



FREQUENTLY ASKED QUESTIONS

At Lio Beach, the safety and well-being of our guests and colleagues are our top priority. We take pride in providing unique experiences with environmental sustainability at the core of our operations. During this time of global focus on COVID-19 response, we would like to take a moment and inform you of additional measures we are taking to ensure a safe and healthy environment for our guests, employees, and the community:

1. Is Lio Beach open?

- Lio Beach is open from 5:00 AM – 10:00 PM with strict observance of curfew hours set by the Local Government of El Nido. As of this time, most of the common areas are restricted to the public, except for the beach and operational establishments in compliance with minimum public health standards and safety protocols for the prevention of COVID-19.

2. What are the COVID-19 policies and procedures implemented in Lio Beach?

- Minimum Health Standards:** Everyone entering the property must go through thermal scanning at the main entrance gate and must observe minimum health protocols, such as wearing of face mask, face shield and physical distancing of (2) meters at all times.
- Shops@Lio:** Customers are required to accomplish Travel and Health Declaration Forms upon entry for the purpose of contact tracing. All establishments are required to secure a Local Seal of Compliance (LSOC) from the LGU before re-opening. Preventive Health Protocols are in place such as the provision of foot baths at entry and exit points, alcohol/hand sanitizers in high access areas, frequent disinfection, floor and seat markers for social distancing, and sneeze guards at the counters. Cashless payment options are also available.
- Estate Employees and Staff:** Regular antigen testing for COVID-19 is scheduled among all operating merchants every month. Employees and staff must accomplish a Health Declaration Form daily before reporting to work. All personnel are required to wear a face mask to ensure a safe and healthy workplace for all. Face shields are required for front-of-the-house personnel.
- Hotels & Resorts:** Accommodation establishments are only allowed to operate if they have a Certificate of Authority to Operate from the Department of Tourism.

Huni Lio and Seda Lio are now accepting bookings at a managed occupancy following a “travel bubble” program. We are currently servicing guests through scheduled flights from Manila only via AirSWIFT. To know more about our offers, please contact us at
Huni Lio reservations@lioestateresorts.com | 0917 570 8179
Seda Lio lio@sedahotels.com | 0917 819 0852
Casa Kalaw, Balai Adlao, Hotel Covo, and Pandan Villas will remain closed until further notice.

e. **Common Areas:** Regular disinfection of high-touch points such as ATM machines, handrails, door handles, and the like is a must. Signages are placed in visible areas to remind visitors of COVID-19 guidelines and standard health practices within Lio Beach.

f. **Guests and employees coming from areas outside of El Nido:** Guests coming from areas outside of El Nido must follow the guidelines provided by the Local Government Unit (LGU). For those arriving via AirSWIFT, a negative RT-PCR test is required 48 hours before their scheduled departure from Manila. Authorized Persons Outside Residence (APOR), Locally Stranded Individuals (LSI), and Overseas Filipino Workers (OFW) are required to submit LGU-mandated forms with prior approval before arriving in El Nido. Implementation of standard operating procedures for employees returning to work include isolation rooms for quarantine to ensure that they are in good health condition before interacting with guests.

g. **Lio Beach has an in-house medical doctor trained to respond to possible COVID-19 cases.**



3. What are the standard operating procedures in handling visitors that will show signs and symptoms of COVID-19 while in Lio Beach?

- In the event that an individual is suspected to be infected by COVID-19, the following are actions that may be taken:
 - a. Teleconsult with the Estate Doctor for initial screening
 - b. Immediate evacuation and referral to the Municipal Health Office
 - c. Medical evacuation to Puerto Princesa or Manila

4. How can you assure the safety of visitors while in Lio Beach?

- Lio Beach continues to align its policies with LGU guidelines detailing the management of COVID-19, as well as the Department of Health (DOH), Department of Labor and Employment (DOLE), Department of Tourism (DOT), and Inter-Agency Task Force (IATF) to ensure that all preventive health requirements are well-implemented.

5. What measures are you taking to limit the possibility of virus transmission between guests?

- To ensure that our guests observe physical distancing while enjoying the beach, quadrants have been set up to accommodate (4) persons at a time within its perimeters. Guests, if not swimming, are also expected to be wearing masks and observing physical distancing at all times. Security guards are stationed in different areas within Lio Beach to help enforce safety procedures.

6. Which of the shops and public facilities are open?

- Shops@Lio, LIFT Gym, Clock In co-working space, and common areas will remain closed until further notice, EXCEPT FOR THE FOLLOWING:

Shops@Lio (updated as of: December 14, 2020)

- Fatchoy (10:00 AM to 8:00 PM)
- El Nido Grill (10:00 AM to 8:00 PM)
- Manille Beach Bar (10:00 AM to 10:00 PM)
- Globy's Travelling Chef (10:00 AM to 7:00 PM, available for Dine-in, Pick-up or Take-out)
- Mercury Drug (8:00 AM to 6:00 PM)
- ATM: BPI, RCBC, and Euronet

7. Are we allowed to swim at Lio Beach?

- Swimming at Lio Beach is allowed. However, minimum health standards and physical distancing measures shall be observed.

8. What activities are available at Lio Beach?

- Land and water activities (except swimming) are exclusively offered to in-house guests at any of the resort accommodations located within Lio Beach. These are temporarily suspended for walk-in visitors until further notice.

9. Is the shuttle service to and from El Nido town still available?

- The shuttle service is temporarily suspended until further notice.



10. Who can we contact in case of emergency?



LIO TOURISM ESTATE EMERGENCY CONTACT NUMBERS



SECURITY HOTLINE

DC: +63917-827-7194
OPSEN: 0945-418-6853



PROPERTY MANAGER

Engr. Glyn Madsam
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LIO ESTATE RESORT DOCTOR

Dr. Darren Laurente
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SUSTAINABILITY OFFICER

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CONSTRUCTION MANAGER

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GROUP SECURITY MANAGER

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DEP. SECURITY MANAGER FOR LTE

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LIO ESTATE OPERATIONS

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Bureau of Fire
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PNP El Nido
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JTFM
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MDRRMC-EL NIDO
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Rescue 165 – ELN
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