help the provision of medical assistance or, as the case may be, to arrange for the guest to be taken to hospital, all at the guest expenses.
10. Upon departing, guests are obliged to turn off all water faucets, the lights in the room and its facilities as well the airconditioning unit and to shut the door as they leave. Keep your door and windows closed when the AC is working.
11. Smoking is not allowed in the room for security reasons. Rooms are equipped with fire and smoke alarms for your safety.
12. Washing of clothes is not allowed in the room. Please ask the front desk for assistance to the nearest laundromats.
13. The use of WIFI in the room, cafe and bar is free of charge. The use of the internet computer in the lobby area is free of charge for guest who stays in the hostel only, all others will be charged per hour with a minimum of one hour.
14. For security reasons, it is not appropriate to leave children under 7 years of age without adult supervision in the hostel room or other areas on the hostel premises. Running and playing in the bar and restaurant area is not allowed.
15. Guests are to observe nighttime peace and quiet , i.e. they are not to disturb the other guests accommodated in the hostel.
16. Unless stipulated otherwise in advance, guests are obliged to pay the prices for accommodation and other services rendered in accordance with the valid price list upon arrival. The bill is payable upon being presented.
17. Complaints by guests and any possible suggestions for improving the hostel's activities are welcomed by the hostel management.



18. Guests are obliged to pay for any loss or damage of hostel property caused by themselves, their friends or any person for whom they are responsible.

19. Minors under 18 years, male or female, are not allowed to stay at the hostel without being accompanied by parents or guardians.

20. Guests are obliged to observe the provisions of these House Rules. In the event that a guest is in breach of these rules, the hotel has the right to repudiate the agreement on the provision of accommodation services before the agreed period has elapsed.