

FAQs for inbound passengers to undergo compulsory quarantine 回港旅客強制檢疫常見問題

1. What is the latest quarantine requirement and how much is the package?

According to the Hong Kong SAR Government's latest announcement, all person (who have stayed outside China) arriving at Hong Kong have to undergo compulsory quarantine for 21 days in a designated quarantine hotel. The quarantine package for 21-night was at HKD16,800 net (single) / HKD25,200 net (twin) includes 3 meals daily.

最新檢疫隔離的要求及住宿套餐是什麼價錢？

根據香港特別行政區政府最新規定，所有入境人士需要在指定檢疫酒店強制檢疫21天。21晚的隔離住宿套餐為港幣16800元正（單人）/ 港幣25200元正（雙人），套餐包括每天三餐膳食。

2. Can I book a room to share with relatives or friends?

Yes, twin sharing will be arranged for family members or friends by taking the same flight to Hong Kong, record of electronic tickets for both guests are required upon making reservations (both guests have to be over the age of 16 or above; or guest under 16 years old has to be accompanied by an adult taking the same flight to Hong Kong).

我可以預訂房間與親戚或朋友同住嗎？

可以，雙人住宿僅供乘搭同一航班的客人入住，客人需於預訂房間時提供電子機票以作核實（同住的兩位房客均須年滿16歲或以上；或16歲以下的客人須由乘搭同一航班的成人陪同入住）。

3. Can I book a room for a family of 2 adults and 1 child?

Maximum two guests could be accommodated in one room. In such case, you could book two rooms for a family size of three persons; the first room booking for one adult with one child while the second room booking for the other adult. Connecting room is available and is subject to hotel availability.

我可以預訂一個房間給兩個成年人及一個小孩的家庭同住嗎？

每房最多只供兩人入住。在這種情況下，客人需要預訂兩個房間供三人家庭入住，第一個房間預訂予一個成年人及一個小孩同住而第二個房間預訂予另一個的成年人入住。酒店有相連客房供應，預訂需視乎房間供應情況而定，並以酒店確認為準。

4. Shall I book for twin occupancy if I will be staying with a child?

You could book for single occupancy if the second person is below 3 years old and the meals arrangement would be based on one person only. If the second person is above 3 years old, you would have to book for twin occupancy and meals arrangement would be based on two person.

如果我將會與小孩同住，應該預訂雙人住宿套餐嗎？

如果同住的小孩為三歲以下，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。如果同住的小孩為三歲以上，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。

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5. Will the hotel arrange accommodation for guests below 18 years old?

Hotel will arrange accommodation for guests who are 16 years old or above. For guests between 16 and 18 years old, his / her parents or guardian has to sign and send the "Acknowledgement Form" and "Consent form for unaccompanied person staying in Designated Hotel" prior to guest arrival.

酒店會安排住宿予未滿18歲人士嗎？

酒店會安排住宿予年滿16歲或以上的客人。年齡屆乎16至18歲的客人在入住前須交回由家長或監護人簽署的「確認書」和「允許單獨入住指定酒店同意書」。

6. Do I need to pay a deposit upon arrival as the full payment is made already?

A credit card deposit to guarantee the incidental charges at HK\$1500 (single occupancy) / HK\$3000 (twin occupancy) / HK\$4000 (Suite) is required upon check-in. For guests without credit card, a third party credit card authorization form to be sent to hotel prior to guest check-in.

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港幣1,500元（單人住宿） / 港幣3,000元（雙人住宿） / 港幣4,000元（套房）。沒有信用卡的客人，於入住前可預先將第三者信用卡授權表格交予酒店。

7. Can I leave the room during the quarantine period?

According to the **Quarantine Order**, travellers **must not leave guest room** until further notice. Breaching the quarantine order is a **criminal offence** and offenders are subject to a **fine and imprisonment**.

As per the Hong Kong SAR Government's instruction, the **IMMEDIATE consequence is to be removed from hotel and sent to Quarantine Camp** right away. Room payment will be forfeited and no refund to be made due to guest's violation of government regulations.

檢疫期間我可以離開房間嗎？

根據**檢疫令**，旅客**不可離開客房**直至另行通知。違反檢疫令屬**刑事罪行**，**違反者可被判處罰款及監禁**。

根據香港特別行政區政府指令，**旅客會立即被移離酒店，並即時送到隔離營**。因旅客擅自違反政府條例，已付之全數房費將被沒收及不獲退還。

8. Can I smoke?

This is a **no smoking hotel**, any individual found smoking in the hotel will be liable to a **fix penalty of HK\$2,000 per time**.

