



SHERATON MANILA BAY FREQUENTLY ASKED QUESTIONS

1. Who are permitted for Non-Quarantine stay?

As per government guidelines, the following individuals are allowed to be accommodated on Multi-Use hotels:

- Individuals who opt or are required to undergo mandatory Quarantine, such as but not limited to close contacts, repatriated OFWs, Returning Overseas Filipinos, and Foreign Nationals allowed entry into the Philippines
- Health and emergency frontline services personnel who need easy access to their place of work
- Long Staying Guests
- Returning Residents
- Other APORs who require accommodation pursuant to their official function or duty
- Business Guests
- Participants in Essential Meetings and Social Events, as defined and regulated under the relevant issuance of the DOT and DOH.

All non-Quarantine Guests shall be subject to the age restrictions applicable in the Community Quarantine level imposed by the IATF-EID. Accommodation of pregnant individuals and those with co-morbidities as non-Quarantine Guests shall not be allowed.

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.

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

There is a clinic nearby located at the 2nd Floor REDO Building, 951 Remedios St. corner San Marcelino St., Barangay 690, Malate Manila, called Ermita Molecular Diagnostic Laboratory Inc.

Rates for RT-PCR Test are as follows:

Releasing of Results	Rate
24 hours	PHP 2,800.00
12 hours	PHP 3,200 .00
6 hours	PHP 6,000.00
3 hours	PHP 8,000.00

Sheraton Manila Bay

M. Adriatico corner General Malvar Streets. Malate, Manila 1004 Philippines

T 632 5318 0788 F 632 310 1501

www.sheratonmanilabay.com

Operation hours:

Monday to Sunday: 7AM to 6PM

Mobile service fee of PHP 1,000 shall apply to mobile swabbing of up to 10 persons.

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 are committed to making the amenities and services at our property available to you while complying with local regulations, including guidance on reducing capacity in public spaces and reinforcing social distancing. The modifications we have made include:

Fitness Center: Closed until further notice.

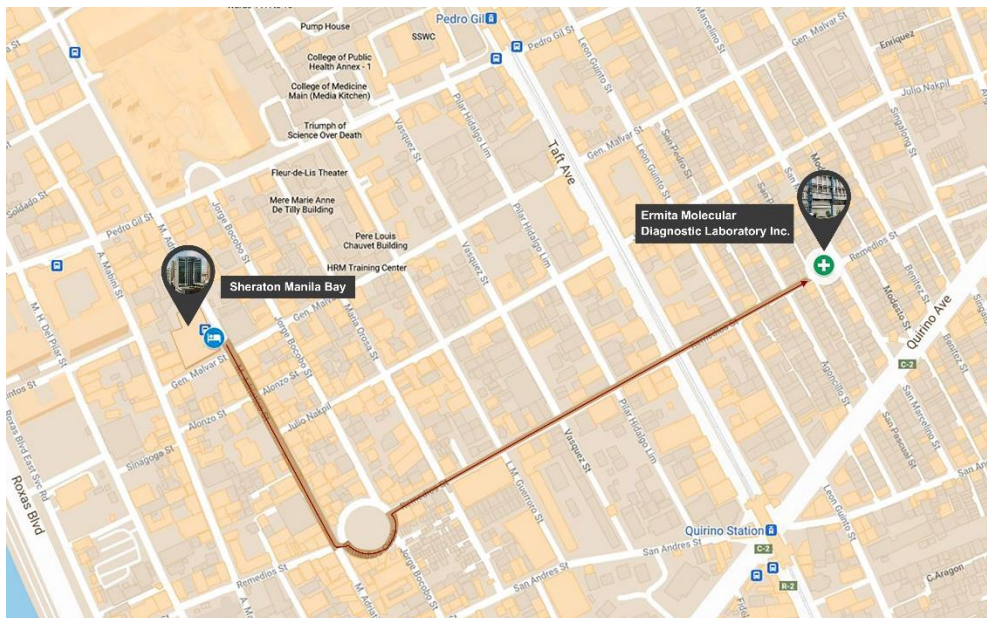
Swimming Pool: Closed until further notice.

Restaurant and Bars: In compliance with government guidelines, we will be accommodating 10% capacity for indoor dining for fully vaccinated individuals and 30% capacity for al fresco dining for all other guests.

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 scan our Stay Safe QR code or fill out health declaration form before entering the hotel premises.

Directional Map to Ermita Molecular Diagnostic Laboratory, Inc.



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](#).