



Welcome to Vela Hotel, to ensure a safe, comfortable, and enjoyable stay for all our guests, we kindly ask that you observe the following house rules:

Registration

- All participants / Guests must register and present valid ID at the Reception area for room assignment.
- 1 keycard issued for each room. A fee of Php200 for lost or tampered key cards.
- Guests who wish to request an additional key card, a refundable deposit of Php200 will be required (REFUNDABLE UPON RETURNING THE KEY IN GOOD CONDITION.)
- Keycards should not be attached to any devices such as cellphone. This can cause keycards to malfunction and preventing it from working properly.
- Unauthorized exchange of rooms or substitution of registered guests is strictly prohibited. The hotel will not be held liable for any loss of personal belongings resulting from such unauthorized changes.

Damaged Item

- Guests are responsible for any damage to the room or its contents during their stay.
- Lost/ Damaged linens including bath towels will be charged accordingly

No Smoking Policy

- Smoking is strictly prohibited in all indoor areas
- A cleaning fee of Php2,000 will be charged for any violations.

Lost Item

- Mind your valuables at all time
- Found items: any items left behind in guest rooms or public areas will be securely stored by the housekeeping or front desk department.
- Items of high value (e.g., jewelry, electronics, wallets, passports) will be documented. Proof of ownership may be required to claim such item.

Quiet Hours

- Guests are kindly asked to minimize noise in guest rooms, hallways and common areas.

DND Sign

- To request a privacy, please press the "Do not Disturb Button in your room. This will notify our staff that you do not wish to be disturbed.

Make up room

- By pressing the make up room button, our housekeeping staff will be notified that you are requesting for a room cleaning. You'll hear 3 chime sounds as confirmation. Should there be no response, housekeeping staff will proceed to enter and service the room in accordance with hotel policy.

The Management