

EN VOYAGE IN SAFETY



PROLOGUE

"travel is always about the experiences not about the destination"

As the global situation evolves with countries at various stages of putting in place effective systems to control the COVID-19 infection, Singapore has been updating border measures accordingly. Cautiously approaching the situation, Sofitel Sentosa has been without any COVID-19 cases. To ensure that this sanctuary is kept safe for all, it has not been a dedicated Stay Home Notice or Government Quarantine Facility since the emergence of this unprecedented global crisis.

En voyage with Sofitel Sentosa and embark on this new journey with us.

CHAPTER 1: EN VOYAGE

"the new form of hospitality is a delicate balance of service and safety"

A hassle-free experience with every aspect of your holiday planned even before setting foot on this idyllic haven. Experience joie de vivre seamlessly by making prior reservations - be it taking your taste buds on a gastronomic tour, lounging and soaking up the sun with a dip by Sofitel Pool or experiencing the epitome of indulgence with a full-body treatment at Sofitel SPA. **If you have completed the Pre-Arrival Registration online form that has been sent to you 72 hours prior to your arrival, kindly let us know upon check in. Amendments to your dining and/or facilities reservations can be made by contacting our One-Touch team via your in-room phones.**

CHAPTER 2: BONJOUR

"a hidden gem, a paradise and a sanctuary where luxurious experiences await you"

Welcoming, safeguarding and taking care of you is at the heart of what we do and who we are. Say *bonjour* with the confidence that your well-being is taken care of and indulge in the kind of hospitality you can expect from a Sofitel.

Focusing every bit of these precious moments on yourself and your loved ones, bring along the essentials, as we safeguard you with minimal handling of your belongings and only upon request.

Granting your wanderlust wishes, dedicated ambassadors are ready to greet you warmly whilst smiling behind their masks and are available for your every need at a **safe distance of at least 1-metre at all times. SafeEntry and temperature screening are mandatory** and will be conducted throughout the resort including all dining establishments and facilities. **Assign a representative during check-in to register all who will be staying within the resort whilst**

keeping to the safe distance demarcated on the floor. Glass shields have been installed at all reception counters as a preventive measure – but that does not pose as a barrier for our lovely ambassadors as they attempt to speak clearly through these glass shields to deliver above and beyond.

Stroll alongside Sentosa's long stay residents, namely the free roaming peacocks, as find your way to your delightful room - the first digit of your room number reflects the floor your room is on and the subsequent two digits are your room number. **Room series #40 and below is located in Tranquility wing and #41 onwards is located in Peace wing.**

CHAPTER 3: LIVE THE FRENCH WAY

"be liberated and enjoy a touch of joie de vivre with sophisticated elegance"

Spacious rooms, luxurious suites and opulent villas that embody Parisian refinement and Singaporean colonial heritage, filled with lush textures, rich colours and French amenities. Retire in absolute comfort with confidence; experience impeccable attention to details with **rooms cleaned and sanitised with hospital grade chemicals prior to your stay.**

Ease your mind and be liberated with common amenities within the room removed or packed individually. All amenities have been placed in areas that you may need them - fluffy slippers at the alcove and luxurious toiletries in the bathroom. Help yourself to the dedicated care pack with tissue and hand sanitiser whenever you may need it. For your convenience and safety in mind, a bottle of hospital grade sanitiser have been placed in your room for sanitising high touch points.

The mini bar has been emptied and sanitised but is still available upon request.

Enjoy seamless access to resort essentials by scanning the QR code which has been prominently placed on the **work desk** - be it in-room-dining menu, operational hours of dining establishments or facilities, or even things to do on the island. To minimize entries to your room and physical contact, **housekeeping service will be done every other day or upon request with no turndown service provided for now.** Do keep your Do-Not-Disturb button off when expecting deliveries of luggage, additional coffee capsules, amenities, mini bar items or in-room-dining orders.

CHAPTER 4: BON APPETIT

"bon appetite at its finest where what matters most is the chef's special touch"

A slew of gastronomic adventures await you at our dining establishments, LeBar, The Cliff and The Garden. Head on to The Cliff for mornings with the smell of buttery croissants, aromatic coffee; exquisite Italian fare and gorgeous views of the South China Sea. For a view that enchants, lounge at LeBar, where airy décor and plush furnishings invite you to linger over French Classic High Tea sets paired with well-balanced cocktails. For calorie-conscious and comfort food in a bright and airy milieu, indulge in tranquility at The Garden, located a leisurely walk away from the resort.

