



ARIARA AGREEMENT AND TERMS & CONDITIONS



COVID-19

Please confirm before booking – special Terms and Conditions may be applicable.

- For the purposes of these terms and conditions, Ariara and its staff are understood to be the resort operated by and the staff of Island Resort Group (Leisure) Corporation. The terms Ariara, Ariara Island, Island Resort Group (Leisure) Corporation and IRGL are synonymous.
- Payment Terms for EXCLUSIVE WHOLE ISLAND RENTAL BOOKINGS**
 - For all pre-stay payments including Rental, as stipulated on the invoice please pay:

Bank Name: Union Bank
Branch Name: Rada Branch
SWIFT Code: UBPHPHMM
Account Name: Island Resort Group Leisure Corp
Bank Address: Prince Building,
117 Rada,
Legazpi Village,
Makati,
1223 Metro Manila,
Philippines

Bank transfers or cash deposits should be paid into the following accounts:
In USD Account Number: 130320004602
In PHP Account Number: 000320023886

Company Address: Island Resort Group (Leisure) Corporation,
43 Fernandez Street,
Puerto Princesa 5300,
Palawan,
Philippines
 - Extra costs incurred whilst staying on the island need to be paid in full before departure from the island via credit card or in cash. The following credit cards are accepted via the Paypal system: Mastercard, Visa, Amex, and Discover, using the link that we will provide you with. You do not need a Paypal account. There is an administration fee of 4% applied to outstanding amounts settled after check in.
 - A 30% non-refundable deposit is due at the time of booking.
 - Full Payment is due 3 months prior to the commencement of your stay.
 - Prices are subject to 12% Value Added Tax (VAT) and 5% Service Charge, where applicable.
 - The Service Charge and gratuities (tips) are for the benefit of the Ariara Island staff as per Philippines law. Gratuities (tips) in addition to the fixed Service Charge are at the sole discretion of the guest.
 - Rebooking, Cancellation & No-show**
 - Rebooking is possible subject to availability, subject to a prevailing rate difference if the rebooked dates are at a higher rate, and subject to a rebooking fee. Depending on the amount of notice the rebooking fee is:

60 to 30 days' notice: 10% Rebooking fee
Less than 30 days' notice: 25% Rebooking fee
 - Cancellation**
 - Full refund when cancelled 60 days or more, prior to arrival date.
 - With less than 60 days' notice, or no-show, in either case the 30% deposit will be forfeited.
 - All amounts paid in excess of the 30% deposit will be refunded if IRGL is able to secure a replacement booking for the same dates booked.
 - Depending on the amount of notice a refund of the balance paid (excluding 30%) can be requested, refunds are calculated as follows:

60 to 30 days' notice: 90% Refund
Less than 30 days' notice: 70% Refund
Less than 14 days' notice: 50% Refund
 - No show. Failure to arrive at the embarkation point on the date and time scheduled (no show), will not result in extension of the check out date, unless by special arrangement and subject to availability.
 - Any refund due will be made by Bank Transfer or direct bank deposit to the original account only. Refunds take approximately 21 working days. Please note that all refunds are subject to an administrative fee of 3% of the amount refunded.
 - This Agreement and Terms and Conditions is between the lead guest which is (one person or corporation) and IRGL only. For clarity it is one booking with one lead guest irrespective of the number in the group. The lead guest is responsible for paying any sums due and is responsible for any damages to IRGL property caused by him or his party.
 - Any payment by the guest or an agent and received by IRGL constitutes the lead guest's acceptance of, and agreement with, this Agreement and Terms and Conditions.
- Rates**

