



*Sheridan  
Villas*

**BORACAY ISLAND, PHILIPPINES**



**Boracay** is one of the hottest travel destinations in the Philippines attracting thousands of foreign travelers every season. The world famous Boracay Island is located in Aklan province 345 kms. South of Manila. Boracay Philippines is a beautiful small island surrounded by coral reefs and located one kilometer north-west of Panay in the island Visayas. It is 7 kilometer long and 1 kilometer width at its narrowest point.

Boracay is made up of three little communities: Yapak in the north, Balabag in the middle, and Manoc-manoc in the south. Hilly elevations up to 100 meters above sea level characterize Yapak and Manoc-manoc. Intertwining trails link the small three villages together but sometimes may lead to a lush tropical jungle.

Boracay has been known by Filipinos as the **"Number One Tourist Spot in the Philippines"**. While a British publication known as TV Quick, awarded Boracay Island as the *Number One Tropical Beach in the World!*

The best part of Boracay is its 4 kilometer **"White Sand Beach"**, also known as the *Long Beach* by its residents. It is located at the West Coast between the villages of Balabag and Angol, and some experienced travelers claim it to be the **"Finest Beach of all Asia"**. The water is shallow, sand is finer and more brighter than any most beaches in the archipelago. There are about 350 beach hotel resorts with more than 2000 rooms to suit virtually everyone's taste.

## **ABOUT OUR VILLAS**

Sheridan Villas Boracay is a newly built and a well situated resort. It boasts of first-class amenities and design. The resort is located at the quiet side of Boracay Island -Station 3 (Second-Row, Beach-Front). Being just a few steps away from the white sandy beach, it blends proximity and tranquility.

Sheridan is widely known for its "Free-Plane Ticket" value deals. These packages aim to provide its customers with a hassle-free and value-based vacation.

The resort aims to cater to group and family travelers. This is the reason why all of our packages seek to maximize on savings and at the same time slash down premium discounts on recreational activities. The provision of a kitchen in our Two-Storey villa exemplifies another food saving device for the group.

Its location and its amenities (dining rooms, living rooms, bedrooms, kitchens, and bathrooms) represent the perfect formula for a "Serene Home Away From Home" for any would-be Boracay visitor.

## **TELEPHONE INFORMATION**

### **TELEPHONE DIALING INSTRUCTIONS**

Local Calls + number (e.g. 036 288-6819) (PhP20 per call)

Mobile Phones + number (e.g. 0917.123.1234) (PhP40 per minute)

National Direct Dial "9"+ 02 + number (e.g. 442.9452) (PhP40 per minute)

International Direct Dial "81"+ 011 + country code + city code + number (PhP195 per minute)

### **PHONE MESSAGES**

If you have a message the front office will inform you in writing by placing the message near your telephone.

### **TELEPHONE DIRECTORY**

(+63.36) 288.6819 on -site

Corporate sales office (+63.32) 345.1000 FAX # (+63.32) 415.5131

#### **MOBILE PHONES:**

GLOBE NETWORK +63.917.627.3754

SUN CELLULAR +63.922.898.3577

## **GUEST SERVICES AND INFORMATION**

### **AREA AND CITY MAPS**

Maps are provided in the Tourism Center located at D'Mall Filipino Travel Center.

### **AUTOMATED TELLER MACHINE**

Please contact the front office for the nearest location.

### **BABY SITTERS**

Please reserve babysitters at least 24 hours in advance. Charges are Php 400 per hour.

### **BAGGAGE SERVICE**

Our staff will be happy to assist you with your baggage. Please contact the front office for assistance.

### **TOWELS/SHEETS AND LINENS**

All of our linens are provided for your comfort during your stay. If you wish to purchase our linens, please contact our front office.

All items for Take-out (such as Beach Towels, Beach Umbrellas, Chairs, Kitchen Utensils, etc.) are all subject to Take-Out Rental of USD 1.00 or Php50.00 and a Deposit of USD 1.00 or Php50.00 redeemable with returned item. Lost items shall be charged according to their respective fees

Sheridan Villas will charge the following fines on the following improper use of FREE facilities.

