

## **FAQ FOR COSTA SANDS RESORT (SENTOSA)**

### **Booking Policies**

- Applicants must be aged 18 and above at the time of booking.
- Booking must be made in person and for a minimum duration of two consecutive nights for Fridays and Saturdays, Eve of Public Holidays and Public Holidays.
- Any Amendment or Cancellation of room booking must be done via email ([reservations@dresort.com.sg](mailto:reservations@dresort.com.sg)) or in person at Costa Sands (Sentosa) check-in counter
- Cancellation made 30 days or more prior to arrival : \$15 administration charge.
- Cancellation made 15 to 29 days prior to arrival : 25% forfeiture from the total rental.
- Cancellation made within 14 days prior to arrival : 50% forfeiture from the total rental.
- For any changes in the room type, period of stay or Resort location, the different in room rental shall not be refunded. (Any rates differences will be borne by guest)
- Applicants are only allowed to change the arrival date once. Should applicant decide to cancel the booking after the change; a penalty of 50% of the room rental shall be forfeited.
- We are unable to make any amendments to guests' particulars once booking process is complete.

### **Accommodation**

- **34 Deluxe Room** (Est. Measures 11.1m<sup>2</sup>)  
Comfortable stay for 2 adults - Either queen-sized bed or twin beds with attached bathroom, television, mini fridge and kettle. (no connecting room available)
- **15 Kampung Hut** (Est. Measures 7m<sup>2</sup>)  
Fully air-conditioned with a maximum of 4 occupants, equipped with 2 double-decker beds. Common shared toilets / shower rooms / hot water dispenser facilities nearby. (No connecting hut available)

### **BBQ Pits**

- BBQ pits are subject to availability. *(to contact resort @ 6275 1034 to make the booking with your room reservation number)*
- Each pit comes with a table with 6 seaters.
- Allotment of pit is based on first come first served basis.
- **\$10.70** for NTUC Plus! and Plus! member / **\$21.40** for Public *(payment to be made upon check-in)*
- Usage timing from 5pm to 1am. *(after 11.00pm, only 4 pax are allowed to stay over and the rest have to leave the resort premise / lights around the pit will be switched off at 1am)*
- No refund will be given in the event of rain or cancellation.
- No personal portable BBQ pit is allowed.
- BBQ pit size: 25" x 21".

## Catering Services

- No outside caterers are allowed. We have our appointed caterer:
- Catering set up is to be placed only at the BBQ pits area and guest has to book the BBQ pit in-order to have the space for their guest. (1 pit booked come with a table with 6 seaters)  
Appointed caterer : **EASE Café @ Siloso**  
Website : [www.ezbbq.com.sg](http://www.ezbbq.com.sg)  
Contact no. : 6392 8392  
Email : admin@ezbbq.com.sg

## LinkPoints

- To offset the cost of your stay using your LinkPoints, please log in as an NTUC Member during the process of booking stay on [www.dresort.com.sg](http://www.dresort.com.sg) and select the "Redeem LinkPoints" option.
- You will award LinkPoints for your stay with us and it will credit to your member card account within 3-5 working days.
- Please present NTUC Plus! and Plus! card upon check-in for verification purposes.

## Check-In & Check-Out

- Guests may Check-In anytime after 2.30pm with their Identity Card or Passport and the booking information.
- Guests are required to Check-Out before 10.30am on their departure date, otherwise a day's rental shall be imposed.
- Request for early check-in or late check-out is subject to room availability and charges.
- No written authorisation is required for a person check-in on behalf a registered guest. The authorized person must be aged 18 and above, and has to produce the following upon check-in:
  - The authorized person's identity card / passport.
  - Confirmation of Booking Acknowledge / Number.
  - The registered guest's NTUC Card (if applicable) for verification purposes.

## Housekeeping Service

- No daily servicing. Housekeeping service will be done on alternative day basis.
- An additional of \$10.70 surcharge applied upon request on each servicing.

## Getting to Costa Sands Resort (Sentosa)

- **Shuttle bus** - [Click Here](#) for the information (No Service on every Tuesday)
- **Sentosa Express** - At VivoCity (Lobby L Level 3), alight at Beach Station and take the Beach Tram along the Siloso Beach (2nd stop and walk ahead) – We are opposite the Wave House. Sentosa Express ticketing: \$4 per entry (Adult and Child aged 3 and above)
- **By Car / Taxi** - [Click Here](#) for the Admission Charges into Sentosa.
- **By Foot** - Admission is Free until 31 Dec 2016 (U.P. \$1.00 per entry)

For more information, please visit: [www.sentosa.com.sg](http://www.sentosa.com.sg).

### **Free admission for NTUC Plus! and Plus! member.**

- *Applicable for booking of Deluxe room only.*
- *Claim up to 2 pax (\$8.00) for travelling by Sentosa Express.*
- *Or per entry admission by Taxi or Car.*
- *Must present the original receipt for reimbursement upon checking in at the counter.*
- *Receipt date must be within your stay in Costa Sands Resort (Sentosa)*
- *No applicable for booking under promotion code/rate.*

## Car Park

- There are 6 car park lots available in the resort premises and are complimentary.
- Lots are subject to availability and are on first come first serve basis.
- No reservation of car park lots.
- Alternatively, you may park at the Beach Station car park and is chargeable. Information of "[Sentosa Car Park Charges](#)".

## Amenities & Services

- **Free Wi-Fi** access within the Resort premises.
- **Laundry Machine** - Coins operating washer and dryer at S\$4.00 each time.
- **Swimming Pool**
  - Operating time from 7.30am to 10.00pm. (Only proper swimwear is allowed)
  - No wading pool is available.
  - No Lifeguard (swim at your own risk)
- **Smoking** – Smoking is not allowed within the resort and in all room type. However, you may proceed to the designated smoking area outside the main lobby and the rear gate area.
- **Café & Sandry Shop** – Operating time from 8am to 10pm.
- **Video Game Machines** – Operating time from 9am to 10pm.
- **Baby Cots** – Is subject to availability.
- **Mattress Set** – Guest may rent the mattress set at \$25 per set per night. (come with a pillow, towel and normal blanket)

**No Pet is allowed in the Resort premises**

## Contact Us

- Any other enquires – please contact us at 6275 1034 or email: [reservations@dresort.com.sg](mailto:reservations@dresort.com.sg)
- For amendment or cancellation of room bookings – please email to [reservations@dresort.com.sg](mailto:reservations@dresort.com.sg) or in person at Costa Sands (Sentosa) check-in counter
- Catering (EZ BBQ) – please call 6392 8392 or email : [admin@ezbbq.com.sg](mailto:admin@ezbbq.com.sg)