

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@costasands.com.sg)
- 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 11.1m²)
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 7m²)
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 : Cipta Rasa Caferia
Contact no. : 9791 7748

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 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 For more information, please visit:
[www.dresort.com.sg/costa-sands-sentosa/destination/getting-to-costa-sands-resort-\(sentosa\)](http://www.dresort.com.sg/costa-sands-sentosa/destination/getting-to-costa-sands-resort-(sentosa)) (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 For more information, please visit:
www.sentosa.com.sg/Plan-Your-Visit/getting-around 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.

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 www.sentosa.com.sg/Plan-Your-Visit/getting-around.

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@costasands.com.sg
- For amendment or cancellation of room bookings – please email to reservations@costasands.com.sg
- Catering (Cipta Rasa Cafeteria) – please call Mr Shahrizan at 9791 7748