Henna Stain on Linen - USD 1000 or Php 500.00

Take Home Damaged Item – USD 17.00 or Php 850.00

Lost Towel - USD 15.00 or Php 750.00

Take Home Damaged Item – USD 15.00 or Php 750.00

Lost Towel – USD 15.00 or Php 750.00

## **HOUSEKEEPING**

Make up of rooms and/or replacements of new linens are done every other day at the presence of the room guests during 10:00AM- 3:00PM. Irregular/Additional/Extra replacement request of linens caused by misuse or extraordinary dirt is charged with minimum of USD 2.00/ Php 100.00 fee.

## **CHECK-IN 2:00 p.m.**

All Guests must fill-up the information sheet upon check in. Item double-check must be confirmed by guests to monitor loss/damaged material checks.

**CHECK-OUT 12:00 noon**

Should you require an extension every effort will be made to accommodate your request. Additional charges may apply.

**CHILDREN AND EXTRA PERSON SURCHARGES**

All Surprise/ Unregistered Guests is charged at USD 200.00 per night or Php 1,000.00 regardless of accommodation type. However, Guest's visitors are welcome and FREE of charge for maximum of two (2) hours stay only.

**Deluxe Room (Solo or Couple)**

Minimum: 1 Person

Maximum: 3 Persons

**Superior Room (Family)**

Minimum: 3 Person

Maximum: 5 Persons

**Two-Storey Villa (High-End Family)**

Minimum: 4 Persons

Maximum: 10 Persons

### **CONFERENCE/EVENT FACILITIES**

We have access to event facilities please inquire with the Front Office or Sales Department.

### **CREDIT CARDS**

We accept American Express, Visa, MasterCard JCB and Diners Club. You can be assured your credit card information is always secure.

### **DO NOT DISTURB**

If you do not want to be disturbed please hang the seashell located on your entrance door on the outside handle. If this is present we will not disturb you for any reason whatsoever unless it is an emergency. Incoming calls will continue to be forwarded to your room.

### **ELECTRIC**

Electricity at the villas is 220V and you should NEVER plug in items that are not rated for 220V.

Please switch off the lights, TV, aircon, and Water Heater before leaving the unit/room. Subsequent charges shall be fined for vacant rooms found with appliances turned-on.

We also have several different mobile phone chargers available. Please contact the front office for more information.

**EMERGENCY**

In case of an emergency, contact the front office.

**HAIRDRYER**

For your convenience, hairdryers are available upon request.

**HOUSEKEEPING**

All rooms receive daily housekeeping service between the hours of 08:00 and 15:00. Should you have any special requests please contact our front office staff.

**IRONING**

If any ironing or other housekeeping services are required, please contact our front office staff.

**LAUNDRY / DRY CLEANING**

Items received for laundering by 10am will be returned by 10am the following day. Please contact our front office staff for further information. Dry cleaning is done off premise and needs 24-36 hours notice.

**LOST & FOUND**

Any articles found in the suites after departure will be held in our housekeeping department for 90 days.

**MAIL & PACKAGES**

Mail, faxes and parcels will be arranged for delivery to your suite. DHL service is available. Please contact our front office staff for more information and rates.

**MESSAGES**

If you have messages, our front office staff will leave a note in your suite.

**MEDICAL ASSISTANCE**

House physicians are available on call, to consult with you in your guestroom or at a nearby clinic.

Please contact our front office staff if you require medical assistance.

**MERCHANDISE**

All items in the room are inventoried and available for purchase. We ask that if you choose to purchase items, that you contact our front office staff for NEW and unused items. Should you decide at the last minute to purchase items please note we will charge those to your guest bill without notice.

**NEWSPAPERS**

A newspaper can be delivered to your guest room upon request at a cost of p25. For any special requests please inquire with our front office staff

## **PHARMACY**

For the nearest pharmacy please contact our front office staff. We can only supply over the counter non-prescription drugs such as aspirin.

