

Policies and Guidelines at Serenity Bay Resort

1. Resort Policies

1.1. Check-in and Check-out

- **Check-in Time:** 2:00 PM
- **Check-out Time:** 11:00 AM
- **Early Check-in/Late Check-out:** Subject to availability and may incur additional charges. Please contact the front desk to arrange.

1.2. Smoking Policy

- **Non-Smoking Areas:** All indoor areas, including guest rooms, restaurants, and common areas.
- **Designated Smoking Areas:** Provided in outdoor locations around the resort.
- **Penalty:** A cleaning fee of \$200 will be charged for smoking in non-smoking areas.

1.3. Pet Policy

- **Pet-Friendly Rooms:** Available upon request.
- **Pet Fee:** \$50 per stay.
- **Pet Guidelines:** Pets must be kept on a leash in public areas, and owners are responsible for cleaning up after their pets.

2. Safety and Security Measures

2.1. Emergency Procedures

- **Emergency Contact:** Dial +123 456-7892 for immediate assistance.
- **Emergency Exits:** Clearly marked throughout the resort.
- **Assembly Points:** Located at the main entrance and beach area.

2.2. Fire Safety

- **Smoke Detectors:** Installed in all guest rooms and common areas.
- **Fire Extinguishers:** Located on each floor and in key areas.
- **Fire Drills:** Conducted regularly for staff training.

2.3. Security

- **24-Hour Security:** Security personnel are on duty around the clock.
- **CCTV:** Surveillance cameras are installed in public areas for guest safety.
- **Safe Deposit Boxes:** Available in all guest rooms and at the front desk.

3. Environmental and Sustainability Policies

3.1. Energy Conservation

- **Solar Energy:** Utilized to power common areas and reduce carbon footprint.
- **Energy-Efficient Lighting:** Installed throughout the resort.
- **Guest Participation:** Guests are encouraged to conserve energy by turning off lights and air conditioning when not in use.

3.2. Water Conservation

- **Water-Saving Fixtures:** Installed in all guest rooms and common areas.
- **Towel and Linen Program:** Guests can choose to reuse towels and linens to reduce water consumption.
- **Rainwater Harvesting:** Used for irrigation and non-potable purposes.

3.3. Waste Management

- **Recycling:** Bins provided for recycling paper, plastic, glass, and metal.
- **Composting:** Organic waste is composted and used in resort gardens.
- **Guest Participation:** Guests are encouraged to minimize waste and participate in recycling programs.

4. Cancellation and Refund Policies

4.1. Room Reservations

- **Standard Policy:** Cancellations made more than 14 days before arrival will receive a full refund. Cancellations made between 7 and 14 days before arrival will forfeit the deposit. Cancellations made less than 7 days before arrival or no-shows will be charged the full amount of the stay.
- **Special Packages:** May have different cancellation policies. Please refer to the specific package details for more information.

4.2. Activities and Excursions

- **Standard Policy:** Cancellations made more than 24 hours before the scheduled activity will receive a full refund. Cancellations made less than 24 hours before the activity or no-shows will be charged the full amount.
- **Special Events:** May have different cancellation policies. Please refer to the specific event details for more information.

4.3. Spa and Wellness Services

- **Standard Policy:** Cancellations made more than 12 hours before the scheduled appointment will receive a full refund. Cancellations made less than 12 hours before the appointment or no-shows will be charged the full amount.

5. Guest Conduct Guidelines

5.1. General Conduct

- **Respect for Others:** Guests are expected to respect the privacy and comfort of other guests.
- **Noise Levels:** Please keep noise to a minimum, especially during nighttime hours (10:00 PM - 7:00 AM).
- **Property Damage:** Guests are responsible for any damage to resort property.

5.2. Dress Code

- **Resort Areas:** Casual attire is acceptable in most areas. Swimwear is not permitted in restaurants and indoor public areas.
- **Restaurants:** Smart casual attire is recommended for dinner.

5.3. Use of Facilities

- **Pools and Beaches:** Follow posted guidelines and lifeguard instructions.
- **Fitness Center:** Proper attire and footwear are required. Guests under 16 must be accompanied by an adult.

6. Privacy Policy

6.1. Personal Information

- **Collection:** We collect personal information for the purpose of providing better services.
- **Usage:** Personal information is used for booking, billing, and communication purposes.
- **Protection:** We implement security measures to protect personal information.

6.2. Data Sharing

- **Third Parties:** Personal information is not shared with third parties except for service providers who assist in resort operations.
- **Consent:** Guests will be informed and must provide consent before any data is shared.

6.3. Guest Rights

- **Access:** Guests can request access to their personal information.
- **Correction:** Guests can request corrections to inaccurate personal information.
- **Deletion:** Guests can request the deletion of their personal information, subject to legal and operational requirements.