



LILOM COVIDSAFE RULES AND RESTRICTIONS

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

Here's what to expect:

RESERVATIONS

You will be advised upon booking that the following are Checkpoint Requirements for entering Anilao, Mabini:

- a. A NEGATIVE SWAB Test Result within 72 hours of arrival date (RT PCR and the Rapid Antigen Swab Tests from DOH accredited testing centers are accepted) - **The Swab test result is also required to enter LILOM.**
- b. Lilom Booking confirmation
- c. Medical Clearance that you are free of flu like symptoms.

Note: The 72 hour Swab test result and Medical Clearance are mandatory requirements implemented by the Mabini Local Government Unit. **** The Swab testing center at the checkpoint is closing down or is now closed. We recommend you get your Swabs done in Metro Manila or your area of residence before coming to Lilom****

We now accept guests of all ages. Note that kids 12 years old and below do not require swab tests but will need to present medical clearances.

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 Swab test result and medical clearance. Guest must also 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.

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 Jan 6 2021 / May change without notice.