## **DINING**

The taste of the 6th Region, to which Boracay belongs, is quite simple. Charbroiled chicken is common fare. Another favorite dish is raw fish marinated in spicy vinegar. Dining is no problem in Boracay, with most resorts having their own restaurants that serve both Filipino and international cuisines. Small snack bars line the island

## **RESTAURANT RESERVATIONS**

Our front office staff will be happy to arrange reservations for a restaurants in Malay or around Boracay island. Reservations are always recommended to ensure you will be seated at your preferred time during peak season.

**Try the Favorites:** Halo-Halo! Halo-halo literally means, "mix-mix". And it is just that: a mixture of sweetened fruits and beans, lavished with pinipig (crisp flattened rice flakes), sugar and milk, topped by crushed ice and ice cream. You know its summertime when halo-halo stand start sprouting by the roadside and by the beach, all whipping up their heavenly concoctions of such a refreshingly divine dessert. You can make your own by selecting and mixing your ingredients to make a perfect Halo-Halo. Halo-Halo is uniquely, unforgettably Filipino

## **SHELLS**

The shells you find in and around the resort are sourced directly from local shell dealers. You will not find any illegal or banned shells in Sheridan Villas. Please do not take the shells displayed in your room, as this is part of our interior design concept. If you are interested in purchasing shells please let us know so we can facilitate that for you.

## **SMOKING INFORMATION**

All guestrooms and all other interior areas of the suites are non-smoking. Smoking is permitted in exterior areas only and we have provided ashtrays for your use on your terrace or in your garden. There is a \$100 surcharge for smoking in your suite to cover the expense of sanitizing and cleaning.

## **TIPPING**

Please note that all employees at Sheridan Villas share in tips from our customers. We feel that a gardener is equally as important as your butler or massage therapist, meaning, everyone here plays a crucial role in your experience at Sheridan Villas. We request that if you do choose to tip that you use the small envelope provided so that everyone may benefit from your generosity. Thank you for your co-operation.

**TAP WATER**

Our tap water is safe and may be used for brushing your teeth.

**TEMPERATURE CONTROL**

Your suite is equipped with air conditioning. If you require assistance please contact our front office staff.

**TOILETRIES**

Available items: razors, toothbrushes/toothpaste, combs and other necessities. For additional toiletries other than those found in your room please contact our front office staff.

**TRANSPORTATION SERVICES**

Our front office staff can make arrangements and supply information on, public transit, shuttle, or car rental services. There are three categories of transportation: motorized tricycles and pedicabs shared with other passengers, individually rented motorbikes and bicycles, and shuttle service Taxi's are not available however, since everything in Boracay is more or less within walking distance, you will find most likely to join the majority of visitors moving around Boracay Island on foot.

## **UMBRELLAS**

Umbrellas are available for your use while you are a guest of Sheridan Villas. If you would like to purchase an umbrella to take as a souvenir please contact our front office staff.

## **WAKE-UP SERVICE**

Our front office staff can arrange a wake-up call if needed.

## **FLOORS**

Our floors are slippery when wet. Please use the bath mats when showering or bathing and exercise caution at all times.

## **FOOD AND BEVERAGE SERVICES**

Sheridan Villas management has a list of restaurants both locally and internationally those we recommend kindly ask our front office staff.

Use of kitchen utensils remains FREE with proper use and cleanliness. Subsequent charges shall be made on all dishwashing requests.

Misused and damages on any kitchen utensils, kitchen wares, utensils, pails, hanger room items shall be subject to respective charges (Refer to Charge Slip Issued.)

### **BEVERAGES, COFFEE/TEA DELIVERED TO YOUR SUITE**

All alcoholic beverage, coffee and tea services can be supplied by our front office staff and will be charged accordingly.

### **BREAKFAST**

We invite you to enjoy our complimentary breakfast served in the privacy of your suite until 9:00am. Please refer to our front office staff for more information.

### **LATE NIGHT SNACK**

We invite you to enjoy our late night snack served in the privacy of your suite. Please refer to our front office staff for more information.

### **ROOM SERVICE**

Limited Room Service is available 24 hours a day. Please see our front office staff for more information.

### **IN SUITE MASSAGE**

You may also have massage services in the privacy of your suite or beach 24 hours a day. The spa located in station 2 is open 9am thru 10pm and offers a wide variety of therapeutic services refer to our front office staff for more information.