With safe distancing of at least one-metre, reduced number of diners, constant sanitisation - amongst other safety measures in place; enjoy a safe and pleasant dining experience with friends and family of up to 8 diners per group.

With buffets suspended, enjoy complimentary top-ups with our breakfast sets. **Do come for breakfast earlier as there is a maximum dining time of 1 hour per table** – you may continue soaking up the morning sun at LeBar.

Prior reservations are mandatory to secure the best seats in the house for high-tea, lunch and dinner at all outlets – do note that there is a holding time of 15 minutes and a maximum dining time of two hours per table.

CHAPTER 5: THE ART OF INDULGENCE

"the way you treat yourself sets the standard for others"

Take advantage of the resort's ample facilities and experience the epitome of pampering amid a tranquil oasis. Whether it's a dip in the pool, entertaining your little ones at Villa des Enfants, keeping up with your exercise regime at Sofitel FITNESS or rejuvenating at Sofitel SPA; safety measures have been implemented to help you relax in peace. **Prior reservations to use any of the resort's facilities is mandatory with no walk-ins allowed.**

Find serendipity and calm in our 33-metre pool enveloped by lush greenery and breeze from the South China Sea. Mandated by local authorities, the maximum permitted of guests has been limited to 50 at any one point of time. To facilitate this, only guests with prior reservations will be allowed to use the pool. Each room, regardless of the number of registered guest(s), is limited to one booking per day with a maximum of two hours per visit – gentle reminders to clear out from the pool will be given 10 minutes prior to the end of the time slot and extension is subject to availability.

Discover beyond the resort by taking a refreshing stroll down to Tanjong Beach – **don't forget to obtain Sentosa issued wristbands from our concierge prior to avoid disappointments.**



EPILOGUE: FOND FAREWELL

"a fond farewell, a hidden smile but can still be felt"

The resort bids you *au revoir* as you leave rejuvenated with the satisfaction that these precious moments created during your journey stay with you and your loved ones. **Skip the queue by opting for Express Check-Out** – simply drop your key cards into the box placed beside the entrance to the reception. **Your full itemized bill will be sent to the email you have used during your reservation** – kindly reach out to us should you require further clarifications on your bill.

Merci for embarking on this journey with us. En voyage in safety as our new chapter unfolds.

AFFIXES

Dining Establishments	
The Cliff	Breakfast Daily 7am - 11am Lunch & Dinner Daily 12pm - 1030pm
LeBar	Drinks Daily 12pm - 1030pm High Tea Daily 1pm - 5pm
The Garden	Lunch & Dinner Daily 11am - 8pm
In-Room-Dining	Breakfast Daily 7am - 11am Lunch & Dinner Sundays to Wednesdays 12pm - 1030pm Lunch & Dinner Thursdays to Saturdays 12pm - 12am
Recreational Facilities	
Sofitel SPA	Treatments Daily 11am - 8pm Outdoor Spa Garden Daily 11am - 6pm
Sofitel FITNESS	Indoor Facility Daily 8am - 9pm
Villa des Enfants	Indoor Facility Daily 11am - 6pm Kid's retreat Activities (Chargeable from S\$30++ per child per activity) Daily 10am, 1pm, 4pm *Prior booking required. Activities are subject to changes based on weather plans/ discretion of the instructor
Sofitel Pool	Outdoor Daily 9am -7pm *Prior booking required
Shuttle Bus Schedule	
Depart from HarbourFront MRT Exit D	0700 0730 0800 0830 0900 0930 1000 1030 1100 1130 1200 1230 1300 1330 1400 1430 1500 1530 1600 1630 1700 1730 1800 1830 1900 1930 2000 2030 2100 2130 2200 2230 2300
Depart from Sofitel Sentosa Lobby	0715 0745 0815 0845 0915 0945 1015 1045 1115 1145 1215 1245 1315 1345 1415 1445 1515 1545 1615 1645 1715 1745 1815 1845 1915 1945 2015 2045 2115 2145 2215 2245
Just a scan away	
	Seamless access to resort essentials - be it in-room-dining menu, operational hours of dining establishments or facilities, or even things to do on the island.
	En voyage in safety is available for viewing online. Save a copy of this guide and bring it along with you on your mobile devices.