

DIRECTORY OF SERVICES



<u>A</u>ADAPTER	All plugs of in-room electrical appliances may be used for American and European sockets. Please call the Housekeeping Department to request an adapter.
AMENITIES	All guestrooms have a complete set of bathroom amenities such as soap, shampoo, and tissue papers. Call the Housekeeping Department for additional requests.
AIR-CONDITIONING	All rooms and suites are equipped with individual air-conditioning units with thermostat control. The thermostats are pre-set at 22°C. Guest are allowed to select a temperature only between 22°C and 27°C. Selecting a setting lower than 22°C will adversely affect cooling performance and dehumidification.
AIRPORT TRANSFERS	Roundtrip airport transfers are complimentary for all in-house guests who have booked directly with Sunlight Hotels & Resorts. Land transfers to and from Busuanga airport are available either by a privately hired van or by our complimentary scheduled shuttle at Sunlight Hotel Coron. The airport is 45-55 minutes away on usual traffic conditions. Contact our Guest Services Officer for reservations.
<u>B</u>BABY COT	Folding cribs are available. Call the Housekeeping Department to request.
BANQUETS	The resort offers conference facilities that feature a balance between functionality and style. Call the Front Desk for assistance.
BICYCLES	Bicycles are offered to in-house guests free of charge. Please contact the Recreation Office for inquiries.
<u>C</u>CASHIER	Foreign currency exchange and check-out arrangements can be transacted at the Cashier Counter. Personal checks are not honored. Press the Front Desk button on your phone for inquiries.
CHECK-OUT	Check-out time is 12 PM. Late check-outs are normally billed at 50% of the daily rate. Please call the Front Desk to request an extension of stay. This is subject to room availability.
CHILDREN'S PLAY AREA	Kid's Connection opens daily from 7:00 AM – 5:00 PM. Children must be supervised at all times by an adult.
CREDIT CARD POLICY	The credit cards accepted are MasterCard and Visa Card. Guests are encouraged to present their credit cards upon check-in to enable them to have a signing privilege.
<u>D</u>DAILY TOURS	Call the Front Desk or our Recreation Office staff for inquiries regarding the tours.
DOCTOR	Our Duty Officer can arrange medical assistance and an outside physical checkup. Many of our staffs are registered nurses who can assist with minor discomforts. If you have a pre-existing medical condition that requires constant attention, please advise the Duty Manager upon registration.
DRINKING WATER	The tap water is not potable. We provide complimentary bottled water daily.
DUTY OFFICER	Guests can contact the Duty Officer 24 hours a day via Front Desk.

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EMERGENCIES

Call the Hotel Operator for emergency assistance. Please take a moment to review the Safety & Security Information section for more details.

ELECTRICITY VOLTAGE

The resort's electrical supply is 220 volt/60 cycles. Adapters and transformers are available upon request at the Housekeeping Department.

ENTERTAINMENT AND DINING

Call the Front Desk for assistance and recommendations.

EXPRESS CHECK-OUT

Please seek assistance from our Front Desk or Guest Services Officer.

FIRE EXITS

If you hear the fire alarm, please leave your room immediately via the nearest available exit or emergency evacuation staircases. Please refer to the Safety & Security section for more details

GYM

The Gym by Sunlight Hotels & Resorts has an array of health and fitness equipment.

GRATUITY

Gratuities are at your discretion and may be added to your final account. The resort distributes all gratuities evenly amongst all the staff.

HAIR DRYER

All bathrooms are equipped with a hairdryer located at the bathroom vanity counter. Call the Housekeeping Department for assistance.

HOUSEKEEPING

Rooms are serviced from 8:00 AM-4:00 PM. Call the Housekeeping Department to inform them about your preferred service time.

INTERNET ACCESS

Complimentary Wifi is available throughout the resort. If you need a device, head to the Reception Area where internet-ready computers are available. Connect to "Sunlight Ecotourism Island Resort WIFI." To check if your device is already connected, please visit our website: www.sunlighthotelsandresorts.com.

