

Frequently Asked Questions

1. How can I pay for my booking online?
Once an online booking is made, we will get your credit card details to guarantee your booking.
2. How many children can stay in my room for free?
For the Junior Suite and One Bedroom Suite, up to 3 children below 7 years old can stay for free when sharing the room with 2 adults
For the Two Bedroom Suite, up to 4 children below 7 years old can stay for free when accompanied by 4 adults.
3. Do you offer baby sitting services?
Yes, we offer baby sitting services for P700 per hour
4. What are the check in and check out times?
Standard check in time is at 2PM, while check out time is at 12NN. Should you extend your stay from 1PM-2PM, you will be charged P3,000 and a whole day charge for the room should you extend from 2PM onwards.
5. Are there cancellation charges?
Yes.

For Super Peak Season

Cancellation received 30 days prior to arrival 50% of the total room nights paid will be charged.

Cancellation received 20 days prior to arrival full stay will be charged.

For Peak Season

Cancellation received 20 days prior to arrival one night will be charged.

Cancellation received 10 days prior to arrival full stay will be charged.

For Lean Season

Cancellation received 7 days prior to arrival one night will be charged.

Cancellation received 3 days prior to arrival full stay will be charged.

No Shows are subject to 100% Cancellation Charge (room charge). For In-house guests who decide to shorten their stay, payment for the unused nights shall be non-refundable.

6. How do I get from the airport to the resort?
VIA CATICLAN: Upon arrival at the Caticlan Airport, a van will take you to the Fairways and Bluewaters welcome center. From which, the Discovery Shores passenger boat will take you to a 10 minute boat ride to the Cagban Jetty Port for final van ride to Discovery Shores that takes around 25 minutes.
VIA KALIBO: From the Kalibo Airport, there will be a 2-hour van ride to Fairways and Bluewaters welcome center. Upon arrival at the Caticlan Airport, a van will take you to the Fairways and Bluewaters welcome center. From which, the Discovery Shores passenger boat will take you to a 10 minute boat ride to the Cagban Jetty Port for final van ride to Discovery Shores that takes around 25 minutes.
7. What room types do you offer?

Room	Size in Sqm.	Maximum Allowable Pax
Junior Suite	41-46 sqm	3 adults
One Bedroom Suite	62 sqm	3 adults
One Bedroom Premiere	78 sqm	3 adults
Two Bedroom Suite	110 sqm	6 adults
Two Bedroom Premiere	130 sqm	6 adults
8. Can you accommodate handicapped guests?
Yes, we have rooms designed for handicapped guests.

9. What are the golf facilities in the island?
For golf facilities, we refer our clients to Fairways and Bluewater resort, which is less than 5 minutes away from Discovery Shores
10. Do you have affiliate diving schools?
We have 2 affiliate diving schools: Scubaworld and Boracay Scuba. Our guest relations associates can assist you with your bookings.
11. How many extra beds can one room accommodate?
We can only accommodate 1 extra bed per room.
12. What are special activities for children?
Special kids' activities are in store everyday such as t-shirt making, puppet making, film viewing, sand-castle making, etc.
13. What voltage do you use in your outlets?
Standard voltage used is 220 volts.
14. Do you have a cable connection and in-house movies available?
We connected to Kalibo Cable and we have DVDs for borrowing at the Front Desk.
15. Are medical services available at the hotel?
For medical concerns, we take our guests to Metropolitan Doctors and Boracay Island Clinic.