## **BUSINESS SERVICES**

Administration Regular Office Hours is from 8:00AM- 5:00PM.

## **INTERNET ACCESS**

Internet access is available please see our front office staff for more information.

Internet Use regular rate is available at Administration Office from 8:30am- 4:00pm at USD 15.00/Php75.00 per hour.

After Office Hour usage shall have a higher rate of USD 3.00/ Php150 per hour.

## **FAX SERVICES**

Our incoming fax number is +63.36.288.6819

Fax cover pages can be obtained from our front office staff.

Charges apply for outgoing faxes as follows:

- International: P250 (first page) P50 add'l / pg
- Local faxes are complimentary

Charges apply for incoming faxes as follows:

1-10 pages: complimentary per stay

11+ pages: P50 per page

## **SHIPPING SERVICES**

We exclusively use DHL shipping for local and international parcels. CURRENCY EXCHANGE  
Our front office staff can arrange exchanges in the resort for up to USD\$250 equivalent. We only accept the following currencies for exchange: USD, GBP, HKD, KRW, JPY and EURO.

Exchange rates are based on real time Internet rates and subject to a 5% handling fee. Exchange rates are non-negotiable.

Outside exchanges can be arranged for large amounts with 24 hours notice. Please note banks close at 3PM and are closed on Saturdays, Sundays and all public holidays.

## **CREDIT CARD CASH ADVANCE**

We can arrange cash advances of PhP10,000 per day charged to your credit card. There is a 5% service and handling fee for this service. Please contact our front office staff for more information.

## **AIRPORT INFORMATION & PICK-UP TRANSFERS**

Boracay Island is accessible by air from Manila or Cebu through the two principal air gateways: the Caticlan Airport and the Kalibo Airport. Caticlan Airport is serviced by several flights per day to many domestic destinations. The airport is approximately 13 minutes travel time and a five minutes van ride from Caticlan Airport to Caticlan Jetty-Port and eight minutes boat ride directly to the newly built pier.

From Cebu Airport to Boracay will take you one hour flight.

There are airport exit fees upon your departure.

Mactan / Mania Airport:

Domestic Departures is: PhP200 International Departures is PhP550

Caticlan Airport:

Domestic Departures is: PhP20

## **AIRPORT TRANSPORTATION**

Roundtrip Caticlan –Villas-Caticlan transportation is complimentary. Please contact our front office staff for reservations.

## **AIRLINE CONTACT NUMBERS**

Asian Spirit 9 + 341.2554

Silkair 9 + 232.6211

Singapore Airlines 9 + 340.0042

Philippine Airlines 9 + 340.8000

Mactan Int'l Airport 9 + 340.2486

Cathay Pacific 9 + 340.3254

Korean Air 9 + 340.5431

Qatar Airlines 9 + 341.5977

Cebu Pacific 9 + 230.8888

Asiana Airlines 9 + 342.8066

## **MERCHANDISE OR SOUVENIRS**

Many of the items in your room are custom made for Sheridan Villas and can be purchased if you choose.

Please do not remove anything in the rooms as they are all inventoried and we will charge your account either upon or after checkout

For furniture or accessories purchases please note these are artisan made and take a minimum of 12 – 16 weeks for production. For further information on Custom Furniture or accessories please contact our front office staff for assistance.

## **ACTIVITIES**

There are quite a few activities available to you while staying in Boracay. For more information on these and other activities please contact our front office staff.

## **AQUA SPORTS**

The island paradise of Boracay is a perfect place for water sports. Here, you can partake in a smorgasbord of exhilarating aqua action - from swimming and snorkeling to scuba diving, windsurfing, sail boating, kayaking, boardsailing, and boating.

