

Special Services at Serenity Bay Resort

1. Concierge Services

- **Description:** Our concierge team is dedicated to making your stay as comfortable and enjoyable as possible. They can assist with a variety of requests and provide valuable information about the resort and surrounding area.
- **Services:**
 - Restaurant reservations
 - Activity and excursion bookings
 - Transportation arrangements
 - Local area information and recommendations
 - Special occasion planning (e.g., birthdays, anniversaries)
- **Contact:** Concierge Desk located in the main lobby, or call +123 456-7891.

2. Transportation Services

- **Description:** We offer a range of transportation services to ensure you travel comfortably and conveniently during your stay.
- **Services:**
 - Airport transfers: Complimentary speedboat transfers to and from Azure Islands International Airport.
 - Local transportation: Shuttle services to nearby attractions and towns.
 - Private transfers: Available upon request for an additional fee.
- **Booking:** Contact the concierge or email transport@serenitybay.com.

3. Laundry and Dry Cleaning

- **Description:** Our laundry and dry cleaning services are available to keep your clothes fresh and clean throughout your stay.
- **Services:**
 - Laundry: Wash and fold service.
 - Dry cleaning: Professional dry cleaning for delicate and formal garments.
 - Express service: Same-day service available for an additional fee.
- **Pickup and Delivery:** Contact housekeeping or use the in-room laundry form.
- **Pricing:** Available in the in-room directory and at the laundry service desk.

4. Babysitting Services

- **Description:** Our professional babysitting services ensure that your children are well cared for while you enjoy some time to yourself.
- **Availability:** Daily from 8:00 AM - 10:00 PM
- **Booking:** Required at least 24 hours in advance.

- **Rates:** \$20 per hour.
- **Policies:** Babysitters are available for children aged 2-12. Maximum of 2 children per babysitter. Special rates available for extended bookings.

5. Special Occasion Services

- **Description:** Celebrate your special moments with our personalized services.
- **Services:**
 - Romantic dinners: Private beachside dinners with personalized menus.
 - Celebration cakes: Custom cakes for birthdays, anniversaries, and other celebrations.
 - Event planning: Assistance with planning and organizing special events.
- **Booking:** Contact the concierge or email specialoccasions@serenitybay.com.
- **Pricing:** Available upon request and varies based on the service.

6. Medical Services

- **Description:** We provide basic medical services to ensure your health and safety during your stay.
- **On-Site Nurse:** Available daily from 9:00 AM - 5:00 PM
- **Emergency Services:** 24-hour emergency medical assistance.
- **Pharmacy:** Basic medications and first aid supplies available at the resort shop.
- **Contact:** For medical assistance, dial +123 456-7892.

7. Shopping Services

- **Description:** Enjoy a convenient shopping experience without leaving the resort.
- **Gift Shop:** Offers a variety of souvenirs, clothing, and essentials.
- **Boutique:** Features a selection of luxury items, jewelry, and accessories.
- **Hours:** 8:00 AM - 8:00 PM daily.
- **Special Orders:** Contact the boutique for special requests or personalized shopping assistance.

8. Pet Services

- **Description:** We welcome your furry friends and provide services to ensure their comfort.
- **Pet-Friendly Rooms:** Available upon request.
- **Pet Sitting:** Professional pet sitting services available.
- **Pet Amenities:** Includes pet beds, bowls, and a selection of treats.
- **Policies:** Pets must be registered at check-in. A pet fee of \$50 per stay applies.
- **Contact:** For more information, contact pets@serenitybay.com.