

General

- **When do I have to wear the mouth-cover as a guest in the club?**
The face mask must be worn by the guest (children from 6 years) at the buffet, in public areas where the minimum distance (1.5 m) cannot be maintained and in all closed rooms.
- **Can I purchase a mouth-nose covering at the Club?**
Yes, it is. The club offers face masks for sale.
- **What is the medical care like at the Club?**
There are specific consultation hours when a doctor will be at the club.
- **Are there still towel cards?**
There are towel cards, they can be disinfected and will be handed out according to the hygiene regulations. Guests can change beach towels at the beach or at the reception at any time.
- **How can I pay the bill at the Club?**
We recommend cashless payment with EC or credit card. Cash payment is also possible.
- **Is there an occupancy limit at the Club?**
No
- **Is it possible to take a Covid test directly at the club? How much does the test cost?**
The 'Arrival PCR Test' must be done at Phuket Airport, the health authorities' staff will escort guest to the area. Guests have to go to their room in quarantine after arrival at the club and are not allowed to leave their room until the test result is negative. The club is SHA+ certified hotel and is allowed to offer the first overnight stay after arrival. In addition, an antigen test must be performed by the club doctor after 5-6 days.

Before departure, guests can have a PCR test (approx. 2400 THB, status November 2021) done in the hospital/test center. A rapid antigen test (approx. 200 THB, status November 2021) can also be obtained at the club.

Enclosed are the links to the current entry and exit rules as well as the test modalities:
<https://www.tatnews.org/entry-thailand-frequently-asked-questions/>
<https://www.auswaertiges-amt.de/de/ReiseUndSicherheit/reise-gesundheit>
<https://www.einreiseanmeldung.de/>
<https://tui-robinson.sitata.com/de>
- **What happens if I test positive for Corona? Do I go to a special quarantine hotel or can I stay at the club and have a quarantine room there?**
Guests can stay at the Club as there are special quarantine rooms at the Club (depending on symptoms, course of the disease and possible risk of infection, the health department will decide the place of quarantine).

Before Arrival

For entry from Germany:

- **ATTENTION:**
Please inform yourself before your arrival about the valid entry and quarantine regulations as well as the valid rules of the booked airline. Information can be found on the website of the German Foreign Office or at:
<https://www.tatnews.org/entry-thailand-frequently-asked-questions/>
- *The club is one of the SHA+ certified hotels, so guests can drive directly to the club and do not have to spend the first night in another certified hotel.*
- *Important for "hotel only" bookings is that a SHA+ certified transfer from the airport to the Club has been arranged by the guest (can be booked independently or through the Club).*
- *The Club issues an official SHA+ confirmation for the stay, this confirms the booking period and the payment made.*

For the return journey:

- *Also, for the return journey please inform yourself about the currently valid entry and exit regulations of the respective country.*

For further information and questions on these topics, the colleagues in the club can be reached at the following e-mail. mailto: khaolak@robinson.com

- **What do I need to take with me for my holiday (in relation to Covid-19)?**

The safety and health of our guests and staff are our highest priority. In the current situation, this includes in particular the effective prevention of infection risks. Therefore, until further notice, a comprehensive action plan will be implemented that meets the highest hygiene standards in relation to Covid-19. All important information can be found here:

<https://www.robinson.com/de/de/sicherheits-und-hygienestandards/10-punkte-plan/>

All guests are requested to bring appropriate mouth-nose covering (mask, scarf, cloth). There is no general obligation to wear mouth-nose covering. Colleagues will inform you at check-in about the areas in the club for which the covering is required. We ask you to take responsibility for observing and implementing these measures.

- **Is there a shuttle service from the airport to the club?**

Due to the Covid 19 measures, we recommend booking a private transfer through the Club. You can enquire about the cost of the return transfer when booking directly with the Club.

Front Office - Reception

- **Is it possible to do an online check-in at the ROBINSON KHAO LAK?**
An online check in is available at www.ROBINSON.com.
- **Will my suitcase be brought to my room by the staff?**
As part of the Covid-19 measures, the room may not be entered after cleaning by the staff. The suitcases are disinfected and placed outside the room door.

