



## COVID-19 GUIDELINES

### UPON BOOKING AND CONFIRMATION

- All guests must be pre-registered before arrival at the resort.
- In cooperation with the Calamba City Government and Dept. of Tourism, guests are now required to provide a list of all the guests in their group at least 24 hours before check-in. Each guest would need to provide some of their personal and health information as requested by the government. All data provided will be kept private and confidential.

### UPON ARRIVAL AND CHECK-IN

- Guests must present a Valid ID with picture for cross-checking on the pre-registered guest list.
- Face Masks are required during the pre-screening process before entering the Villa.
- There is mandatory Temperature check using thermal scanner. Guests with temperature exceeding 37.5°C even after 3 temperature checks, shall not be allowed to enter the Villa.
- Guest will be asked several COVID-19 related health questions to complete the Health Declaration Form which be submitted to the LGU and Dept. of Tourism.
- After the pre-screening process, guests will then proceed to the disinfection station. Guests will need to sanitize their footwear using the SaniMat and disinfect their hands with alcohol.
- Guests have the option to place their bags or other belongings in the Baggage Drop-Off area in case they need assistance in bringing their things inside the Villa. Please note that the caretakers will only leave it outside the guest bedroom as they are not allowed to go inside.

### DURING YOUR STAY

- Gates will be closed/locked to ensure the safety of our guests. If a guest needs to step out of the resort premises, they may reach out to the resort staff to open and/or close the gates. Upon return to the Villa, guests will be required to go through our Disinfection Station again.
- Keep in mind that your package rate only includes exclusive use of the entire villa. Rental does not include maid/butler services such as cooking, washing dishes, laundry etc.. Our resort staff's main job is to turn over the property and assist if there are any issues or emergencies.
- Disinfection of rooms and toilets can be done upon request.

### COVID-19 UPDATES

- Aside from our regular cleaning routine, we now implement some additional disinfection steps. All areas are now sanitized using Endosan Non-Toxic Disinfectant through Misting, Fogging, Wiping and Mopping. We also use UV light sanitation in all our bedrooms and bathrooms.
- All resort staff are fully equipped with Personal Protective Equipment (PPE) to ensure both the guest's and staff's safety.
- As much as possible, minimal contact will be observed between the guests and our staff.
- Due to DOH and LGU requirements, our Swimming Pools are now required to have chlorine to disinfect the water in compliance to the Sanitation Code of the Philippines.
- Hand sanitizer and alcohol dispensers are readily available around the villa
- Due to health and safety reasons, no utensils and toiletries will be provided. Guests are required to bring their own plates, utensils, cups, toiletries etc.

**For more details, visit [www.casatropica.com/covid-guidelines](http://www.casatropica.com/covid-guidelines)**