Smoking outside the room will be deemed breaching of the quarantine order, offenders will be referred to the police without prior warning.

我可以吸煙嗎？

我們是一家**非吸煙酒店**，任何人被發現於酒店內吸煙，**每次可被定額罰款港幣 2,000 元**。於房間外吸煙將被視作違反檢疫令，違反者將交予警方處理而不作事前警告。

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9. 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.

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。

10. What to do if I am feeling unwell?

If you are feeling unwell, please contact Home Quarantine Task Force at phone number +852 21521133 or +852 21251999 or hotel's Guest Services Manager at ext. 0.

如果感到身體不適，怎樣辦？

如果你感到身體不適，請致電+852 21521133 或+852 21251999 聯絡家居檢疫專責組或酒店客戶服務經理，內線 0 字。

11. Will hotel buy medicine for me?

Hotel is 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.

酒店會替我買藥物嗎？

按香港特別行政區政府指示，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。

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

If there's any luggage kept in the room, Hotel will charge the room daily until the luggage was being picked up by an authorized person.

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，將被保存於客房內直至客人授權的親戚或朋友到酒店代領。其間，酒店將會繼續每晚收取相關房費。

13. Is there any housekeeping service during my stay?

No room cleaning will be arranged unless required by Department of Health.

Hotel will arrange sufficient towels in your room prior to check-in, you may contact our Housekeeping Department if you need more towels or other standard room amenities.

住宿期間酒店會提供客房清潔服務嗎？

除非酒店得衛生署的指示，否則酒店不會安排房間清潔服務。酒店會於客人入住前安排房內有充足毛巾，如你需要更多毛巾或其他標準房間用品，請聯絡酒店管家部。

14. Is there any laundry service available during my stay?

No laundry service to be arranged during the quarantine period, you may need to have clothes good enough for 21 nights.

住宿期間會有洗衣服務嗎？

酒店於檢疫期間不會提供洗衣服務，建議客人為 21 晚住宿準備好足夠衣物。

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

Yes, please prepare your own HDMI cable and devices for the connection, the devices to be connected by yourself in the guestroom.

我可以用高清連接線連接到酒店房間的電視機嗎？

可以，客人須自備 HDMI 高清連接線和連接的設備及自行接駁。

16. Is there any refrigerator in the room?

There is a mini-fridge at 4 degrees Celsius and is suitable for storage of drinks only, please do not store any food or dairy products.

For storage arrangement for special needs, such as special medicines etc., please contact our Guest Services associate if required.

房間內有雪櫃嗎？

房內有一個迷你雪櫃，溫度為攝氏 4 度，只適合存放飲料，請勿存放任何食物或奶類產品。若有特別的存放需要，如特別藥物等，請聯絡酒店賓客服務員。

17. How many meals will I receive daily?

The Quarantine Package includes **3 meals daily**.

Lunch and dinner will be included **on the day of arrival**; while **breakfast** will be included **on the departure date**.

酒店每天會供應多少餐？

隔離住宿套餐包含 **每日三餐**。入住當日包含 **午餐和晚餐**；退房當日則包含 **早餐**。

18. What time will I receive the meals?

Meals will be delivered outside room door during the below period; meals' delivery time will be subject to Hotel's arrangement.

- Breakfast will be delivered from 8 a.m. to 9:30 a.m.
- Lunch will be delivered from 12:15 p.m. to 1:45 p.m.
- Dinner will be delivered from 6:15 p.m. to 7:45 p.m.

我將於什麼時間獲派餐膳？

酒店將於下列時段派送餐膳到客房門外；餐膳派送時間視乎酒店安排。

- 早餐派送時間為早上 8 時至 9 時 30 分
- 午餐派送時間為下午 12 時 15 分至下午 1 時 45 分
- 晚餐派送時間為晚上 6 時 15 分至 7 時 45 分

19. Is there any choice of meals for special dietary?

Vegetarian items are available; please contact us for any special dietary requirement in advance. Halal food items are available subject to pre-arrangement upon making reservations.

