



Re-opening Procedure – Fantasy Lodge Cebu

Because of the pandemic COVID-19 we ensure the safety of our employees as well as our future guests.

We will accept only 50 % of capacity, all rooms will be opened with a maximum capacity of 2pax per room except for Casa Amihan where we can allow 4pax, maximum guests of 20 -22pax.

Because we value and care for everybody's safety, we will have following procedure at arrival:

- Scan temperature: Guest with temperature more than 37 degrees will not be admitted inside Fantasy Lodge.
- Foot baths, Hands sanitizers and foot sprays will be placed in the front office.
- Face masks are mandatory. (we sell face masks to guests also)
- Before each arrival rooms will be totally sanitized (beddings,towels,individual amenities) after check out rooms will be totally sanitized. (windows are open to air dry)
- Social distancing of 1,5 meters between guests of different rooms will be applied every where inside the property.
- One guidelines will be given to each room guest for health and security inside the property.
- One menu of bar/restaurant/activities (menu will be plastified) will be given and sanitized before and after every guest's used).

Rest assured we are following government guidelines to ensure we adhere to follow best practices of health and safety guidelines.

In our side we will minimize the contacts of our staff to our guests. Therefore, we make new guidelines and booking process.

Booking period :

- 1) Guests can book through OTA's , Facebook or direct with us through calls, website or email.
- 2) Booking required full payment through online , money remittance center, BDO deposit or Gcash
- 3) Hotel health and safety guidelines will be sent to guests upon booking.
- 4) Food menu will be sent to guests upon booking so that they can think and order and pay in advance.
- 5) ID pictures must be sent with booking confirmation.

During check in

Guests will check in online and fill up the form with health checklist using their mobile phone and send it through messenger or whatsapp. Guest`s who have other questions will be answered by text, messenger or whatsapp

https://docs.google.com/forms/d/1_ESB9LCnoyZisptQioxmD8btEecAxEUu4bk3zA1c4Zg/edit

- Check-in time: 2:00 p.m.
- Check-out time: 11:00 a.m.(strictly no overstaying for sanitation purposes)

Dining:

The guests should order their meal and drinks in advance. Time for dining must be scheduled also and guests will go in designated table and place with distancing from others. You have designated table and chairs where you can use by the day you arrive until the end of your stay.

No self service of refilling water bottles – **Please ask assistance to the waiter/waitress**

Serving Time:

Breakfast: 7:00 a.m. to 9:00 a.m. only

Diner: 6:00 pm to 8:00 pm only

Walk in / Dine in / Day use

- Reservation is a must. **(NO DAY USE IF THERE'S IN HOUSE GUESTS).**
- 2 hours maximum stay for dine in and not more 5pax
- 4 hours maximum stay for day use guests and not more 4pax
- Day use and Dine in guests will stay only in the designated area. They are not allowed to roam around unless they have permission from the management.
- Ordering of food is highly recommended upon arrival.
- Scheduled pool use for Day use is a must.
- Day use guests can take shower in the **poolside shower** and use the **BAR TOILET** for changing.
- Used towels will be placed in bucket in the side of **BAR TOILET** or outside the office before leaving.

Using hotel amenities:

- Swimming pool can be used by guests in scheduled time. Preferably 1 hour interval in every use.
- Using of kawa bath must be booked in advance.
- Please avoid sharing of pool towels.
- No tourism activities.

Each room will be disinfect between each occupation.

During check out:

- We will prefer to accept payments by card using online payment.

Each room and common areas will be disinfect between each used.

Housekeeping and Room Decontamination

- housekeepers will use PPE`s while cleaning the rooms
- sanitize beddings
- room disinfection
- sanitize eating utensils after every use **with boiling water** and **put notice for this to be strictly followed for hygiene and health purposes.**
- sanitize chairs, tables and long chairs every time it is used in bar, kubo or terrace and all things that are directly used by guests and dispenser every morning .
- common area, sofa including pillows, hammocks will be sanitized also
- All items for disposal must be disposed in sealed bags immediately.
- Make extra BASAHAN /piece of cloth for wiping and sanitizing.
- Renting of snorkeling mask is prohibited for the moment. We will sell if they need or inform the guest in advance to bring.