

FAQs for Overseas Guests (outside China incl. Macao) to undergo compulsory quarantine

1. What's included in the package rate?

Package rate includes:

- 3 meals daily (Breakfast / Lunch / Dinner)
- Towels and pillow cases changed on a weekly basis
- Complimentary bathroom amenities
- Complimentary Wi-Fi Internet Access
- Complimentary local calls

2. What beds are available if I am staying with relatives or friends?

Yes, twin sharing rooms can be arranged for family members or friends arriving on the same day and taking the same flight to Hong Kong.

3. Can I book for single occupancy if I will be staying with one child?

You could book for single occupancy if your child is below 2 years of age and the meals arrangement would be based on one person only. If the second person is above 2 years of age, you would need to book for double occupancy and meals arrangement would be based on two persons.

4. Any deposit required upon check-in as FULL payment is made already?

A credit card deposit to guarantee the incidental charges at HK\$1,000 per room is required upon check-in.

5. Any bottles of water in the room?

In an effort to avoid plastic waste as much as possible and act responsibly to the environment, a water filter jug is provided in your room. In addition, Hong Kong tap water is drinkable and you may boil it in the electric kettle we have prepared in your room prior consumption.

6. Will any housekeeping service be provided during the quarantine stay?

According to the Hong Kong's Department of Health's latest guidelines, hotel will NOT be able to provide housekeeping service throughout the quarantine period.

7. Can I cook in the room?

To ensure the safety of all the hotel guests, using any type of cooking appliances to cook in the guest room is prohibited. Guest will be liable to a fee for any damage caused to the property.

8. Can I use HDMI cable to connect with the TV in the guestroom?

Yes, the devices can be connected by yourself in the guestroom.

9. Any refrigerator provided in the room?

There is a mini-fridge and is suitable for storage of drinks only, please do not store any food or dairy products.

10. Will hotel buy medicine for me?

Quarantined hotels are unable to provide any medication for guests as per the Hong Kong SAR Government's instruction. Please call Home Quarantine Task Force at phone number +852 21521133 or +852 21251999 for further arrangement.

11. Will hotel assist to keep my belongings if I am unfortunately tested positive for COVID-19 during the stay?

Hotel will keep the luggage until it was being picked up by an authorized person.

12. Can my relatives or friends pick up any items from me?

No items can be delivered from guest room to outsiders to avoid cross contamination.

13. What is the hotel policy for guests staying under the age of 18?

Guests under 18 must be accompanied by at least one adult during their quarantine period.

常見問題: 隔離住宿計劃

海外返港人士(中國包括澳門除外)強制檢疫常見問題

1. 房費包含什麼？

房費包含:

- 每日三餐膳食(早餐/午餐/晚餐)
- 提供每週更換毛巾及枕袋服務
- 免費使用高級浴室用品
- 免費使用Wi-Fi 無線寬頻服務
- 免費打出本地電話

2. 如果我與親戚朋友一同入住，我可以預訂哪種房間？

可以，我們可提供雙床房供於同一天乘搭同一航班的親戚或朋友入住。

3. 如果我將與小孩同住，應該預訂雙人住宿套餐嗎？

如果同住的小孩為兩歲以下，客人可以預訂單人住宿套餐，然而，膳食方面會以一人份量安排。如果同住的小孩為兩歲或以上，客人需要預訂雙人住宿套餐，膳食方面則會按照二人份量安排。

4. 我已全數支付住宿費用，入住時需要支付訂金嗎？

客人辦理入住時須以信用卡繳付雜費押金每房港幣 1,000 元。

5. 房間內會提供支裝水嗎？如何收集膠樽進行回收？

為了盡可能避免塑料垃圾並採取對環境負責任的措施，我們已經為您提供了一個濾水壺。另外，香港的自來水是可以飲用的，可以先用電熱水壺煲滾再飲用。

6. 檢疫期間酒店會提供客房清潔服務嗎？

在整個自我檢疫期內，酒店不會提供房間打掃。

7. 我可以在客房內煮食嗎？

為確保所有客人的住宿安全，客房內嚴禁使用任何類型的烹飪 / 煮食器具煮食。如酒店有任何損壞，客人須負上相關的法律責任及費用。

8. 我可以用高清連接線連接到酒店房間的電視機嗎？

可以，客人須自行接駁。

9. 房間內有雪櫃嗎？

房內有一個迷你雪櫃，只適合存放飲料，請勿存放任何食物或奶類產品。

10. 酒店可替我買藥物嗎？

酒店不能為客人提供任何藥物。請致電+852 21521133 或+852 21251999 聯絡家居檢疫專責組作進一步安排。

11. 如果我入住期間不幸地確診 2019 冠狀病毒病，酒店會替我保存我的行李嗎？

客人在送院時未能帶同的行李，酒店可代為保存直至客人授權的親戚或朋友到酒店代領。

12. 可以將物品送回家人嗎？

為防止交叉感染，任何物品不能帶離房間交送予酒店外的人。

13. 酒店對未滿 18 歲的客人有何政策？

所有 18 歲以下的客人在隔離期間必須與至少一位成人同住。