

What to Expect at the Resort

PRE-ARRIVAL

BOOK AHEAD

Due to limited capacity as mandated by Government to help prevent virus spread, prior reservations for resort stay or day tours are required. Services extended will be on a first-come, first-serve basis.

DAY TOUR HIGHLIGHTS:

- Minimum 24-hour Prior reservations are required for Day Tours to guarantee space.
- Day Tour Hours: 8:00AM to 4:30PM
- Boat Departure Schedule will be assigned at reservations.
- Reservations will be on a first-come, first-serve basis.
- Walk-ins will be subject to availability and cannot be guaranteed.

RESERVATIONS:

DAY TOURS (Minimum 24 Hours Prior Reservation)

Telephone: 032 353 5578

Mobile: 0998 964 1879

Email Address: reservations.sumilon@bluewater.com.ph

ROOMS / STAY

Sumilon

Telephone: 032 353 5578

Mobile: 0998 964 1879

Email Address: reservations.sumilon@bluewater.com.ph

Manila Office

Telephone: 02 8 817 5751 / 02 8 887 1348

Email Address: sumilon@bluewater.com.ph

BE READY BEFORE TRAVEL

Please read the “Know Before You Go” Checklist when preparing for your trip and before departing for the resort. This will give you information on what to do and bring before you embark on your trip. See Link: <https://bit.ly/KnowB4YouGoSumilon> .
Please bring Booking Confirmation/Confirmation Vouchers (Printed or Mobile).

BORDER CHECKPOINTS

Checkpoints might be encountered when driving to the resort. Please be ready to bring valid Government-issued Identification or Passport. Until lifting of the checkpoints, please prepare to present a vehicle pass and a medical certificate for each passenger. Please call the resort for questions.

TRAVEL EARLY

Travel early and allow for any delays or stops along the way. Please be at the Resort AT LEAST ONE HOUR before assigned boat departure schedule.

BOAT SCHEDULE

Visitors will be assigned a boat time slot when booking for stay or day tour. This timetable is subject to change or cancellation due to weather, sea and capacity conditions, as well as coast guard advisories.

Guests with specific departure times (due to flight schedules or other concerns) may contact the Front Office for proper scheduling.

BOAT SCHEDULE (DEPARTING)

Mainland to Sumilon

8am/10am/12pm/2pm/4pm

Sumilon to Mainland

9am/11am/1 pm/3 pm/4:30 pm

Travel time to Island

Summer: 15 mins (estimated) / Rainy : 30 mins (estimated)

DAY TOUR HOURS

Day Tour Hours: 8:00 am to 4:30 pm. All Day Tour Guests must depart the island by 4:30 pm (See BOAT SCHEDULE).

ARRIVAL AT PUERTO SUMILON (Mainland)

HEALTH PROTOCOLS ARE STRICTLY ENFORCED

- For protection of all, please follow the rules and cooperate with Staff at all times.
- Temperature checks, handwashing and sanitizing to be carried out before Check-in.
- DOT Health Declaration Forms are required to be filled-out by each guest.
- Please wear facemask and keep social distancing of 2m.
- Outside Food and Drinks are not allowed.
- Pets are not allowed.
- Guests who leave the sanitized area (“Blue Zone”) will go through the screening, washing and sterilizing process again.

DINING SCHEDULE AND PRE-SELECT MEALS

- Restaurant seating is reserved and assigned *during check-in* at Puerto Sumilon (Mainland).
- Seats are assigned on a first-come, first-serve basis and will be subject to restaurant capacity.
- Meal selection will be based on Menu for the Day.
- *Confirmation Slip* for chosen meals and assigned seating will be given for redemption at the island.
- Once seat and table are assigned, transferring to other tables are not allowed.

CHECK-IN GUESTS

- The Resort has implemented a contact-reduced process.
- The Guests have option to pre check-in online (prior to arrival) or at the Resort.
- Settlement of Room Charges will be done prior to booking confirmation. Payment portals will be accessible for contactless transactions.
- Show Booking Confirmation/Voucher Confirmation (Printed or Mobile).
- Luggage will be collected and moved to a holding area.
- Sanitation of luggage may be requested by the guests.
- Day tour, membership and other wrist tags will be issued at the front office. All guests are required to apply and wear on on their wrists.

