

## 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](mailto: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 11.1m<sup>2</sup>)  
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 7m<sup>2</sup>)  
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 4pm to 11pm. (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

- NTUC Plus! members (silver card): Earn 3 LinkPoints with every \$1 spent  
Plus! members (black card): Earn 2 LinkPoints with every \$1 spent
- With effect from 1 July 2019, issuance of LinkPoints will be made upon check-in. Members are required to produce NTUC Plus! Card or Plus! Card to be awarded with LinkPoints.
- In compliance with the Personal Data Protection Commission Singapore (PDPC)'s advisory guidelines on NRIC numbers issued on 31 August 2018, with effect from 1 July 2019, D'Resort will no longer be using NRIC as the unique identifier on our website to identify our members. As such, redemption of LinkPoints to offset your stay will not be available until further notice.

## 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)

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