## **MOTORIZED WATER SPORTS**

Wakeboard/Water Ski/Tube ride 15 minutes PhP1500 per ride

Wakeboard/Water Ski/Tube ride 30 minutes PhP2500 per ride

Wakeboard/Water Ski/Tube ride 1 hour PhP3800 per ride

Speed Boat Rental 1 hour Php 3500 per ride good for 5 person (excess PhP500 per person)

Banana Boat PhP1250 for 15 minutes good for 5 person

Jetski Ride Php2000 for 30 minutes

Jetski Ride Php3500 for 1 hour

Fly Fish Php1800 for 15 minutes good for 3 person

## **BOARDSAILING**

On the eastern side of Boracay Island is Bulabog Beach. It is a boardsailor's mecca that draws enthusiasts from all over the world, especially during the peak season from November to March. In January, it is the site of an International Funboard Cup.

## **PARASAILING**

Standard Flight (140M-70 Altitudes)

PhP2500 for 15 minutes

**DIVING** For local dive tours please contact our front office staff for arrangements.

Dive sites surround the island and are learning venues to both novice and professional divers, guided by competent instructors of the many dive shops that operate in the area. For trueblue scuba diving enthusiasts, Yapak in Boracay is a great deep dive.

For your safety management has sourced an Active PADI certified company Island Staff Dive Shop very close to the Villas. Trips to neighboring islands with crystal clear water all year round. Courses in English, Japanese, Tagalog, German, Spanish, and French are available for our international Divers.

|  |            |              |
|--|------------|--------------|
| Discover Scuba                         | php 3, 300 | 2,5hrs.      |
| Scuba Diver Course                     | php15, 200 | 1.5/2 day    |
| Open Water Dive Course                 | php20, 200 | 2.5/3 day    |
| Adventure Diving                       | php20,200  | 1 day        |
| Advance Open Water Course              | php15,300  | 2 days       |
| Rescue Dive Course                     | php21,200  | 3 days       |
| Dive Master Course                     |            | 3 weeks      |
| Instructor Development Course (I.D.C.) |            | upon request |
| Daily Fun Dive                         |            |              |
| • Fun Dive with own Equipment          |            | php 1,400    |
| • Fun Dive with rental Equipment       |            | php1,800     |

**SNORKELING** For local snorkeling tours please contact our front office staff for arrangements.

**ISLAND HOPPING / BOAT TOURS** For local island hopping tours please contact your butler for arrangements.

**GOLF - FAIRWAYS AND BLUEWATER BORACAY**

18-Hole Par 72 World-Class Philippines Golf Course Fairways and Blue water inspires another kind of challenge. It assures players of a stimulating Philippines golf experience as well as a tough test to their skills. Master golfer and designer Graham V. Marsh designed this Philippines Golf Course.

**DATES TO REMEMBER**

Fil-American Friendship Golf Cup (January 7 - January 14)

Goma Golf Cup (February 20 - February 24)

Corporate Golf Cup (Seniors & Regular Men) (February 19 - March 9)

Boracay Invitational Golf Tournament (April 1 - April 8)

Caddie Shack Golf Tournament (September 9 - September 15)

Chairman's Golf Cup (November 11 - November 17)

## **OTHER SPORTS EVENTS**

Boracay International Fun Board Cup (January 7 - January 13) Bulabog Beach, situated on the eastern side of Boracay Island, is a board sailor's mecca that draws enthusiasts from all over the world. Every January, it is the site of an International Fun board Cup.

Boracay Dive Olympics (March 30 - April 1)

Sand Lantern Contest (March 30 - April 1)

Boracay Beach Soccer Cup (April 20 - April 22)

Nestea Beach Volleyball (April 28 - May 1)

Triathlon (May 11 - May 13)

Boracay International Beach Football Championship (November 18 - November 24)

Paraw Regetta Yearly, Boracay Island plays host to the Paraw Regatta, an international sailboat race that makes use of the native outrigger.

## **NATURE TRIPPING / ECO- ADVENTURE**

World-renowned Boracay is an adventure island ideal for island hopping, hiking, trekking, caving, mountain climbing, biking, and horseback riding. Trekking and mountain biking can bring even the intrepid to the island's quaint interior villages and to the edges' scenic rocky cliffs, discovering along the way many hidden coves with isolated beaches far from the tourist crowd.