酒店有提供特別餐膳選擇嗎？

酒店提供素食選擇；如有特別膳食需求請預先聯絡我們。
酒店亦提供清真食物，客人需於訂房時預先安排。

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20. Is there menu available and how to make orders?

Menu is available for preview; menu items will be subject to change without prior notice. We will send you the menu order form 5-day in advance for your selection. In order to ensure your favourite meals are available, meals pre-order for the entire stay is required prior to check-in.

有餐單提供嗎？如何下單？

酒店可提供餐單作預覽之用；餐單上的菜式如有更改，恕不另行通知。

酒店將於客人入住前 5 天前提供點單紙予客人下單。為確保客人吃到喜愛的菜式，客人需於入住前預訂整個酒店住宿的餐膳。

21. Why I have to order meals for the entire stay prior to arrival? Can I make any changes on the menu item(s) chosen?

As per the Hong Kong SAR government's instruction, no items including meals order form can be sent out from guest room to avoid cross contamination. Meals will be delivered per your order made prior to arrival and no changes can be made.

為何我需要在入住前預訂整個酒店住宿的餐膳？下單後，可以更改餐膳選擇嗎？

根據香港特別行政區政府指引，為防止交叉感染，任何物品包括點餐表格不能帶離房間交送予任何人仕。酒店將根據客人入住前所下的訂單派送餐膳，恕不接受更改。

22. Can I order takeaway food from outside?

Hotel **accept delivery of takeaway food**, please ensure the delivery person knows your **full name and room number** to inform our associates at the Delivery Counter. You may also order snacks or drinks from our "Sundry Items and Food & Drinks Order Form" at a charge.

我可以購買外賣嗎？

酒店接受外賣送遞，請確保送外賣人員知道你的全名和房間號碼並於送遞時通知酒店送遞櫃台的職員。客人亦可以從我們的「日常用品及追加食物飲料表格」選購小食或飲品。

23. Can my family or friends make deliveries to me before my arrival?

Yes, your family or friend may arrange **one parcel / suitcase** to be delivered to hotel from **8 a.m. to 10 p.m. on your day of arrival**. Since most guests are in single occupancy, if guest get drunk and caused something happened, no one will take care of them. To ensure safety of our guests, **only one bottle of wine or six cans of beer will be delivered to the room per day. Hotel does not accept delivery of raw food, hard liquor, valuables, jewellery or fragile items.**

我的家人或朋友可以於入住前送遞物品給我嗎？

酒店歡迎客人的朋友於入住當天上午 8 時至晚上 10 時安排一件包裹或行李送到酒店。因為大部分客人是單人入住，如客人在房間內因宿醉而在房間內有任何事故，將沒有人可以代為照顧，為確保客人的安全，每天只可有一支葡萄酒或六罐啤酒送遞到客房。酒店不接受送遞生肉、烈酒、貴重物品、珠寶或易碎物品。

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24. Can my family or friends make deliveries to me?

Hotel welcomes your family and friends to make deliveries to you during your entire stay.

Tentative designated delivery time is **from 8 a.m. to 10 p.m. daily.**

Hotel does not accept delivery of raw food, hard liquor, valuables, jewellery or fragile items.

我的家人或朋友可以送遞物品給我嗎？

酒店歡迎客人在入住期間安排物品送遞。

暫定指定送遞時間為每日上午 8 時至晚上 10 時。

酒店不接受送遞生肉、烈酒、貴重物品、珠寶或易碎物品。

25. How can my family or friends make deliveries to me?

Sender has to deliver the item(s) at the hotel Delivery Counter at G/F.

Please ensure your family knows your **full name and room number** to complete the delivery form.

Hotel does not carry insurance for the delivery item(s), and will not be responsible for any loss, damage or theft of such item(s). The item(s) is/are received with contents unknown to the hotel. In the event that the item(s) **delivered is/are not collected by the recipient**, the hotel shall have the **right to dispose of the same.**

我的家人或朋友怎樣安排送遞物品給我？

發送人需將物品送至酒店地下的送遞櫃台。

你的家人或朋友需填寫送遞表格，請確保他們知道你的全名和房間號碼。

酒店不為派送的物品提供保險，亦不對任何物品遺失、損壞或被竊承擔責任。酒店並不知悉接收物品的內容。如收件者沒有收取被派送的物品，酒店有權將其處置。

26. Can I ask hotel staff to send items back to my family?

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

我可以托酒店員工將物品送回家人嗎？

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。

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