Guardian Base Transportation

Rental & Booking Policy

Deposit & payment · Cancellation & refunds · Damage & liability · Driver, fuel & mileage

CEBU, PHILIPPINES · LAST UPDATED SEPTEMBER 2026

Note to Guardian Base Transportation: this policy is ready to publish. Amounts marked **CONFIRM** are reasonable starting numbers for a Cebu van-rental-with-driver business — review them and let your Claude assistant know of any changes, and this PDF and the website page will be updated together.

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1. Definitions

"Company" refers to Guardian Base Transportation, its owner, staff and affiliated booking partners. **"Client"** refers to the person or group renting the van. **"Partner"** refers to an individual or agency authorized by the Company to submit and manage bookings on a Client's behalf. **"Trip"** refers to a single confirmed booking, whether a city transfer, day tour, or multi-day rental.

2. Booking & confirmation

A booking request (submitted directly by a Client or through a Partner) is treated as an **inquiry** until the Company reviews and confirms it. A requested date is only guaranteed once the Company marks the booking as **Confirmed** and the required deposit (see Section 3) has been received — an unconfirmed or unpaid request may still be given to another Client.

Once a booking is confirmed, that date is locked on the Company's calendar and can only be changed or cancelled by the Company, even if it was originally submitted by a Partner.

3. Deposit & payment terms

Deposit to confirm

- A deposit of **30% of the total trip cost** is required to move a booking from "pending" to "confirmed" — the moment it's paid, the date locks on our calendar. The deposit is applied toward the total trip cost; it is not an extra fee.
- The remaining balance is due in full on the day of the trip, before or at the start of service, unless the Company and Client agree otherwise in writing (e.g., over WhatsApp/Viber).

Accepted payment methods

- Online via card, GCash, Maya, or bank transfer through our secure payment link — sent automatically once a booking is submitted, or on request.
- Cash or a direct GCash/bank transfer arranged with our team also works; just let us know and we'll record it.

Partner commissions

For bookings sourced through a Partner, the Partner's commission becomes payable once the Company confirms the booking, and is paid out by the Company after the trip is completed and payment has been received in full.

4. Cancellation & refund rules

When you cancel	Refund of deposit
7 or more days before the trip	Full refund, minus a **₱200 processing fee (CONFIRM)**
3–6 days before the trip	**50% refunded (CONFIRM)**
Less than 3 days before, or no-show	Deposit forfeited

Rescheduling

One free date change is allowed per booking if requested at least **48 hours (CONFIRM)** before the original trip date, subject to the van's availability on the new date. Requests made later than this, or a second reschedule, are treated as a cancellation under the table above and a new booking.

If the Company cancels

In the rare case the Company must cancel a confirmed trip (e.g., vehicle breakdown, a safety concern such as a typhoon or road closure), the Client receives a full refund of all amounts paid, and priority rebooking on a new date at no extra cost.

5. Damage, liability & insurance

Every trip is operated by a Company-provided professional driver — **the van is never self-drive**. Because of this, liability is handled differently from a typical self-drive car rental:

- The vehicle is covered by comprehensive insurance and third-party liability coverage as required for vehicles for hire in the Philippines. This covers accidents and damage arising from the Company's operation of the vehicle.
- The Client is responsible for the cost of repairing damage to the vehicle's interior or exterior caused by the negligence, misuse, or deliberate act of a passenger (e.g., a broken window, torn upholstery, or damage from an unauthorized activity). Cost is based on the Company's actual repair estimate.
- Excessive mess requiring special cleaning (e.g., spills, vomiting, mud) is subject to a cleaning fee of **₱500–₱1,500 depending on severity (CONFIRM)**.
- The Company is not liable for personal belongings left in the vehicle. Please check the van before disembarking; the Company will make a reasonable effort to return items found afterward.
- Travel insurance for passengers (covering personal injury, medical costs, or trip interruption) is not included in the rental rate. Clients undertaking higher-risk activities during a tour (e.g., canyoneering, island hopping) are encouraged to arrange their own personal travel/activity insurance.

6. Driver, fuel, mileage & late return

- **Driver included:** every booking comes with a licensed, professional driver. Self-drive is not offered.
- **Fuel included:** fuel is included in the quoted rate for the trip as booked. Toll fees, parking fees, and destination entrance fees are the Client's responsibility, as noted on the rates page.
- **Mileage:** day tours and multi-day rentals include unlimited mileage within the contracted hours and a reasonable itinerary in Cebu and nearby provinces. Extended or unusually long-distance itineraries should be discussed and quoted in advance.
- **Extending the trip / late return:** if a Client wants to extend beyond the contracted hours, this is billed at ₱500 per additional hour (the same published rate), **rounded up to the next full hour (CONFIRM)**, and is subject to the driver's availability for the rest of that day — it is not guaranteed if the driver has another booking after.
- **Overnight, multi-day trips:** where the itinerary requires the driver to stay overnight away from the Cebu base, the Client shoulders the driver's reasonable meals and accommodation for those nights, **in addition to the quoted rental rate (CONFIRM)**.
- **Inter-island travel:** if a trip requires the van to cross by ferry (e.g., to another island), any RORO/ferry fees for the vehicle are shouldered by the Client and quoted separately in advance.

7. Passenger conduct

- Passenger count must not exceed the van's rated seating capacity.
- Smoking and the use of illegal substances inside the vehicle are strictly prohibited.
- The driver has final authority on road safety, including refusing an unsafe request (e.g., dangerous overloading, reckless behavior, driving through an unsafe area/route, or continuing to drive visibly beyond safe hours).
- The Company reserves the right to end a trip early, without refund, if passengers engage in illegal activity, violence, or behavior that endangers the driver or other passengers.

8. General terms

- This policy applies to all bookings made directly with Guardian Base Transportation and all bookings made through an authorized Partner.
- The Company may update this policy from time to time; the version in effect on the date a booking is confirmed applies to that trip.
- This policy is governed by the laws of the Republic of the Philippines.
- For anything not covered here, please reach out directly — we're happy to talk it through before you book.

Questions about this policy?

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