

LILOM COVIDSAFE RULES AND RESTRICTIONS

For your wellbeing and ours, there are changes happening at Lilom.

Here's what to expect.

In line with the latest quarantine restrictions, please be advised of the updated Covidsafe Requirements and LGU guidelines when staying at Lilom Resort:

- a. If you are FULLY VACCINATED, please present your vaccination card upon entry. No need to submit a covid test result.
- b. If you are UNVACCINATED or have had only a SINGLE DOSE, we require a **NEGATIVE NASAL SWAB** Test Result within **48** hours of arrival date from accredited DOH testing centers. Please bring a print out of the test result to give to our staff upon arrival. Saliva tests are not accepted. The nasal swab RT PCR and the Rapid Antigen Tests are the only ones we can accept. Kids 11 years old and under do not need to present a swab test.
- c. We can not yet accept pregnant women and people with comobidities.

RESERVATIONS

We will be operating below 100% capacity to facilitate better social distancing.

Upon booking only a 50% deposit is required. You may opt to pre pay your balance before arrival to avoid cash handling as we only accept cash in the resort. You may arrange with us to pre pay your balance via bank transfer, bank deposit or via apps like Instapay, Gcash etc.

If you are suddenly unwell leading to your check in date, please contact us and we will reschedule even if it is a last minute rebooking due to health reasons. Please reschedule your trip to Lilom if you are feeling unwell.

ARRIVAL AND CHECK IN

Upon arrival, all guests will have to undergo a temperature scan. Anyone found to have Covid19 or flu-like symptoms or a temperature of 37.5C or more will not be allowed to check in and will be referred to the Municipal Health Centre. Unfortunately, all traveling companions will also have to be turned away regardless whether they are sick or not. We will reschedule your booking to another date.

Our porters will disinfect your luggage before carrying them to the resort. Should you wish to carry your own bags, you may surely do so.

Guests need to sanitise hands and disinfect shoes with the provided foot bath and hand sanitisers before entering the resort.

Upon arrival, we will get a copy of your vaccination card (Fully vaccinated) or your Swab test result (Unvaccinated/single dose). Guest must also scan and accomplish the municipal Health Declaration Forms.

DURING YOUR STAY

All guests are required to wear masks, sanitise frequently and maintain safe distancing with all other guests and staff while in the resort. Sanitisers are provided throughout the resort.

Our staff will be wearing masks and personal protective equipment while serving and looking after you.

Food will now be served plated by our staff and brought to your table instead of self-serve buffet. You may ask for additional servings. If the booking is a private block off, we may serve the food buffet style.

Guests are now encouraged to bring their own snorkel gear as we will no longer be lending them out.

Rooms and linens are thoroughly washed and disinfected after each check out. Common areas and high touch areas are frequently sanitised by our staff.

UPON DEPARTURE

We only accept cash in the resort for your balance, there are no credit card facilities. Real time bank transfers can be accepted if proof of transfer/payment can be immediately shown.

Our staff will escort you back to your vehicle for your journey home.

Please understand that most of these new rules are government directives and are put in place for your safety and well being as well as our staff's and the local community. May we ask you to please not travel to Lilom within 14 days of arriving from overseas, being tested or diagnosed with Covid19, feeling unwell, or have been in close contact with persons unwell or diagnosed with Covid19.

Thank you for your full support & understanding.

*Updated as of NOV 25 2021 / May change without notice.