WAITING AREAS AND LOUNGES

The guests must wear facemask and shall maintain social distancing of 2m at all times. Indoor Waiting Lounge are for Staying guests only.

BOAT TRANSFERS

- Health Protocols will be strictly enforced.
- Facemasks should be worn at all times.
- Sanitized Life Vests will be distributed and worn during the transfer. Vests will be collected after each trip for sanitation.
- Crew will ask you to be in specific seats for physical distancing and boat balance.
- Luggage assistance available upon request.

ARRIVAL AT SUMILON ISLAND

- **HEALTH PROTOCOLS AND ISLAND RULES ARE STRICTLY ENFORCED.**
- **PLEASE KEEP THE ISLAND CLEAN.**
- **CONTACT-REDUCED PROCESSES ARE IN PLACE**

AT THE ISLAND: DAY TOUR GUESTS AT THE ISLAND

- Guests will be situated at the *Pulo*, Sumilon Beach and Lagoon areas.
- Health Protocols and island rules are strictly enforced, including social distancing.
- When dining, Guests will need to *present Confirmation Slip* to waiter for seating at assigned table and serving of pre-selected meals. Ala carte menu is also available to guests, using the electronic signboard.

AT THE ISLAND: CHECKED-IN GUESTS

- Prior to occupancy, cleaned and sanitized rooms are sealed for guest protection.
- All rooms are deeply cleaned and sanitised with hospital-grade solutions after each guest check-out.
- Welcome Drinks will be available in the rooms.
- As safeguard, room amenities may be reduced, relocated or protected. Additional amenities such as mini-bar items, toiletries, pillows and hangers are available upon request. Please contact the Front Office for more information.
- BlueCARES Kit will be provided for each room.
- No sharing of personal items with guests not with same party. This includes sharing of food, beverages and utensils.
- Daily turn-down service will be suspended for added protection. Guests may opt to request for daily cleaning of your room.

DINING AT PULO RESTAURANT

Seating at Pulo Restaurant are pre-arranged and pre-assigned (see section on DINING SCHEDULE AND PRE-SELECT MEALS). Note that Buffet service is temporarily suspended until further notice.

DINING SAFEGUARDS

- To avoid contamination, tables have been physically distanced. Hand-washing areas and sanitation stations have been made available.
- Utensils have been sterilised and individually-sealed.
- All guests are encouraged to wash hands and sanitise prior to entry
- Additional Ala carte items have can be viewed through our electronic signboard.
- In-room Dining is very much encouraged, to reduce the risk of public exposure.

DINING FLOW

- Guests will be directed to pre-assigned seats and served their pre-selected meals. Ala carte menu will be made available upon request.
- Food and drinks will served by the wait staff. No self-serve items will be available.
- Additional orders will be settled with our cashiers.
- Sanitation protocols will be observed

**DEPARTURE
FROM
SUMILON
ISLAND**

BOAT DEPARTURE PROCESS

Staggered departure announcement will be made for boarding to prevent crowding. Guest Service Associates (GSA) will escort guests to departing boat. Social distancing and wearing of facemasks will be enforced.

Boat Safety Protocols will be observed. (See Section on BOAT TRANSFERS)

Upon arrival, direct path to waiting vehicles will be through the rear of the building. This will lead to vehicle loading area near the parking entrance.

**RETURN
AT
PUERTO
SUMILON
(Mainland)**

BOAT RETURN ARRIVAL

- Upon boat disembarkation, guests will follow a separate path directly leading them to their waiting vehicle.
- Guests are expected to board vehicles and depart mainland premises shortly thereafter.

**SUSPENDED
SERVICES**

SUSPENDED SERVICES

PLEASE CALL RESORT FOR UPDATES AND RESUMPTION OF SERVICES.

- Spa Services
- Whale Shark Watching Resort Tours (will resume when Local Government moves to restart normal operations)
- Banquet Services
- Holy Mass
- Buffet meals
- Puerto Sumilon (Mainland) Dining

**NOTES ON
OTHER
ACTIVITIES**

SAFETY NOTES ON ACTIVITIES

- Trekking to be confirmed daily, depending on available guides and enforcement of social distancing.
- Snorkelling is allowed but guests have to bring their own snorkels. The resort temporarily suspended the borrowing of snorkelling gear.
- Diving Services (Limited Services. Please call Resort for updates and information).