

Accommodation at Serenity Bay Resort

1. Room Types and Descriptions

1.1. Garden View Room

- **Description:** Cozy and comfortable rooms with a beautiful view of the resort's lush gardens.
- **Amenities:** King-sized bed, private balcony, air conditioning, free Wi-Fi, flat-screen TV, minibar, and en-suite bathroom with rain shower.
- **Size:** 35 sqm

1.2. Ocean View Room

- **Description:** Elegant rooms offering stunning views of the ocean, perfect for a relaxing stay.
- **Amenities:** King-sized bed, private balcony, air conditioning, free Wi-Fi, flat-screen TV, minibar, and en-suite bathroom with rain shower.
- **Size:** 40 sqm

1.3. Beachfront Villa

- **Description:** Spacious villas located directly on the beach, offering direct access to the sandy shores.
- **Amenities:** King-sized bed, private terrace, air conditioning, free Wi-Fi, flat-screen TV, minibar, en-suite bathroom with rain shower and bathtub, and a private plunge pool.
- **Size:** 60 sqm

1.4. Overwater Bungalow

- **Description:** Luxurious bungalows situated over the water, providing breathtaking views and direct access to the lagoon.
- **Amenities:** King-sized bed, private deck, air conditioning, free Wi-Fi, flat-screen TV, minibar, en-suite bathroom with rain shower and bathtub, and a glass floor panel for marine life viewing.
- **Size:** 70 sqm

2. Room Rates and Packages

2.1. Garden View Room

- **Standard Rate:** \$200 per night
- **Seasonal Rate:** \$250 per night (peak season)
- **Package:** Stay 7 nights, pay for 6 (includes daily breakfast)

2.2. Ocean View Room

- **Standard Rate:** \$250 per night
- **Seasonal Rate:** \$300 per night (peak season)
- **Package:** Romantic Getaway Package - \$280 per night (includes daily breakfast and a romantic dinner)

2.3. Beachfront Villa

- **Standard Rate:** \$400 per night
- **Seasonal Rate:** \$450 per night (peak season)
- **Package:** Family Fun Package - \$420 per night (includes daily breakfast and a family excursion)

2.4. Overwater Bungalow

- **Standard Rate:** \$600 per night
- **Seasonal Rate:** \$700 per night (peak season)
- **Package:** Honeymoon Package - \$650 per night (includes daily breakfast, a romantic dinner, and a spa treatment for two)

3. Booking and Reservation Policies

3.1. Reservation Policy

- Reservations can be made through our website, by phone, or via email.
- A valid credit card is required to secure the booking.
- A deposit of 30% of the total stay cost is required at the time of booking.

3.2. Cancellation 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.

3.3. Modification Policy

- Reservations can be modified up to 7 days before arrival, subject to availability and any rate differences.
- Modifications within 7 days of arrival may incur additional charges.

4. Check-in and Check-out Procedures

4.1. Check-in

- **Time:** 2:00 PM
- **Procedure:** Guests are greeted with a welcome drink upon arrival and assisted with check-in at the reception desk. Luggage assistance is available.

4.2. Check-out

- **Time:** 11:00 AM
- **Procedure:** Guests are requested to settle their bills at the reception desk. Express check-out options are available for guests with early departures.

5. Additional Information

- **Early Check-in/Late Check-out:** Subject to availability and may incur additional charges.
- **Payment Methods:** We accept all major credit cards, debit cards, and cash payments.
- **Special Requests:** Please inform us of any special requests or requirements at the time of booking, and we will do our best to accommodate them.