Housekeeping

- **How and how often will my room be cleaned?**
Your room will be cleaned daily, always during the time you are not in your room. We change the bed linen every 4 days. Towels are changed when they are on the floor in the room.
- **What measures have been taken in housekeeping regarding Covid-19?**
Your room will be specially cleaned before your arrival as part of the hygiene regulations.
- **What disinfectants are used?**
We guarantee that all disinfectants are Covid-19 antiviral.
- **How often are the public areas (lobby, toilets, etc.) cleaned?**
We have significantly increased the cleaning frequency of the public areas. Cleaning schedules are posted to visibly document the regularity of cleaning.
- **Can I have my laundry and mouth cover washed?**
Unfortunately, we do not currently offer this service.
- **Can I use the guest laundry?**
The guest laundry cannot be used due to Covid-19 measures.

Restaurant / Bistro line

- **What kind of boarding is offered or can be booked?**

Bed&Breakfast	Softdrinks, coffee & tea inclusive
half board	Softdrinks, coffee & tea inclusive
full board made by ROBINSON	table wine/beer, softdrinks, coffee & tea inclusive

Coffee specialties are chargeable for each type of board.
- **Do I have to wear the mouth-nose covering in the restaurant?**
Yes, masks are compulsory in the restaurant and buffet area. Only at the table does the mask does not have to be worn.
- **How many guests are allowed to eat in the restaurant at the same time?**
The table and restaurant occupancy follows the spacing rules according to the country's regulations.

- **Can we eat together in a group?**

Yes, subject to compliance with the current national specification (compliance with the spacing requirement of 1.5m and compliance with the maximum number of guests per table).

- **Can I choose my seat in the restaurant?**

Yes, from all tables marked with a "Clean & disinfected" sign. With an escort in order to comply with the country's regulations (compliance with the distance requirement of 1.5m as well as compliance with the maximum number of guests per table).

- **Are the ROBINS sitting at the table?**

If possible, the Robins will eat with the guests at the table in the restaurant, in compliance with the national requirements (compliance with the distance requirement of 1.5m as well as compliance with the maximum number of guests per table).

- **Can I get my food myself at the buffet?**

Yes. There are additional disinfectant dispensers in all areas. The serving cutleries are changed regularly. As usual, everyone wears a mouth and nose protection (according to the TUI restriction/local restriction). At the buffet we have a one-way system (walkway with entrance & exit).

- **How can I get a drink?**

At the buffet. There are additional disinfectant dispensers in all areas.

- **What are the restaurant opening hours?**

There are extended restaurant opening hours considering the current occupancy to avoid congestion. The exact opening hours can be found in the app, and the reception desk will be happy to answer any questions you may have.

- **Is the food offered in buffet form?**

Yes.

- **How often are the stations and the restaurant cleaned?**

The tables, chairs and accessories on the tables are cleaned and disinfected after each table change.

The restaurant touch points (buffet areas) are continuously cleaned and disinfected.

- **What additional measures are taken in the dining area regarding Covid-19?**

There are additional disinfectant dispensers in all areas. The serving cutleries are changed regularly. As usual, everyone wears a mouth and nose protection (according to the TUI restriction/local restriction). At the buffet we have a one-way system (walkway with entrance & exit).

- **Is the food also available to take away?**

In general, the general hygiene regulations apply here, so no food or drinks are taken out of the restaurant.

- **Is room service available?**

Yes we offer this service (for a fee).

- **Is there a snack line / bistro line?**
No.
- **Are there gastrotainment evenings such as tasteJAM?**
Yes, there is at least once a week.
- **Will I get the usual amount of food in the restaurant?**
Yes.

Bar

- **Are the bars open as usual?**
Yes, you can order drinks at the bar, considering the distance rule. We have set up special serving stations at the bar for this purpose or will be happy to serve you your drink at your seat
- **Is there a mini bar service in the room?**
Yes (for a fee).
- **Can we sit together in a group?**
Yes, subject to the current national regulations.

Sport and activities

- **How many people are allowed to participate in the WellFit-Active courses?**
The country-specific spacing rules apply to the WellFit-Aktiv courses. For some course formats there may be a maximum number of people. WellFit-Aktiv courses are offered six days a week.
- **How can I register for WellFit-Aktiv courses?**
You can register for WellFit-Active courses that require registration via the app or at the reception desk. The reception staff will then register the guest for the desired course.
- **Can I use the changing rooms and are the lockers available?**
The changing rooms and the lockers cannot be used. Please leave valuables in the safe in your room and come to classes in sportswear
- **What do I need to be aware of when using the gym?**
There is a participant restriction of max. 8 people at a time in the gym. A minimum distance of 1.5 m from other guests must be maintained. Every guest is obliged to disinfect the equipment after use. Opening hours 7am–7pm
- **Is it possible to play tennis?**
Tennis can be played, subject to the currently valid COVID-19 hygiene and distance rules. Coaching lessons are also offered for a fee (subcontractor).

