

From Booking until End of Stay

When making the Booking

Please ensure you have complied with the Booking Conditions. When the booking is made with an internet agency, the Booking Conditions can be found on the website of that agency. You will have been provided a questionnaire requesting your details at the time of your booking. www.horizonviewcondo.com/booking or alternatively by email to horizonviewcondo@gmail.com

If you are able, kindly tell us of the purpose of your stay at our property, and explain to us if you have any particular requirements that you think we need to understand or facilities we need to provide to make your stay more comfortable.

With at least a few days warning, you will be provided with a contact name and telephone number of our Agent who will meet you on arrival, handover keys, and explain everything to you. The Building Management have strict rules for our protection and for your own security. Our Agent will guide you through the reception check-in process.

Before setting off!

Important. Have you emailed copies of official photo ID for all adults arriving? We have to have these at least 3 days before arrival.

Have you got confirmation of your stay? Have you made contact and received a reply from the Agent with definite confirmation of the date and time of arrival. Have you informed of flight numbers and arrival times. We can monitor the flight's progress and be forewarned of any delays. Are you sure you will have a working phone in order to be in touch with our agent when you are close to arrival? It is vital that you are able to phone the agent.

Have you either signed a Tenancy Lease Agreement or been informed that it will be necessary to sign on arrival? Have you agreed and understood the requirements for a security deposit? If your booking has been made and paid for with an online agency, these issues may have been covered already.

Getting There

The building called Horizon101 is the tallest building in the city of Cebu. Every taxi driver should know it. It is on a road called General Maxilom Avenue, but everybody still calls it by its old name “Mango Avenue”. So, it is best to call the road Mango Avenue. Every taxi knows the road Mango Avenue, it is probably the most famous road in the city due to its vibrant night life. Just get into the taxi and say “Horizon 101, Mango Avenue”. Mango Avenue is off a roundabout called Fuente. And the apartment building is a short walk from Fuente. Again, every taxi driver knows Fuente. And when you are there, you cannot help but notice the very tall building. There are two buildings, Tower 1 and Tower 2. Our condo is in the taller Tower 1 on the right-hand side, behind the coffee shop.

If you arrive at Mactan-Cebu airport, it is very easy to find the taxis. Choose a white taxi, they are cheaper. They always have a meter. Yellow taxis cost more. Taxi drivers in Cebu are good. Before you get into the taxi you will be handed a small piece of paper. The Airport Authority cares about good service and the piece of paper contains the registration number of your taxi if you should have a complaint. The cost from the airport should be about 250 pesos. Traffic is always bad. 45 minutes to an hour is a typical journey.

If you look at Cebu City on google maps, Fuente is always easy to spot. It is a roundabout with a green center. Take a look and you will see it. You will find Fuente very useful for its shops and supermarket. The supermarket is called “Robinsons”.

Before arrival

It is a good idea if possible, to call the Agent by phone before you arrive at the building. Important, agent have been requested not to wait in reception as it causes overcrowding, therefore it is vital to mske sure you have already made contact with your agent before setting off, and again when on route and nearing the building. The Agent might be waiting in the apartment and only requires 5 minutes to come down to reception. The phone number of the apartment is:

Telephone number: 0063 32 2313975 / (032) 2313975

Upon entry into the building

There is strict security at the building and in addition to being asked some questions a search of bags might be requested. It is also necessary to walk through an airport style scanning machine. You will see in the reception seats where Agents often wait. There are forms that must be completed and signed in order to satisfy the requirements of the reception and security staff. You should already have supplied official photograph ID for all adults occupying the property. The Building Management reception staff will keep a copy for their records.

Note that no occupants may be enter the apartment before the Lead Name has checked in and signed the Tenancy Lease Agreement.

Upon entry into the apartment.

Take time to be shown around the apartment by the Agent who will introduce you to the features and facilities. It is important to attend to and agree the complete list of items as shown by the Agent, as well as the condition of all items, fixtures and fittings. You will be required to sign the items list which will be retained by the Agent who will use it at the end of your stay to ensure all items are in place, working, and in an acceptable condition. We appreciate your time in this exercise. It is our wish to provide as many quality items for your enjoyment during your stay and we need to ensure everything is provided and kept in the best condition possible.

You will also be requested to sign the Tenancy Lease Agreement. If the security deposit has not been pre-paid, you will be required to pay in cash the security deposit as specified at the time of booking. If the booking is made using an internet booking agent, then the return of the deposit will comply fully with those terms and conditions. Where not specified elsewhere the return of the security deposit will be in accordance with the Tenancy Lease Agreement.

You will be given sets of keys. Each set contains 3 keys and an elevator card. Please do not lose any keys or cards during your stay as it could be very expensive and result in a claim from your security deposit. If you lose any key then we may need to replace locks and all keys for the security of future guests, so we ask you to be very careful.

The apartment has been designed to maximize your comfort. If you have any doubts or concerns then tell the Agent, don't hold back. There is a genuine commitment to continual improvement and it's to everyone's benefit that your needs are properly understood.

End of your stay.

Be prepared, please put away neatly all utensils and components, it will make departure run much smoother.

Check everywhere that you are not leaving any belongings behind. Check wardrobes and draws in beds under pillows, in bathrooms and everywhere in the lounge, behind and under all furniture.

The oven and microwave should both be empty of any food and their trays in clean condition. All food should be removed from the fridge and freezer. If any items do remain, just let the Agent know before you leave.

Leave the Fridge switched on. Leave all the fuse box switches in their normal positions; i.e. do not switch anything off, unless instructed otherwise.

To save time have ready to handover at the end of your stay keys in their original complete sets.

Place ALL NINE! remotes from all rooms on the coffee table in the lounge.

Please ensure that in the wardrobes there is one complete set of clean dry bedding sheets and covers and towels, as there should have been on your arrival. Feel free to leave recently used linen on the beds and used towels in the bathrooms. The Agent will do the laundry after your departure.

The Agent will need to arrive ahead of time to be sure you are not delayed and there will be some general discussion and you'll be able to provide information about your experiences, and make comments, complaints and recommendations

Important: The Agent will arrive one hour before the time of your departure from the property. This allows plenty of time to finalize paperwork and discussions regarding your experience in the property. It will also allow plenty of time for the Agent to inspect all rooms of the apartment and check that all fixtures and items are in place and in proper condition.

Our Agents

We are fortunate to have several agents who are key holders and all of whom have legal authority to act upon our behalf. Whichever agent will be the one responsible for your tenancy will be able to provide all necessary information.

Please meet



Mac



Elias



Merlinda



Joel