

## CHECKPOINTS

Checkpoints might be encountered when driving to the resort. Please be ready to bring valid Government-issued Identification or Passport. Until lifting of the checkpoints, please prepare to present a travel pass and a medical certificate for each passenger if required. Please call the resort for questions.

## TRAVEL EARLY

Travel early and allow for any delays or stops along the way. Check-in time is 3:00 PM while check-out time is 11:00 AM.

## ARRIVAL AT THE RESORT

## HEALTH PROTOCOLS ARE STRICTLY ENFORCED

- For protection of all, please follow the rules and cooperate with Staff at all times.
- Temperature checks, handwashing and sanitizing to be carried out before Check-in.
- Health Declaration Forms are required to be filled-out by each guest.
- Please wear facemask and keep physical distancing of 2 meters.
- Outside Food and Drinks are not allowed.
- Pets are not allowed.

## DINING SCHEDULE AND PRE-SELECT MEALS

- Restaurant seating is reserved and assigned during registration or check in.
- Seats are assigned on a first-come, first-serve basis and will be subject to restaurant capacity.
- Meal selection will be based on Menu for the Day.
- Once seat and table are assigned, transferring to other tables are not allowed.

## CHECK-IN GUESTS

- The Resort has implemented a contact-reduced process.
- The Guests have option to pre check-in online (prior to arrival) or at the Resort.
- Settlement of Room Charges will be done prior to booking confirmation. Payment portals will be accessible for contactless transactions.
- Show Booking Confirmation/Voucher Confirmation (Printed or Mobile).
- Luggage will be dropped off at a designated area beside the lobby.
- Day tour, membership and other wrist tags will be issued at the Front Office. All guests are required to apply and wear on their wrists.

# What to Expect at the Resort

## PRE-ARRIVAL

### BOOK AHEAD

Due to limited capacity as mandated by Government to help prevent virus spread, prior reservations for resort stay or day tours are required. Services extended will be on a first-come, first-serve basis.

#### DAY TOUR HIGHLIGHTS:

- Minimum 24-hour prior reservations are required for Day Tours to guarantee space.
- Day Tour Hours: 9:00 AM to 5:00 PM
- Reservations will be on a first-come, first-serve basis.
- Walk-ins will be subject to availability and cannot be guaranteed.

#### RESERVATIONS:

##### DAY TOURS (Minimum 24 Hours Prior Reservation)

Telephone: 036 416 0702

Mobile: 0998 588 3439

Email Address: fo.panglao@bluewater.com.ph

##### ROOMS / STAY

Panglao

Telephone: 036 416 0702

Mobile: 0998 588 3439

Email Address: reservations.panglao@bluewater.com.ph

Manila Office

Telephone: 02 8 817 5751 / 02 8887 1348

Email Address: panglao@bluewater.com.ph.

### BE READY BEFORE TRAVEL

Please read the “Know Before You Go” Checklist when preparing for your trip and before departing for the resort. This will give you information on what to do and bring before you embark on your trip. See Link: <https://bit.ly/KnowB4YouGoPanglao> .  
*Please bring Booking Confirmation/Confirmation Vouchers (Printed or Mobile).*

### **WAITING AREAS AND LOUNGES**

The guests must wear facemask and shall maintain social distancing of 2 meters at all times. Lobby Waiting Lounge are for Staying guests only. Furniture is arranged to practice social distance. Please remain in your seat while waiting for your turn. We will only accept 10 guests at a time at the lobby.

### **ARRIVAL AT BLUEWATER PANGLAO**

- **HEALTH PROTOCOLS AND RESORT RULES ARE STRICTLY ENFORCED.**
- **PLEASE KEEP THE RESORT CLEAN.**
- **CONTACT-REDUCED PROCESSES ARE IN PLACE**

### **AT THE RESORT: DAY TOUR GUESTS**

- Guests will be situated at the *Aplaya Restaurant and Pool Area*.
- Health Protocols and resort rules are strictly enforced, including social distancing.
- When dining, Guests will be assisted by the waiter for seating at the assigned table and serving of pre-selected meals. Ala carte menu and pre-packed food are available to guests.

### **AT THE RESORT: CHECKED-IN GUESTS**

- Prior to occupancy, cleaned and sanitized rooms are sealed for guest protection.
- All rooms are deeply cleaned and sanitized with hospital-grade solutions after each guest check-out.
- Welcome Drinks will be available in the rooms.
- As safeguard, room amenities may be reduced, relocated or protected. Additional amenities such as mini-bar items, toiletries, pillows and hangers are available upon request. Please contact the Housekeeping for more information.
- No sharing of personal items with guests not with same party. This includes sharing of food, beverages and utensils.
- Daily turn-down service will be suspended for added protection. Guests may opt to request for daily cleaning of your room. Please contact the Housekeeping for more information.

### **DINING AT APLAYA RESTAURANT**

Seating at Aplaya Restaurant may be pre-arranged and pre-assigned. Please dial 514 from your room telephone to reserve table. The restaurant is open daily from 6:00 AM to 8:00 PM. Note that Buffet service is temporarily suspended until further notice.

## DINING SAFEGUARDS

To avoid contamination, tables have been physically distanced. Hand-washing areas and sanitation stations have been made available.

for added protection, wait staff are wearing personal protective equipment such as face mask and face shield.

All guests are encouraged to step on mat to disinfect your footwear at the entrance. In-room Dining is very much encouraged, to reduce the risk of public exposure.

## DINING FLOW

- Ala carte menu will be made available upon request via QR Code. It may be viewed as well <https://www.bluewaterpanglao.com.ph/CMSv2.0/admin/uploads/dining/content/159704330401730600.pdf>
- Food and drinks will served by the wait staff. No self-serve items will be available.
- Orders will be settled with our wait staff. A designated payment tray shall be used when accepting payments and issuance of invoice and change.
- Sanitation protocols will be observed.

## DEPARTURE FROM THE RESORT

## CHECKOUT PROCESS

Checkout time is 11:00 AM. Social distancing and wearing of face mask will be enforced.

A designated payment tray shall be used when accepting payments and issuance of invoice and change.

Guests are encouraged to transact in the designated window at the Front Office Counter located at the lobby.

Please sit in the waiting area where furniture is arranged for social distancing protocol and wait for your turn to be served.

## SUSPENDED SERVICES

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PLEASE CALL THE RESORT FOR UPDATES AND RESUMPTION OF SERVICES.

- Spa Services and Children's play area
- Island Hopping Tours, Diving, City & Countryside Tours (will resume when Local Government moves to restart normal operations)
- Holy Mass