ISLAND GARDEN RESTAURANT

Island Garden Restaurant offers Pan-Asian cuisines with a dining setting filled with nature views.

KTV BAR

The Ocean Wave KTV features state-of-the-art karaoke equipment and soundproof rooms readily available for those who want to celebrate privately. Call the Food & Beverage Department for reservations.

LAUNDRY SERVICE

The Laundry Department opens daily from 7 AM to 9 PM. Ironing of clothes inside the guestroom is prohibited. For overnight laundry and pressing service, call for pick-up before 9:00 AM. Items will be returned by 6:00 PM on the following day. Call the Housekeeping Department for laundry and ironing services available with a nominal fee. Laundry bags and forms are provided inside the room's wardrobe closet. The pull-out clothesline is available in the shower area. Drying of clothes in the balcony is prohibited.

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LOST & FOUND

All lost and found items are endorsed to the Housekeeping Department for proper safekeeping until the rightful owners claim the items.

MATTRESS AND EXTRA BED

Call the Housekeeping Department to request for memory foam mattresses or extra beds.

MANGROVE GRILL & BAR

Mangrove Grill & Bar serves modern Filipino dishes. The restaurant is located at Ricardo's Island, surrounded by views of the ocean and mangroves.

MEDICAL SERVICES

The resort's clinic is open 24 hours. Call the Front Desk to arrange an appointment with the nurse. The resort will help with the providing medical assistance or arranging hospitalization at the guest's expense.

NON-SMOKING ROOMS

All rooms are non-smoking rooms. Smoking or lighting of mosquito coils in the room is not allowed. Please use the designated smoking areas of the resort. Call the Housekeeping Department to request for electric mosquito repellants free of charge.

PETS

We prohibit bringing Pets into all rooms. Guests who are discovered hiding pets inside their rooms will be billed for cleaning and deodorizing.

PHYSICALLY CHALLENGED

The resort has specially designed guest rooms to accommodate physically-challenged persons. Wheelchairs are available via the Front Desk.

POOLSIDE PATIO

Poolside Patio is a gastropub by the pool where guests can enjoy cocktails and classic beach dishes from 10:00 AM-6:00 PM. Refer to the Bar section for more details.

PORTER SERVICE

Call the Front Desk for luggage pick-up and storage.

PRIVATE BAR

We provided all rooms with a minibar and a small refreshment bar, restocked daily. You may consult with our Private In-Room Dining Service staff for additional in-room food & beverages.

RELIGIOUS SERVICES

Schedules of worship services for various religious denominations in Culion Town may be obtained from the Front Desk.

ROOM RESERVATIONS

Contact the Front Desk for assistance regarding the confirmation of a return visit.

ROOM DINING SERVICE

Guests may request in-room dining services from 10:00 AM-10:00 PM daily. Refer to the In-Room Dining section for the menu.

SUN CAFÉ

Sun Café is a restaurant serving Filipino and international breakfast dishes in buffet or a la cart style. Open daily from 6:00 AM to 6:00 PM. Refer to the Restaurant section for more details.

SAFE DEPOSIT BOXES

We provided an individual electronic room safe in the closet of each guest room, including operating instructions. Call the Housekeeping Department for assistance.

SAFETY & SECURITY

Security guards are on duty 24 hours a day. Refer to the Safety & Security section for more details.

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SANCTUARY SPA

Reservations and appointments may be made directly through the Front Desk for any spa treatments available at The Sanctuary Spa. Refer to the Spa section for more details.

SOUVENIRS & SUNDRIES

Kanaten is the resort's exclusive souvenir shop offering local souvenirs and fashion items made by Filipino artisans. Open daily from 7:00 AM-7:00 PM.

SPORTS & RECREATION

Refer to the Sports and Recreation section for details regarding the activities and facilities available.

TELEPHONE

All guest rooms are equipped with a telephone unit, which can only be used for internal calls. Call the Front Desk to request for outside calls. Dial "10" + room number for room-to-room call.