

HOUSE RULES

1. Persons Under Quarantine (PUQ) guests shall be allocated one (1) room only during their stay. In accordance with Bureau of Quarantine (BOQ) guidelines, room sharing will not be allowed except for families traveling with minors and/or persons needing assistance whose request for room sharing shall be pre-approved by BOQ before check-in.

Room sharing will only be allowed if the following conditions are met:

- a. Parents/guardians traveling with minors (children ages 17 and below)
 - Family staying in one (1 Household)
 - Maximum 2 adults + 2 Minors (Children) or 3 Adults
 - b. Persons with a medical condition requiring assistance with activities of daily living
 - c. Senior citizens ages 66 and above requiring assistance with activities of daily living
 - d. Persons with Disability (PWD)
 - Activities of Daily Living include eating, bathing, dressing, transferring, daily hygiene, and walking/moving around
 - Guest are required to coordinate with The Peninsula Manila for above conditions.
2. PUQ guests must always observe minimum health standards. This will include wearing of facemasks and face shields, maintaining physical distancing, frequent hand washing, avoiding touching the face, and observing cough etiquette.
 3. Contactless arrival and departure protocols will be practiced by PUQ guests, following The Peninsula Manila Front Office Department's policies and procedures except in special cases involving guests needing special assistance: pregnant women, infants, the handicapped, and elderly individuals ages 66 and above.
 4. PUQ guests must download the StaySafePH App and are required to furnish all basic information asked by the hotel, update the health declaration form, and scan The Peninsula Manila's StaySafePH QR Code immediately upon arrival in their room.
 5. PUQ guests are prohibited from leaving their room until the completion of their quarantine period. Permission to leave quarantine will only be granted for emergency situations.
 6. PUQ guests who do not comply with Provision No. 5 (**preceding**) will be charged with a corresponding fine commensurate to the cost of cleaning and disinfecting the areas visited by them. Not following these rules is also a criminal offence and carries additional penalties.

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7. PUQ guest room key cards are for one-time use (upon accessing their rooms the first time) only. Should guests step out of their rooms, they will be locked out and will be unable to reenter.
8. In the event of the fire alarm going off, PUQ guests are requested to remain calm in their rooms. They will be updated by the Duty Manager or Hotel Operator within 5 minutes of the sounding of the alarm through their in-room telephone.
9. PUQ guests are forbidden by law from having any food and other personal items delivered to/sent by them from either outside and/or from inside the hotel during their period of confinement. If medicines and/or medical equipment are needed, contact the hotel reception and ask for a nurse for assistance with any medication and prescription requirements.
10. Family, friends, and/or fellow repatriates cannot visit the rooms of PUQ guests and vice versa. Visitors are not allowed at any time throughout the period of confinement. The hotel offers free Wi-Fi. Stay in touch with family and friends through other communication methods such as making phone calls or using apps like Zoom, SKYPE, etc.
11. Face-to-face conversations with fellow PUQ guests and hotel staff are prohibited during the period of quarantine.
12. To prevent the possible transmission of COVID-19, it is important for PUQ guests to be honest about their health during their period of confinement. Please inform the hotel through the operator in case you develop signs and symptoms such as fever, cough, colds, sore throat, and diarrhea, etc. They will inform the hotel's on-site medical staff and the Local Government Unit (LGU) immediately.
13. The hotel's medical team will assess the condition of the PUQ guest and recommend the appropriate isolation procedure and protocol.
14. PUQ guests are encouraged to notify the hotel medical team through the operator should they experience any exacerbation of pre-existing medical conditions like hypertension, diabetes, heart diseases, etc. and for any medicine requisitions.
15. PUQ guests are requested to inform the hotel about any food restrictions, allergies, and other special needs (e.g. halal) prior to their stay.
16. Smoking and vaping is not allowed inside guestrooms. PUQ guests will be charged a Php10,000 fine in accordance with a city-wide smoking ban.

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17. PUQ guests may not have access to the hotel's public facilities, including the outdoor swimming pool, gym, spa, and restaurants during their period of confinement.
18. While PUQ guests cannot leave their rooms, they may order beverages and food items from Room Service. A menu is available using the QR code provided on the card on top of the work desk.

Meals will be delivered just outside the guestroom door for contact-free delivery.

19. As part of The Peninsula Manila's COVID-19 health and safety protocols, there will be no daily in-room housekeeping service throughout the PUQ guest's period of confinement. Trash for disposal should be placed inside properly identified yellow trash bags provided inside the room. Please place this outside by the door. It will be collected twice a day, 10:00 am and 6:00 pm
20. Soiled linens shall be placed inside a designated laundry bag located inside the room closet and shall be collected upon request. PUQ guests are requested to leave this outside their door and will be collected daily at 6:00 pm.
21. PUQ guests may request for fresh bed and bath linens and other toiletries by pressing the Housekeeping speed dial button on the bedside telephone unit.
22. PUQ guests may avail of laundry services, but there will be a five-day turn-around period to accommodate the Department of Health (DOH) recommended airing out time. Laundry forms and bags are located inside the room closet. PUQ guests may also do their laundry in their room, however, drying and hanging of clothes by the windows and curtain rails is not allowed.
23. Quarantine Period:
 - Non-Vaccinated Foreigners – Quarantine 10 days and swabbing on the 7th Day
 - Foreigners Vaccinated Overseas and Coming from a “Green Country” (as per DOH list) – Quarantine 7 days and swabbing on the 5th Day
 - Non-Vaccinated Returning Filipinos – Quarantine 10 days and swabbing on the 7th Day
 - Returning Filipinos who have been Vaccinated in the Philippines – Quarantine 7 days and swabbing on the 5th Day
Vaccinated Filipinos must present a Barangay or LGU Official Certification of Vaccination (not the vaccination card) or the International Certificate of Vaccination.
 - Foreigners and Returning Filipinos from Restricted Countries (India, Pakistan, Bangladesh, Sri Lanka, Nepal, United Arab Emirates, and Oman) – Quarantine 14 days and swabbing on the 10th day.

RT PCR Swabbing, may be scheduled and facilitated as follows:

Manila Peninsula Hotel, Inc. Correspondence address: Corner of Ayala and Makati Avenues, 1226 Makati City, Metro Manila, Philippines
T: +63 2 8887 2888 F: +63 2 8815 4825 +63 2 8815 3402 pmn@peninsula.com peninsula.com

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- Prior to arrival in the country which will be part of the Reservation Confirmation Letter
- May be done at the Ninoy Aquino International Airport upon arrival (at the BOQ Desk)
- There are four laboratories accredited by BOQ. The selected laboratory personnel will go to the hotel to swab PUQ guests in the designated swabbing area in the Ayala Tower.
- Front Office staff will be required to get details of the swabbing schedule and the name of laboratory selected by guest upon check-in, so all concerned departments are alerted and can prepare accordingly the necessary arrangements
- No re-swabbing will be allowed.

24. In case of emergencies like occurrence of confirmed fire and earthquake, please follow the designated evacuation leaders and signages. The life, safety, and well-being of our guests and staff are our utmost priority.