



GENERAL GUIDELINES ON HEALTH AND SAFETY PROTOCOLS AT DISCOVERY RESORTS

UPON ARRIVAL:

- All guests are required to wear a face mask or other PPEs.
- Alcohol spray or sanitizers will be offered to guests prior to entering the resort's transportation fleet.
- Luggage handles will be sanitized prior to loading into the resort vehicles.
- Reminders and guest instructions on health and safety protocols will be played in the shuttle and boat monitors for everyone's information.
- Social distancing is strictly implemented. Stickers are installed to guide guests regarding seat allocation
- All vehicles are disinfected after each trip.
- Temperature of guests will be checked at the welcome center.
Should the guest temperature be higher than normal, LGU will not allow guest to cross the island.

DURING CHECK-IN:

- All guests are required to wear a face mask or other PPEs.
- All arriving guests must pass through the foot mat for sanitation of footwear when they arrive.
- Alcohol spray or sanitizers will be offered to guests upon arrival
- Mandatory temperature check will be conducted.
- Guests must fill-up the DOH Health Declaration Questionnaire.
- Paperless check-in will be implemented
- Social distancing is strictly implemented. Please follow floor markers that are installed in the different areas of the resort.
- Resort information, guides and guest services directory will be available via QR Code
- Should a guest be identified as a suspected case, our colleagues will assist the guest regarding the next steps.



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AT THE RESORT:

- All guests are required to wear a face mask or other PPEs when going out of their guest rooms
- Guests must pass through the sanitizing mats every time they enter the resort.
- Frequent hand washing and use of alcohol sprays or hand sanitizers are recommended.
- Social distancing is strictly implemented. Please follow floor markers that are installed in the different areas of the resort.
- Chairs and beach beds are spaced out to enforce social distancing.
Please do not re-arrange the chairs. Seating areas are being sanitized every two hours while beach beds are being sanitized every after use.
- Minibar items will no longer be displayed in the rooms. Should you wish to avail of them, kindly inform our Front Desk associates.
- All walk-in guests of the restaurants will be required to fill up COVID-19 Self-Assessment Health Questionnaire and will undergo the mandatory body temperature check.
- At the restaurants, a sanitation kit will be set up on the table for guests to sanitize their hands.
- An envelope will be offered to the guest to be used as packet for their PPE or mask while eating.
- Menus will be available via QR codes. Kindly bring your mobile phones or tablets.
- Tableware will be set-up at the restaurant upon sitting of guests. Sanitized cutleries will be wrapped per set.
- More rigorous cleaning and sanitation procedures for all guest rooms, public areas, kitchens and dining areas are being implemented at the resort to ensure a safe environment for everyone.