- **What other sports are offered?**

Table tennis, football tennis, cross golf with cross golf balls, table football.

Contact sports such as football and beach volleyball are possible in free play with a limited number of participants and within the family.

The sports of beach volleyball and football may be offered under the current valid COVID-19 hygiene and spacing rules. The number of participants per field is currently limited to 8. In addition, for contact tracking purposes, the name and room number must be left with the responsible ROBIN before the start of the game.

- **Are excursions offered?**

Yes, excursions are possible under consideration of the currently valid COVID-19 hygiene and distance rule.

Entertainment

- **What does the entertainment program look like?**

There is a daytime sports program and an evening entertainment program that is adapted to the current guidelines.

- **Are there still parties, chessboard and is the Nite Club open?**

We have adapted our program to the current regulations, offer different programs and live entertainment in the evenings.

- **Can board games be rented?**

There is an assortment of board games that we disinfect after each use.

- **Is the Meet and Greet still available?**

Yes, with pre-booking at reception or via the app.

- **Is the club allowed to offer live music in the evening?**

Yes.

- **Will there be a ROBS program?**

There will be no ROBS program.

WellFit-Spa (cosmetics & massage) & Wellness Area (pool& sauna)
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- **Can I have massages / cosmetics?**

Yes, our spa area is open by the hour in accordance with the current COVID-19 hygiene and distance rules.

- **Do I have to wear a mouth guard during a treatment?**

Yes, your mouth guard must be worn during all body treatments.

- **Can I change in the wellness area?**

You cannot use the changing rooms and lockers in the Wellness & WellFit Spa area. Please come to the wellness area already showered and in your bathrobe.

- **Can I use the sauna and steam bath?**

Unfortunately, due to local regulations, the sauna and steam bath may not be used.

- **Can I take a shower in the wellness area?**
No, please shower in your room first.
- **Can I use the outdoor pool?**
Yes, provided you observe the distance and hygiene rules.

ROBY CLUB (3 – 6 years) / R.O.B.Y. (7 - 12 years)
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- **Is childcare offered?**
*We offer a childcare on 6 days in the mornings and afternoons (10.00-12.00 and 15.00-17.00), mostly outdoors.
To ensure the safety and health of the children and staff, the maximum number of participants in the childcare is limited, in accordance with legal requirements. Children must be registered in advance for each care time.*
- **How can I register my child for the care times in the ROBY CLUB?**
We use the ROBINSON app for registration. The children are registered individually for care times by the parents via the app. Registration is possible until the maximum permitted number per care time is reached. Registration is possible until 8:30 a.m. of the respective day. Registration will be activated the day before.
- **How many children can participate in the childcare?**
To meet hygiene requirements, the number of children per program unit is adjusted in accordance with legal requirements.
- **How is the drop-off and pick-up of my child organized?**
A parent brings the child registered in advance for the care time to the meeting point. A child ROBY will be waiting there at the advertised times to pick up the child.
- **Can I use the ROBY Club facilities together with my child?**
The rooms of the ROBY CLUB are reserved exclusively for the children registered with us in order to comply with hygiene regulations.
- **What does the childcare look like?**
Due to the current situation, the care times are designed in such a way that there is as little physical contact as possible between the children. All units take place outdoors as much as possible. Therefore, the parents should apply lotion before the start of the program.
- **Is there a children's meal?**
There is no children's meal.
- **Does ROBY come and how often?**
The ROBY doesn't come.
- **Can I accompany my child in the ROBY CLUB care times?**
Unfortunately, due to the regulations, parents are not allowed to accompany their children in the ROBY CLUB care times.
- **Is there a children's show?**
Due to the current situation and to ensure safety, there will not be a children's show at the moment, as the minimum distance cannot be guaranteed during the individual performances and when changing clothes and applying make-up.

- ***Can I borrow toys?***

Toys (books, board games, card games, etc.) cannot be borrowed as hygiene requirements cannot be guaranteed once they are returned. Sand toys on the beach are available.

- ***Is there a babysitter?***

Yes. The babysitting cannot be done in the room due to hygienic reasons.