

- Please booking by our online reservation service. After booking, the system will produce a specific reservation number and a transfer account; till now the whole process is confirmed formally. If you can't see the confirming information, the system will release vacancies around 20-30 minutes, please try again later.
- Debiting announcement: Please make sure the booking amounts and the transfer account are coordinate with your confirming text when you pay the deposit. Postponing charging will be seen as the deal was canceled. Thanks for your understanding. Our online reservation system only offers ATM transferring service.
- Breakfast is included, extend stay has 10% discount each day( limited in the same room type except Spring Festival vacation.) We'll charge the down payment by the discount amounts when you check in, other preferential benefits will follow accordingly.
- To assure our lodging quality, each room we offer 1 extra bed/person only( except Green Emerald ). Children over 7 years old charge extra bed fee NT. 500/per kid, under 7 charges NT. 300 except Spring Festival vacation(NT. 500/ per kid), all projects include breakfast.
- Remind you surely confirm the members amount while you reserve. To assure our lodging quality, our resorts wouldn't accept over- lodged. If any over-lodged situation happens,(included add person after formal reservation), HouHu Resorts have the right to refuse your check-in and forfeit the full amount of your deposit.
- When you accommodate, check-in time starts at 3 PM, and the latest ends at 6 PM. If any delaying please confirm us in advance.(Phone number: 0933799557) Check out time is 11:00 AM. the next day. We suggest you may check in earlier to enjoy the extraordinary beauty environment and gorgeous vacationed space.
- The cleansing fee would be added 300 NTD/per one. Please mark in the footnote when you booked in if you carry your pets. If any forbidden situation happened, Our resort will keep our authority to cancel your reservation, please excuse us.
- Houhu Resorts located in a remote district and your mobile phone may barely have signal service besides some certain telecom service, like Chunghwa Telecom; and the WI-FI system may not steady all the time either. To make sure all these won't interfere with your interests on holiday, so please make sure you've made fully consideration before you make the reservation.
- BBQ and set out fireworks are not allowed in the resort district to maintain the lodging quality and the safety of surrounding area. Smoking, drinking, gambling, hustling, and cooking are forbidden indoor either. Please do not use any appliance and gas burner that we don't provide in case of danger. All our facility include furniture, appliances, decoration, cushion, and tools are seem as our property, please check out our court if you needed. Any damages or disappearing situations happened customer will be charged in the bill at full price. While you're out, please don't forget to lock the door, windows and shut down the appliance. Safekeeping of personal valuables and there is no responsibility of us if your belonging gets damaged or stolen.

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- The feature of HouHu Resorts is its serenity space and purely environment, and we have a distance toward Hualien City, it takes around 50 mins to drive there. That also means it's not as convenience as in Hualien. So we urge you not to make the reservation if you get used to the hustle city life.

- After booking procedure on line, please check your booking information (amount /room type/ days/date) is correct, we do not accept any mistyping mistake while you check in. Besides, room reserved date based on the first time you book in. To make sure other customer's right, please don't procrastinate and cancel by the system repeatedly and rebook again or reserve several book-in in different days at the same time. If as mentions happened, our resorts keep the right to cancel the reservation.

- To assure your right to the reservation, please fill your full name( in Chinese ) and correct information, and the total lodging amount is be noticed, too. Please don't lodge over than the limited amount. If as mentions happened, our resorts also keep the right to cancel the reservation.

- To make sure your rights of reservation, please must review the information about rooms/transportation/dining serves before booking. If you make the reservation on line, it will seem as the customers have already known and agreed all the policies and information we provide on the official website.

#### Room-exchanging notice:

- If change a booking is needed, it has to be completed 10 days prior to arrival date, one time would be allowed. Besides this, no changing would be allowed.

#### Cancellation Policy:

- If it happened on the arrival date, refund total deposit 0%.
- If it happened 1-3 days prior to the arrival date, refund total deposit 30%.
- If it happened 4-9 days prior to the arrival date, refund total deposit 50%.
- If it happened 10-130 days prior to the arrival date, refund total deposit 100%.

- If earthquakes, typhoons or other circumstances beyond the Villa's reasonable control take place on the arrival date, based on the local county government executive order, the Villa will either refund the deposit or have your permission to keep the deposit for your next stay (limited within 6 months).