



GENERAL INFORMATION & HOUSE RULES

Welcome to Nuuk Taal Lake!

We're delighted to have you as our guest. As a boutique hotel with a unique setting, some of our policies may differ from those of larger resorts. To ensure a smooth and enjoyable stay, please take a moment to review these guidelines. Thank you for your understanding, and we look forward to hosting you!

GETTING HERE

We wish you safe travels! If you're coming from Manila, we recommend taking SLEX Southbound, continuing onto Star Tollway, and exiting at Tanauan. From there, follow the National Road through Tanauan and Talisay—we're located in the first Barangay of Laurel, on the lakeside.

- **Traffic Notice:** Traffic can be heavier on Friday evenings and Saturday afternoons, so please plan accordingly.
- **Airport Transfers:** If you need a transfer, let us know in advance—we'll be happy to arrange one for you (additional charges apply).
- **Navigation:** You can easily find us by entering "Nuuk Taal Lake" on Waze or Google Maps.

ARRIVAL & DEPARTURE

- Only registered guests may enter the property. The number of guests in your reservation must match the number at check-in. Kindly provide full names and valid government-issued IDs at check-in (you may also send this in advance to speed up the process).
- **Resort Arrival:** After 1:00 pm.
- **Room Check-in:** From 3:00 pm
- **Room Check-out:** By 11:00 am.
- **Resort Departure:** By 1:00 pm

These timings help us maintain a peaceful, private atmosphere and allow our team to properly prepare for incoming guests.

LATE NIGHT ARRIVAL & EARLY CHECK-OUT

- Our **Front Desk operates from 8:30 AM to 5:00 PM**. If you're **arriving after 10:00 PM**, please inform us in advance so we can ensure a smooth check-in.
- If you're **checking out before the Front Desk opens**, let us know in advance so we can arrange your departure seamlessly.

ILULLI RESTAURANT

- **Service Hours:** Our Guest Services Team manages both the Hotel and Restaurant operations from **7:00 AM to 10:00 PM** and can be reached at loc. 109 from the guestrooms.
- **Reservations:** Seating times and table preferences are assigned on a reservation basis. View our menu at www.nuuktaal.com/ilulli.

Meal	Service Time
Breakfast	8:00 AM - 10:00 AM (Cereals/drinks available from 7:30 AM)
Lunch	12:00 PM - 2:00 PM (1:00-2:00 PM on arrival day, 12:00 PM on departure day)
Merienda	3:30 PM - 5:00 PM
Dinner	6:00 PM - 9:00 PM (Last order at 8:45 PM)



Dinner Dress Code: Ilulli follows a **smart casual** dress code for dinner. Flip-flops, sportswear, and pajamas are discouraged inside the restaurant. Guests looking for a more relaxed dining experience may reserve outdoor seating.

Bar Service: Available during restaurant hours. For guest comfort, we maintain **quiet hours starting at 10:00 PM. After 11:00 PM**, public areas must be cleared unless guests have booked a private service team, as we require our Service Team to be available for health & safety and service requirements at any time that guests are in public spaces (fees apply).

No. of Guests	No. of Service Team members	Service Fees
Up to 5	1	P1000/hr
6 to 15	2	P5000/hr

Corkage Fees: Guests may BYOB (Bring Your Own Bottle) with prior approval. Beverages must be handed to our staff for service at your table. Corkage fees apply per 1L standard bottle.

Beverage	Corkage Fee
Wine	Php 850/bottle
Champagne/Hard Liquor	Php 1,950/bottle
Beer	Php 100/bottle or can
Non-alcoholic Drinks	Php 500/bottle
Sodas & Mixers	Php 50/can

Outside Food & Drink: Bringing outside food and drinks (including sodas and juices) is **not permitted** unless pre-approved. A fee will be charged to your room bill if non-approved items are found in public spaces. Celebration cakes are allowed with prior approval.

GENERAL INFORMATION

- **Payment:** We require **100% prepayment to secure reservations**. On-site, payments can be made via **Bank Transfer, Cash, GCash, or Credit Card**.
- **Cancellation:** For full details, refer to Section 3 of our Guest Terms at www.nuuktaal.com/info. Below is a quick reference guide:

Days Before Arrival	Refund	Booking Amendment Fee
More than 20 days	90%	0%
14 to 20 days	70%	0%
72 hours to 13 days	50%	50%
Less than 72 hours	0%	100%

- **Housekeeping:** Includes turndown service in the evening and morning make-up service. To opt out, notify our staff or use the Do Not Disturb sign.
- **Quiet Time: 10:00 PM - 9:00 AM.** Group gatherings after 10:00 PM should be in the Viewing Deck or Pool Area only. Other public areas must remain quiet.
- **Swimming Pool: Open 7:00 AM - 9:00 PM. No lifeguards are on duty.** Guests must be dry before entering indoor spaces. Swimwear is only allowed at the pool area.
- **Liability:** Nuuk is **not responsible** for lost or damaged personal belongings. Safes are available in all rooms.
- **Pet Policy:** Refer to our Pet Policy Agreement at www.nuuktaal.com/info.
- **Smoking:** Strictly **not permitted indoors or within 15 meters of the building**. Violators will be charged **Php 20,000**. Please ask our staff for designated smoking areas.



ADDITIONAL NOTES

- Nuuk is surrounded by nature, so occasional encounters with insects or small animals may occur.
- Security staff are on duty at the guardhouse, and CCTV is installed throughout the property.
- **No bodyguards** are allowed beyond Nuuk's parking area.
- **Lost Key Cards:** A fee of **Php 200 per lost key card** applies.

We appreciate your cooperation in following these guidelines, which help us maintain a peaceful and enjoyable environment for all our guests. If you have any questions or special requests, feel free to reach out.

We hope you have a wonderful stay at Nuuk Taal Lake!

Nuuk Inc.

295 Km 89 Talisay-Laurel Road, Barangay Berinayan, Laurel, Batangas