Once the 30% deposit is received, the prices quoted shall remain fixed for the duration of the stay. Bookings are considered valid upon receipt of the deposit.
- Additional Charges (Extras):**
 - Fuel for boats and jet skis is charged according to actual usage at THREE and 50/100 US Dollars per litre (\$3.50/litre).
 - Drinks Charges**
 - Local soft drinks and bottled still water, tea, coffee, and the freshly prepared juice of the day, are all free of charge.
 - Beer, imported canned soft drinks and freshly prepared fruit shakes and juices: consumption is charged according to usage at the end of the stay.
 - The lead guest may choose from a wide selection of imported wines that can be ordered in advance from Manila. Payment for any wines ordered is due upon confirmation of order.
 - We maintain a comprehensive supply of spirits which guests may enjoy. The amount consumed from our stocks, along with any alcoholic cocktails will be charged as an extra cost.
 - A corkage charge of US\$ 20 per bottle applies for alcoholic drinks brought in by the guests.
 - Current price lists for drinks, activities, and spa treatments are available in the dining room or in advance upon request.
 - All diving is at the discretion and under the supervision of the instructors.
 - Additional masseuses, yoga or fitness instructors can be engaged by prior arrangement and at an additional cost. Price on application.
 - Payment of a deposit equal to 10% of your rental fee is required prior to arrival. This is set against the cost of any extra charges incurred during your stay. This is paid by credit card via the Paypal system. On departure the extra charges are calculated, set against the deposit, and any monies overpaid will be returned in cash or within 10 days via the Paypal system. Any remaining balance is to be settled prior to departure by cash or by credit card via the Paypal system.
- Arrival / Departure**
 - Guests will be considered checked-in upon embarking onto IRGL marine transportation or, in the case of transfer by private boat, helicopter or seaplane, arrival at the island.
 - Check-out time shall be determined in keeping with the guests' flight schedule on the day of departure.
- Security and Safety**
 - Guests must abide by Ariara Island rules and procedures concerning safety and security.
 - Guests are cautioned to bring enough prescription medication to last the duration of their stay. Although first aid and non-specialised medical care is available locally, guests must procure an insurance policy that provides for airlift evacuation from the island to Manila. Guests are responsible for all medical and medical evacuation costs.
 - Ariara is not responsible for lost or stolen articles. Individual room safes are available for your use.
 - Guests agree to have adequate valid Travel Insurance which includes cover for cancelled/delayed flights or by other means of travel.
 - Ariara is not responsible for extra costs incurred due to deviations from the booking dates, however caused, arising from the international and domestic connections or adverse weather up to the point of embarkation. The guests are responsible for these costs and we therefore require all guests to have suitable travel insurance to cover such eventualities.
 - Damage or Loss.** The guest is financially responsible for any damage or loss to the jet skis, boats, water sports equipment, accommodation, accommodation contents, common buildings, and related contents and equipment, caused by the lead guest or the lead guest's invitees.
 - The lead guest agrees to pay for any such damage or loss and authorizes IRGL to charge said loss.
 - The lead guest, prior to arrival at Ariara, and prior to use of the jetki(s), agrees to defend, indemnify and hold harmless IRGL and its staff for any claims (third party or otherwise) which may arise from the use of the jetski(s).
 - Before arrival at Ariara and prior to use of the jet ski(s) the lead guest is required to assume responsibility for the cost of any damages and pay a US\$2,000 returnable liability deposit. In addition the lead guest is required to sign a release and waiver of liability together with ALL drivers and passengers. Full liability for the total cost of damage to the jet skis is borne by the guest in any event.
 - Prior to 30 days before the check in date it is a requirement that the lead guest supplies a copy of the insurance documents that cover all guests for the following risks: medical and medical evacuation, travel insurance which includes cover for cancelled/delayed flights or by other means of travel, travel insurance for loss of luggage and personal possessions.
- Cell signal for non-data telephone calls**

The local provider – Smart – has a cell tower in range of the pier, however the signal is intermittent inside the villas, and around the villas. Reasonable reception is generally available by the pool, on the pier or in the pier cabana.

For those guests who do not wish to incur roaming charges we can supply local Smart SIM cards free of charge, so our guests can receive phone calls at no cost. (Please note there is not Globe signal.) Although we would suggest VOIP such as Facetime, WhatsApp or Skype is more convenient.
- Wifi data**

This data originates via the local Smart 3G cell network and is provided free of charge. It is received through 2 high gain antennas on the pier it is then transmitted free by powerful long range wifi routers on the island. All villas can connect to their verandas however the signal is less reliable inside the villas. The beach, pier cabana, swimming pool, lounge and dining areas have good reception. The download speed varies local town is using a lot of bandwidth). Streaming movies and other high demand applications will only work occasionally, however emails, social media, and still picture transmission are acceptable but may appear slow to those who are used to fast data transfer. Please remember you are in a remote location.

End of Terms & Conditions