



Frequently Asked Questions (FAQs)

1. **Where are you located?**
 - We are located in Laurel, Batangas, on the lakeshore, with Tagaytay Ridge behind us when facing the volcano.
 - Address: Km89, 295 Talisay-Laurel Rd, Barangay Berinayan, Laurel, Batangas. You can find us by typing in "Nuuk Taal Lake" into Waze or Google Maps. For those coming from Manila, take SLEX Southbound, continuing on to Star Tollway and exiting at Tanauan. After the toll, take a right turn and follow the National Road straight all the way through Tanauan, Talisay, and then we are the first Barangay in Laurel. Our place is on the lakeside (left).
2. **How can I check for availability?**
 - For availability and bookings, please click the 'Book Now' button on our website's homepage - www.nuuktaal.com. You will receive an automated email response and then our team will review your request. We will subsequently confirm that (i) we can accept your reservation and (ii) you can proceed with the bank transfer for the deposit.
3. **What amenities do you offer?**
 - Details of amenities can be seen on the homepage at www.nuuktaal.com. Property amenities include our restaurant ILULLI, infinity swimming pool, gardens, free parking, free breakfast, and free WiFi. Room Amenities include Smart TVs with Netflix, air-conditioning, toiletries (shampoo, conditioner, shower gel, soap and body lotion), and hair-dryers.
4. **What is your COVID Policy?**
 - Please see our COVID Policy at www.nuuktaal.com/info.
5. **Do you allow kids and seniors at this time?**
 - Yes, as of June 2021, we do accept both kids and seniors. For kids, we just control the overall child occupancy at any given time. Once you make a booking online, our team will review the request to ensure that we can accept it given our projected occupancy for the dates requested.
6. **Are pets allowed?**
 - We are afraid pets are not allowed indoors at Nuuk. Please see Page 2 of the House Rules under www.nuuktaal.com/info.
7. **Do you allow walk-in diners at your restaurant?**
 - We currently do not allow walk-ins at this time. The restaurant is reserved for hotel guests only until further notice.
8. **Do you accept day tours?**
 - We do not accommodate day trips at Nuuk with no hotel rooms bookings. Entrance to the resort is exclusively for registered hotel guests at this time.