

Your Safe District Awaits!

We are committed to ensuring a safe holiday for our valued guests, starting from the moment you book your stay up to the time you bid us goodbye. Our enhanced health and safety protocols are in place for your peace of mind and for the safety of all - guests and staff alike.

RESERVATIONS AND PRE-ARRIVAL



All bookings are processed online - via email or through our website's Reservation System. Guest details will be collected during this time to shorten check-in time.



Payments are processed via a secured online payment gateway, and may be settled using a credit or debit card.



A Pre-Arrival Letter regarding the hotel's policies, safety protocols, and other reminders will be sent to guest via email.



Everyone is encouraged to avail of the hotel's pre-paid services.

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HOTEL TRANSPORTATION



- Hotel vehicles are disinfected before and after every use.
- Physical distancing markers and acrylic barrier in vans (between the driver and guests) are installed as an added safety measure.
- Guests will be required to sanitize hands before entering the vehicles and to wear a face mask at all times.
- Luggage disinfection will likewise be implemented.
- First aid and sanitation kits are available, as well as a separate trash bag for disposable PPEs.
- A maximum of 4 guests (van) / 5 pax (boat) will be allowed per trip.
- Staff will be wearing protective equipment at all times.

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CHECK-IN



- Temperature check will be implemented upon entry to the hotel. Those with over 37 degrees Centigrade and with flu-like symptoms will not be allowed entry and will be referred to a doctor, nearest hospital, or to the island's Health Emergency Response Team. A holding area for guests with symptoms will be available.



- Sanitizing foot mat and alcohol-based sanitizers are available at the entrance of the hotel. Luggages will also be disinfected before bringing it inside the property.



- All arriving guests must fill-up the hotel's Health Declaration Form a day prior to arrival date. Guests are likewise required to present their Tourist QR Code (please visit www.touristboracay.com) upon entry to the island and to the hotel.



- All staff shall wear Personal Protective Equipment. An acrylic barrier at the Front Desk as well as social distancing markers are in place as additional safety measures. Guests will be escorted to their room, while strictly observing physical distancing.

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GUEST ROOMS



- Rooms are disinfected and thoroughly cleaned everytime a guest checks-out, and will only be assigned to new guests after 24 hrs.
- Maximum of 2 persons will be allowed in a room, or up to 4 persons in Family Rooms. Mingling with occupants of other rooms are disccouraged.
- A Sanitation Kit will be available for guests as part of the room amenity.
- All staff attending to guests that requires physical assistance must wear applicable personal protective equipment.
- Guests who wish to have their room cleaned during their stay may request for the service in advance.- Cleaning time may take about 2 hours.

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PUBLIC AREAS



- Sanitizing mats and stations are available in all entry points.



- Cleaning and disinfection of high-touch surfaces is done every hour. Common areas and restrooms are disinfected every two hours or as necessary.



- Elevator is disinfected every hour. Only three persons will be allowed to use the elevator at a time.



- Guests must observe social distancing when using the pool. Maximum of 10 persons will be allowed to use the swimming pool at a time.

- Scheduled use of gym will be implemented to observe physical distancing protocols. Number of persons will be limited to 4 persons at a time.

- Physical distancing measures will also be applied at the conference room, allowing only 50% of its original capacity. It will be disinfected before and after every use, as well as during break times.

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FOOD AND BEVERAGE



- Temperature check and sanitizing of hands and foot will be implemented upon entry to the outlets. Walk-in guests will be required to present their Tourist QR Code and to fill-out a Health Declaration Form before they can dine at our restaurants.
- The seating capacity of each outlet will be reduced by half to ensure that social distancing is practiced.
- Staff will be required to wear personal protective equipment at all times. Only the assigned staff will be allowed to handle all food and beverage to guests.
- Breakfast is served from a menu selection, and is available both for dine-in and for in-room dining.
- For those who prefer in-room dining, food will be available for pick-up at the Grab-and-Go Station.
- Enhanced sanitation protocols are implemented inside the kitchen and service area.

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SPA



- Temperature check will be performed before entry to the spa. Walk-in guests will be required to present their Tourist QR Code and to fill-out a Health Declaration Form upon entry to the hotel. Guests showing flu-like symptoms will be refused entry to the spa.
- Guests will be required to shower before treatment, and must wear face mask during the treatment.
- Therapists will be wearing personal protective equipment during treatment.
- Disinfection of room shall be performed every after use. Linen change after each use will continue to be implemented.

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DEPARTURE



- Guests are encouraged to settle all charges via our online payment platform. Cash payment are highly discouraged.
- Rooms are disinfected thoroughly after use. Door will be sealed after cleaning to signify that the room remains untouched until it is turned-over to new set of guests.
- All staff assisting guests for check-out will be wearing personal protective equipment.