

Resort Policies & Guidelines

Welcome to Don-Arc White Beach Resort. We are committed to providing a safe and enjoyable stay for all our guests. Please take a moment to read and understand the following guidelines.

Check-in & Check-out

Check-in time is 3:00 PM

Check-out is at 12:00 PM (noon).

We kindly ask that you respect these times.

Early Check-in availability is on a case by case basis. Please Inquire at the front desk for more information

If you need a late check-out, please contact the front desk in advance, as this is subject to room availability and may incur a fee. Please be aware that any room not vacated by 12:00 PM will be charged for an extra night. Remember to return your room key to the front desk when you check out. There is a **₱500 replacement fee** for any lost or unreturned keys.

Room Occupancy & Visitors

For the comfort and safety of all our guests, each room has a specific occupancy limit. The number of guests staying in the room must not exceed what was specified in your booking. Only registered guests are permitted to stay overnight in the rooms. All visitors must be registered at the front desk and are only allowed in public areas. If you require extra beds or cribs, please request them in advance, as their availability is not guaranteed.

Damages, Losses, & Cleaning Fees

Guests are responsible for any damage to or loss of resort property, including furniture, electronics, and linens. If a toilet or drain is clogged with inappropriate items, a repair fee will be charged to your account. Additionally, significant stains on bedding, towels, or furniture from food, drinks, or other substances may result in an extra cleaning or replacement fee. Please be aware that the resort is not responsible for any lost or stolen personal belongings, so please keep your valuables secure at all times.

Cancellation Policy

Cancellations made at least **48 hours before** your scheduled check-in will receive a full refund. For cancellations made less than 48 hours before check-in, a charge equal to one night's stay will be applied.

General Rules

To ensure a pleasant stay for everyone, please note the following:

- **No Smoking:** Smoking is strictly prohibited in all indoor areas, including rooms. Please use designated outdoor smoking areas.
- **No Pets:** Pets are not allowed in guest rooms or indoor common areas.
- **No Outside Food or Drinks:** Bringing outside food or drinks is not permitted. Please enjoy your meals in our designated dining areas.
- **No Gambling:** Gambling is strictly prohibited on the resort premises.

Environmental Guidelines

Don-Arc White Beach Resort is located within the Initao-Libertad Protected Seascape. Your cooperation is essential to help us preserve this sensitive environment. Please follow these guidelines during your stay.

1. Marine Life Protection

- **Look, but do not touch.** Do not touch, chase, or harass any marine life, including fish, corals, or turtles.
- **Do not feed marine animals.** This can harm their health and change their natural behavior.
- **Be mindful of your feet.** When swimming, snorkeling, or walking on the beach, avoid stepping on corals or other delicate marine organisms.

2. Waste Management

- **Properly dispose of all trash** in designated bins. Do not litter on the beach or in the ocean.
- **Segregate your waste.** Please use the designated bins for your waste.
- **Avoid single-use plastics.** We encourage guests to use reusable water bottles and bags to reduce plastic waste.

3. Conservation

- **Conserve water.** Please take shorter showers and turn off faucets when not in use. Report any leaks to our staff.
- **Save energy.** Turn off lights, air conditioning, and other electronics when you leave your room.
- **Reuse towels and linens.** Please consider reusing towels for multiple days to save water and energy.

4. Seascape Rules

- **Stay on marked paths** to protect fragile vegetation and wildlife habitats.

- **Do not collect souvenirs.** Do not take any natural items from the seascape, such as corals, shells, or sand.