## **FESTIVALS**

World famous Ati Atihan Festival in Kalibo (January 15 - January 21)

Ati-Atihan (second weekend of January). January is the time to hang loose in Kalibo, the "Land of the Atis" and the gateway to Boracay. For all of three days, it celebrates the Ati-Atihan Festival - where frenzied street dancing is performed by costumed and black-sooted "tribes" as they wend through the main streets from dawn until the witching hours. Ati-Atihan commemorates the 13th-century land deal between ten migrating Bornean chieftains and the aboriginal Ati King Marikudo. It also honors the town patron, the infant Santo Niño. To the accompaniment of hundreds of lyres and drums, merrymakers throw all inhibitions to the wind as they join the tribes in a mad jig punctuated by rhythmic shouts of: "Hala bira! Puera pasma! Hala bira! Viva Santo Niño!" (Loosely translated: "Let go! Don't get sick! Let go! Hail the Holy Child!")

Tribal Ati Atihan Festival in Ibabay (January 22 - January 28)

Cultural Shows in various places (April 20 - April 22)

Boracay Food Festival (May 11 - May 13)

Beach Reggae Festival (May 11 - May 14)

Village Fiesta in Balabag with religious procession, square dance & Disco at the plaza  
(December 28 - December 30)

## **SPECIAL INTEREST**

### **RECREATIONAL SPORTS**

Laid-back Boracay is the perfect venue for golf, tennis, bowling, even beach volleyball. Top-of-class amenities for these activities are available in the island. For golf bugs, Fairways and Bluewater Resort Golf and Countryclub has an 18-hole championship course.

### **PARTY HOPPING**

The code in Boracay is strictly informal. Walking barefoot than shod is the rule rather than the exception. Swinging discos have the beach for a floor, giving dance a new twist. From dusk to dawn, the island turns into one big party place where everyone is welcome to join in.

## **RELAXATION**

Diversions are not a problem in Boracay, with leisure activities calendared throughout the year and amenities offered by some 350 tourist establishments. The island is ideal for beachbumming, relaxing, and simply lazing around. At the end of the day, unwind with a relaxing massage. The island never runs out skilled masseurs offering massage services by the beach.

## **SHOPPING**

A full service mall at the center of Station 2 the commercial district sort of speak is called D'Mall Local Delicacies some of the local delights to be had in Boracay are lechon baboy, dried mango preserves, otap (crunchy sugar-coated biscuits), turrans (rolled wafers with peanut/cashew filling), danggit (dried fish), and fresh fruits. For some of the best food buys, Carbon Market is a good choice. Bargain shopping is a joy of a diversion while in Boracay. Souvenir pieces provide endless possibilities, from trinkets and native accessories made of shells and semi-precious stones to exotic or contemporary beach wear and fashion artworks.

## **HANDCRAFTS**

Aklan residents have managed to produce all sorts of handicrafts as they are blessed with an inherent entrepreneurial spirit and creativity. Boracay has practically everything from silver jewelry and hand-woven cloth to Capiz lampshades and ashtrays, abacá bags, and coral jewelry boxes at markets along the beach front, there are many great bargains.

## **WOODEN CRAFTED SAILBOATS**

You can watch the craftsmen at work along the beach front walk, near the center of Station 2. The quality of Aklan hand-crafted, shell-inlaid sailboats can be compared to the best in the world. All kinds of vessels are produced.

## **HISTORY**

Kalibo, the capital town of the province of Aklan, is the gateway to Boracay Island – Paradise Island of the Philippines. Aklan, dubbed as “Land of the Atis,” is the oldest province in the Philippines. It was organized in 1213 by settlers from Borneo, as the Minuro it Akean to include what is now Capiz.

Aklan became an independent province when President Magsaysay signed into law on April 25, 1956, Republic Act 1414 separating Aklan from Capiz. Aklan was inaugurated as an independent province on November 8, 1956.

## **LANGUAGES / DIALECTS**

Other than Tagalog/Filipino and other local dialects, English is widely spoken in Boracay. Akeanon is predominantly spoken in Aklan, the gateway to the island.

## **CLIMATE**

March to June is the summer months in Boracay, with temperatures reaching as high as from 28 to 38 degrees Celsius. November to February is spent with pleasant winds, cool nights, and occasional rain showers. July to October is the wettest months.

