

Frequently Asked Questions (FAQs) at Serenity Bay Resort

1. General Questions

1.1. Where is Serenity Bay Resort located?

- Serenity Bay Resort is located on Coral Atoll in the Azure Islands.

1.2. How can I contact the resort?

- You can contact us by phone at +123 456-7890 or by email at info@serenitybay.com.

1.3. What are the check-in and check-out times?

- Check-in time is 2:00 PM and check-out time is 11:00 AM. Early check-in and late check-out are subject to availability and may incur additional charges.

2. Accommodation Questions

2.1. What types of rooms are available at the resort?

- We offer Garden View Rooms, Ocean View Rooms, Beachfront Villas, and Overwater Bungalows.

2.2. Are there any accessible rooms available?

- Yes, we have accessible rooms available. Please contact us in advance to ensure availability and to discuss any specific requirements.

2.3. Do the rooms have Wi-Fi?

- Yes, all rooms have complimentary high-speed Wi-Fi.

3. Dining Questions

3.1. What dining options are available at the resort?

- We have several dining venues, including Ocean Breeze Restaurant, Bella Vista Italian Restaurant, Coral Reef Grill, and Sunrise Cafe.

3.2. Are there vegetarian or vegan options available?

- Yes, we offer vegetarian and vegan options at all of our dining venues. Please inform our staff of any dietary requirements.

3.3. Can I arrange for a private dining experience?

- Yes, we offer private dining experiences, including romantic beachside dinners. Please contact our concierge to arrange this service.

4. Activities Questions

4.1. What activities are available at the resort?

- We offer a wide range of activities, including snorkeling, diving, kayaking, yoga classes, beach volleyball, jet skiing, windsurfing, paddleboarding, and guided tours.

4.2. Do I need to book activities in advance?

- Some activities, such as diving and guided tours, require advance booking. Other activities, like snorkeling and kayaking, can be enjoyed at any time during their scheduled hours.

4.3. Are there any activities for children?

- Yes, we have a Kids' Club offering various activities for children aged 4-12, including arts and crafts, outdoor games, and movie time.

5. Special Services Questions

5.1. What concierge services are available?

- Our concierge team can assist with restaurant reservations, activity bookings, transportation arrangements, and special occasion planning.

5.2. Is there transportation available to and from the airport?

- Yes, we offer complimentary speedboat transfers to and from Azure Islands International Airport. Please provide your flight details in advance to arrange this service.

5.3. Are babysitting services available?

- Yes, babysitting services are available daily from 8:00 AM - 10:00 PM. Please book at least 24 hours in advance.

6. Policies and Guidelines Questions

6.1. What is the resort's smoking policy?

- Smoking is not permitted in any indoor areas, including guest rooms, restaurants, and common areas. Designated smoking areas are provided in outdoor locations.

6.2. What is the resort's pet policy?

- We offer pet-friendly rooms upon request. A pet fee of \$50 per stay applies. Pets must be kept on a leash in public areas, and owners are responsible for cleaning up after their pets.

6.3. What is the cancellation policy for room reservations?

- 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.

7. Membership and Loyalty Program Questions

7.1. What benefits does the Serenity Club Membership offer?

- The Serenity Club Membership offers a 10% discount on room rates, complimentary room upgrades (subject to availability), early check-in and late check-out (subject to availability), and a 15% discount at resort restaurants and spa.

7.2. How do I earn points in the Loyalty Rewards Program?

- You earn 1 point for every \$1 spent on accommodation and dining. Points can be redeemed for free nights, dining vouchers, and spa treatments.

7.3. How do I enroll in the Loyalty Rewards Program?

- You are automatically enrolled upon your first stay. You can track your points and rewards online at www.serenitybay.com/loyalty.

8. Miscellaneous Questions

8.1. Is there Wi-Fi available throughout the resort?

- Yes, complimentary high-speed Wi-Fi is available throughout the resort.

8.2. Can I host a private event or wedding at the resort?

- Yes, we have versatile event and conference facilities for private events and weddings. Please contact our events coordinator at events@serenitybay.com for more information.

8.3. What should I do in case of a medical emergency?

- We have a nurse on-site daily from 9:00 AM - 5:00 PM and 24-hour emergency medical assistance. For immediate assistance, dial +123 456-7892.

Contact Us

For any additional questions, please contact us:

- **Phone:** +123 456-7890
- **Email:** info@serenitybay.com
- **Website:** www.serenitybay.com