

L.E.S. PRIVATE FARM

Reservation, Deposit, Cancellation & Rescheduling Policy

Effective upon management approval

1. Purpose

This policy establishes the standard booking, payment, cancellation and rescheduling rules for Loreto Engracia & Simeona (L.E.S.) Private Farm.

2. Reservation Confirmation

A booking is confirmed only after L.E.S. receives the required reservation deposit and issues a booking confirmation. A quotation, Messenger conversation or verbal agreement does not by itself constitute a confirmed reservation.

3. Reservation Deposit & Payment

Payment Stage	Policy
Reservation deposit	50% of total booking value
Remaining balance	50% due no later than 7 calendar days before check-in
Bookings within 7 days	Full payment may be required
Booking confirmation	Issued after required payment is received

4. Cancellation Policy

Cancellation timing	Deposit treatment	Notes
14+ days before check-in	Transferable once	Transfer to one new date, subject to availability and rate difference.
7–13 days	Non-refundable; transferable once	Credit may be applied to one rescheduled date.
Less than 7 days	Non-refundable	Rescheduling only with management approval.
No-show	Non-refundable	Reservation is treated as cancelled.

5. Rescheduling

Confirmed bookings may be rescheduled subject to availability. One complimentary rescheduling request is permitted where the applicable cancellation window allows it. Any increase in the new date's rate must be paid before the change is confirmed.

6. Weather, Safety & Force Majeure

Where severe weather, government restrictions, unsafe road conditions, natural disasters or other events beyond reasonable control materially affect safe operation, management may offer a rescheduled date or booking credit. Cash refunds are not automatic.

7. Check-in / Check-out

Standard overnight check-in: 2:00 PM–3:00 PM. Standard check-out: 11:00 AM–12:00 PM. Earlier arrival or later departure may be arranged subject to operations and may carry an additional fee.

8. Outside Food & Beverage

Outside food and beverages may be permitted subject to the applicable L.E.S. corkage/outside-food fee. The applicable fee must be disclosed in the quotation or booking confirmation.

9. Facility & Add-on Reservations

Billiard Hall and Chillounge use are separate reservations/rentals unless expressly included in a package. Special photography schedules and other add-ons must be confirmed in advance.

10. Food & Special Dietary Requests

Food is available for pre-arranged or à la carte service. Overnight breakfast is included where the applicable accommodation/package states that breakfast is included. Guests should advise L.E.S. of allergies or special dietary requirements before finalizing food arrangements.

L.E.S. Private Farm — A Farm Made Human