## **NATURAL**

### **BEACHES AND WHITE BEACHES**

Boracay boasts of a sugary white sand beach and azure blue waters. The best part of the island is the four-kilometer White Beach known to be the "finest beach in the world." The surrounding water is shallow and the sand is finer and brighter than most beaches in the archipelago. White Beach is so, soooo fine, it feels like treading on miles of baby powder!

## **ENVIRONMENTAL POLICY**

Sheridan Villas is dedicated to fulfilling its business objectives with due regard to the environment. We have defined an Environmental Policy Statement affecting every aspect of our business to help minimize our environmental impact. The Villas, recognizing its role as an environmentally conscientious operation, is committed to:

- Faithfully complying with applicable environmental laws and regulations;
- Reducing or eliminating adverse impacts to the environment through enhanced maintenance.
- Reduce utilities' usage through effective implementation of "Best Practices";
- Practice the 4 "Rs" on ecological waste management. REDUCE, REUSE, RECYCLE and REPAIR;
- Continuously seeking environmental improvement initiatives.

## **HOW YOU CAN LOWER YOUR ENVIRONMENTAL IMPACT**

- Never leave the air-conditioning on when you are not in the room;
- Reuse towels and linens when possible;
- Turn off your water faucet whenever possible;
- Make sure windows and doors are closed when using the air-conditioning;
- Properly dispose of sanitary napkins in the bag provided;
- Turn off lights when not needed;
- Do not dispose of non-biodegradable items or chemicals in the toilet.

## **24-HOUR PHYSICIAN SERVICE**

For your non-emergency health concerns we can arrange access to physicians who will come to the villa and consult with you in your guestroom or at a nearby clinic.

### **Charges and Billing**

Phone consultation is offered free of charge to assess whether a patient needs to be seen: this often includes more straightforward medical advice.

A courtesy fee of PHP1500 is billed for in-room care along with the accepted standard medical fee for the care provided. The courtesy fee is necessary to cover travel time and the need to keep a physician available to provide prompt response.

A visit to the hospital may be scheduled on a space-available basis. Charges are customary and relate directly related to the complexity of the medical visit.

In all instances, full payment is due at the time of service; it is applied to your suite bill and paid upon checkout.

## **SAFETY**

The information and recommendations contained in this compendium have been compiled from sources believed to be reliable and to present the best current opinion on the subject. There is no warranty, guarantee or representation as to the absolute correctness or sufficiency of any representation contained herein. It must not be assumed that all acceptable safety measures are contained in this directory, or that other additional measures may not be required under particular or exceptional conditions or circumstances.

All Villa staff may be identified by their name badges and uniforms. If you are in doubt of any person's identity trying to gain access to your room, alert the hotel operator, extension "0".

## **VISITORS TO YOUR ROOM**

For security and safety reasons, we require that you notify the front desk of any overnight visitors you may have, or any individuals you would like to have access to your room.

## **TRAVELER SAFETY TIPS**

- Do not answer the door in your guestroom without verifying who it is.
- Always close and lock the door securely whenever you enter or exit.
- Do not leave your room key, or display it whenever you are in public.
- Do not draw attention to yourself by showing large amounts cash or jewelry.
- Do not invite strangers into your room.
- Place all valuables in your safe, or in the resort's safety deposit box.
- Check to see that any windows or sliding glass doors are locked.

## **DEAD BOLT LOCK**

Although the style of lock on your guestroom door may vary from suite to suite, our rooms are fitted with a dead bolt locking system. It is recommended that you use this feature whenever you are in your room, especially upon retiring.

## **VALUABLES**

We regret that the resort cannot be responsible for valuables left in your room.. For safekeeping of valuables, Safety Deposit Boxes are available at the Administration Office.

## **ROOM KEY**

We kindly request that you leave your room key with the office each time you leave the villas premises. Keys and all items borrowed or rented-out to be returned at the Administration Office upon check out. Lost keys shall be charged with USD 2 or Php100.00 penalty.

