

## How to Settle the Security Deposit for your Upcoming Stay at Landrina Escape (For Klook)

At Landrina Escape, we strive to make your stay as pleasant as possible, and to ensure this, we require a security deposit of P2,500 for your reservation. This security deposit is held to cover any incidental expenses or damages that may occur during your stay. To provide you with convenience and transparency, we have established the following process for settling the security deposit:

1. **Confirmation of Booking:** Once your booking has been confirmed, a representative from Landrina Escape will be in touch with you promptly. They will provide you with instructions on how to settle the security deposit.
2. **Settlement Instructions:** Our preferred method for settling the security deposit is via online transfer. Our representative will furnish you with the necessary bank details for this transaction.
3. **Deadline for Settlement:** To ensure that the process is completed in a timely manner, the security deposit must be settled at least 7 days before the date of your stay. If the booking was made in less than 7 days prior to the actual stay, the security deposit must be settled as soon as possible to ensure a smooth check-in process. This allows us enough time to confirm receipt and prepare your accommodations accordingly
4. **Refund Process:** Please leave Landrina in the same condition as you arrived. We will provide an inventory of items found in your villa through email, and our staff will inspect and account for all these items upon Check Out. Unused Security Deposits will be refunded within five (3-5) banking days if the conditions, such as, but not limited to, are met:
  - ✓ No damage was done to the villas, its premises, all its contents, including linens, furnishings, appliances, and equipment.
  - ✓ No items are missing or rearranged.
  - ✓ Villas were left reasonably clean and all trash was properly contained.



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- ✓ Dirty dishes, utensils, used kitchen tools and appliances were cleaned and returned to where they were upon Check In.
  - ✓ All keys were turned over to the designated service crew and were duly acknowledged.
  - ✓ All towels provided were properly returned.
  - ✓ That our policy on NO SMOKING/VAPING inside the villas was observed.
  - ✓ No pets were brought (except for stays in our pet-friendly Villa 2).
  - ✓ The maximum capacity of each villa was followed.
  - ✓ Guests were promptly and strictly Checked-Out by 12:00 NOON, unless prior approval was granted.
  - ✓ Pending payments for unpaid balances, reservation add-ons are settled.
  - ✓ All other policies and rules were followed.
5. **Transparency and Receipts:** Rest assured, we maintain transparency throughout the process. Once the security deposit is settled, you will receive a confirmation receipt for your records. We will also send you a transaction proof once the security deposit has been refunded.
6. **Contact Information:** Should you have any questions or concerns about the security deposit or any other aspect of your stay, please do not hesitate to reach out to our team. We are here to assist you and ensure that your experience at Landrina Escape is seamless and enjoyable.

We thank you for choosing Landrina Escape for your accommodation needs and look forward to hosting you.