



SHERATON MANILA HOTEL FREQUENTLY ASKED QUESTIONS

1. Who are permitted for leisure stay/staycation?

As per government guidelines, individuals of all ages are allowed to be accommodated for leisure or staycation, except those with comorbidities or currently pregnant. Guest/s must be residents of GCQ and MGCQ areas including NCR+.

IMPORTANT: Prior booking, please always be mindful of the current [COVID-19 Inter-Agency Task Force for the Management of Emerging Infectious Diseases Resolutions](#) for travel.

2. What are the requirements upon check-in?

Guests below 18 years old and those above 18 years old who are not fully vaccinated yet, shall be required to present a negative RT-PCR test result taken within 48 hours prior to check-in administered by licensed COVID-19 laboratory certified by the Research Institute for Tropical Medicine (RITM). Fully vaccinated guests would need to present their vaccination cards upon check in.

Exempted for mandatory testing are guests who are two (2) years old and below.

A valid government ID showing address of residence will be required from adult guests upon check-in.

3. Where or how to get an RT-PCR testing?

There is a clinic nearby located at the Resorts World Manila parking area, called The Lord's Grace (TLG) Medical Clinic. Rate for RT-PCR Test is at PHP 3,500/person, where test result will be released within 24 to 48 hours.

Operation hours:

Monday: 8AM – 5PM

Tuesday – Sunday: 9AM – 5PM

4. What happens if the RT-PCR test comes out as positive?

Kindly inform us of the matter immediately so we can waive any cancellation fees.

5. What are the amenities available for use?

We offer 5-star multi-faceted facilities for dining, relaxation, and leisure. However, we are temporarily suspending the operation of our recreational facilities to adhere to government restrictions.

For our dining outlets, please see below operation hours:

- **S Kitchen** – Open daily from 12PM to 9PM
- **Oori Korean Restaurant** – Open from Wednesday to Sunday, from 12PM to 9PM

Sheraton Manila Hotel

80 Andrews Avenue, Pasay City 1309 Philippines

T 632 7902 1800

www.sheratonmanila.com

6. Are personal protective equipment (PPEs) required and safety protocols to observe?

Standard personal protective equipment such as face mask and face shield are required to be worn in public areas at all times. Temperature will be checked upon entry in the hotel. Guests will also have to fill out health declaration form before dining in the restaurant or using the recreational facilities.

Directional Map to TLG Medical Clinic



To know more information about our **Commitment to Clean** on how we are taking care of everyone's safety, kindly check out [COVID-19 updates and what to expect at our hotel](#).