## **TYPHOON AND FIRE SAFETY**

The Safety systems of Sheridan Villas have been designed with our guests' safety in mind. Each guestroom contains a floor plan indicating the room location for safe evacuation in the event of an emergency. The few minutes it would take to read this information could be a good investment. It may never happen to you, you may never need to implement this advice, but since you should always be alert for the unexpected, be diligent and always note exits and emergency procedures of any building that you enter.

## **TYPHOON PROCEDURES**

The Philippines is prone to Typhoons. If a typhoon should occur, resort guests should:

- Stay away from windows, mirrors and hanging items
- Remain on the inside of the building until told to exit.
- Stay clear of any electrical lines, or objects that could fall on you.
- Be prepared for the possibility that all electricity (including the lights) could cease during a typhoon.

- Telephone or Internet services could cease during, or after a typhoon.
- Know your evacuation route. Take a moment to become familiar with your room and exits.
- Use extreme caution when you enter the hallway or stairwell as the lights may be out.
- If there is a fire, follow the fire emergency plan and evacuate as quickly and safely as possible.
- After a typhoon, if your door does not open, or if you are injured report to the front office.

## **FIRE PROCEDURES**

### **IF YOU FIND A FIRE IN THE VILLAS**

Go immediately to the nearest fire extinguisher in your room and send for assistance. Contact the front office staff and inform them of the exact nature of the trouble (smoke, fire, you hear sparks, etc.) Your name and where. If you can safely return to the fire, try to extinguish it (small fires only). If the fire is large and endangers your life or the lives of others, close (but do not lock) all doors and windows to contain the fire.

### **TO EVACUATE YOUR ROOM**

Feel the door. If it is hot, do not open it. If it is cool, open it a crack, then look into the hallway. Be prepared to immediately shut the door if you find smoke or flames. We have provided a fire extinguisher in each suite located next to your room safe. -When you leave, take your room key.

- Keep a wet cloth tied to your nose and mouth.
- Close the door behind you to keep fire from spreading.
- If there is heavy smoke, remain calm, drop to your hands and knees and crawl to the exit.

### **IF YOU CANNOT LEAVE YOUR ROOM**

- Stay low to the floor where the air is fresher.
- Tie a wet cloth over your nose and mouth for easier breathing.
- Seal the room from smoke by inserting wet towels, sheets, etc. in the opening around the door.
- Turn off air conditioners and fans, this seals vents if they draw in smoke.

### **RESORT DISCLAIMER**

By CHECKING-IN to Sheridan Villas, operated by Jeco Development, Inc. and utilizing the services of the villas by cash or credit card, you agree to the following:

The comfort and safety of our guests is of utmost importance to Sheridan Villas. We, therefore, exert all efforts to provide you a clean and secure atmosphere where you can relax knowing that you are in an exclusive environment. However, we advise you to take care of your personal belongings at all times since the Villas shall only be responsible for articles deposited in our safety boxes with specific instruction from the guest as to proper care of the deposited article. You are likewise advised to observe reasonable caution when using the pool and other facilities of the villas. Children, elderly individuals, differently-abled individuals, and women in critical stages of pregnancy should be accompanied at all times to ensure their safety.

The Villas shall NOT be responsible for loss of or damage to personal belongings /vehicles or bodily injury on occasion of any of the following:

Falling of trees and other objects caused by storms, typhoons, and other weather disturbances; Armed robbery; Acts of terrorism or acts of public enemies; Destruction of resort premises by reason of order of competent authority; Acts of God or force majeure; Instances where the guest voluntarily exposes himself to danger; Acts of the guest himself or his company or loss/damage arising from the character of the articles brought to the hotel premises; Explosion of machinery or inflammation of explosive substances when the Villas has secured such machinery with due diligence and the explosive substances kept in a safe place; Emanations from tubes, canals, or sewers when the Resort has constructed precautions suitable to the place; and Other analogous causes.

(Note: The foregoing is based on the Civil Code of the Philippines specifically Articles 1998 to 2002 (on necessary deposits and responsibilities of hotels or inns); Article 2191 (on responsibility of proprietors); and the Doctrine of Assumption of Risk.

*Thank You and Enjoy your Stay!*