



Cancellation Policy

- Strictly no cancellation and modification upon confirmation of booking. No refund will be extended for any unused services.

Terms of Service

- All rates are NET and NON-COMMISSIONABLE.
- Disclose Rates are quoted in Philippine Peso, Per Person basis and subject to change without prior notice.
- This package is applicable for minimum of two (02) adults traveling together.
- Child Rate is subject for request. (07 years old and above is considered adult).
- All bookings are subject to advance reservation and room space availability upon the point of booking.
- Hotel Standard Check in time is at 2:00pm and standard check out time is 12:00pm.
- Late checkout is subject to room availability but not later than 2:00pm. Late checkouts will automatic charge one (1) night.
- All room categories (bed configuration) are subject to availability upon check in.

- This is for FIT (Frequent Individual Travelers) booking only. All transfers and tours are on seat in coach basis. Only one (01) baggage is allowed per person. In case of more luggage and transport is not enough to accommodate guests and requests for another transfer to accommodate, additional charge for transfer will be billed directly to the passenger who exceeded their allowed baggage.
- Package is applicable for local residents only. All foreign passport holders will incur a surcharge which depends on their nationality (TBA by the hotel). Failure to advise/ inform us upon finalization of the booking will be automatically charge to the account of the traveller.
- Booking must be sent at least 10 DAYS prior departure of travel date.
- Upon booking, please provide the name of the guest(s), and travel date. Hotels need at least one name to hold particular room.
- All flight details of the passengers must be submitted once the booking is guaranteed.
- We will no longer consider on-day/ last minute flight detail notice. Guests will be advised to transfer on their own arrangement.
- No Show on booked dates will render services forfeited.
- Observe ADDITIONAL SURCHARGE during embargo, high and peak days.

- Failure to pay by the dateline set on our official confirmation will result to AUTO-RELEASE of all confirmed services. Any re-instatement of booking will be subject to package availability.
- Please remind the guests that they should be in the lobby on time for the city tour/ departure airport transfer pick up. We will not be held liable if they fail to catch the seat in coach arrangement resulting to an unnecessary incident.
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- In case of Force Majeure (Eg. Emergencies, Accident, Storm, Rally, Typhoon, Etc.) Which are beyond our control, Instatravel Online Travel and Tours will not be liable to any surcharges/penalties imposed by the hotel/ resort and other suppliers.
- Rates are available for booking on our email add: inquire@promotraveltours.com
- For additional queries, kindly send your Booking Request / Concerns / Optional Tours amendments through email at: inquire@promotraveltours.com
- 24/7 Hotline serves only on emergencies for partners' convenience.