



PRINCE
HONG KONG
MARCO POLO HOTELS

Pre-arrival

1. What is included in the quarantine stay package?

Daily breakfast, lunch and dinner meal boxes will be served.

2. What is the check-in and check-out time?

Your room will be ready upon arrival according to the booked date. The arrival day is counted as Day 0, and guests will complete their quarantines on the morning of Day 3, subject to the COVID-19 test results.

3. What is the maximum occupancy?

- Each guest room can accommodate a maximum of 3 adults or 2 adults and 2 children aged under 12 years old
- An additional charge of HKD400 net per guest aged 3 or above per night applies, including full-board meal plan
- Extra bed is required for the 3rd adult (aged 12 years old or above) at additional charge of HKD400 net per night. The charge is not included on website booking. Please contact reservations in advance for the arrangement and payment

4. Can I reserve a twin staying with relatives or friends?

Yes, twin sharing will be arranged for family members or friends by taking the same flight to Hong Kong.

Twin rooms are available in designated room types. It will be subject to availability at time of reservations and cannot be guaranteed in advance.

5. Are extra beds available on request?

Extra bed is available on request subject to availability. An additional charge of HKD400 net per night applies. The charge is not included on website booking. Please contact reservations in advance for the arrangement and payment

6. Does the hotel has disabled access room?

All the guest rooms are wheelchair accessible.

7. Are interconnecting rooms or adjoining rooms available?

Interconnecting rooms and adjoining rooms are subject to availability at time of reservation and cannot be guaranteed in advance. Please be reminded that guests are not allowed to leave their rooms during the stay.

8. What is the child policy? What is the minimum age required to check-in?

- Children aged 3 or above will be classified as paid occupants for quarantine room bookings. Please add them to the number of "Adult" on website booking for the final room rate calculation
- 12 years old or above will be classified as adults
- Children under 12 years old can share the existing bed with their parents. For a rollaway bed, an additional charge of HKD400 net per night applies. The charge is not included on website booking. Please contact reservations in advance for the arrangement and payment
- Minors below 16 years old shall be accompanied by a parent or legal guardian



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- Minors aged between 16-17 years old can be accompanied or unaccompanied by an adult for the quarantine period. For unaccompanied minors, a hotel consent and indemnity form ([Form Download](#)) is required to be completed and signed by the parents or legal guardian and return to resv.hkh@marcopolohotels.com with ID document of the parents or guardian.

If the minor is required to be accompanied by an adult during his/her stay, the accompanying person should apply for conditional approval from the Department of Health by emailing the completed application form ([Form Download](#)), with ID documents of the confine and caretaker to caretaker_apply@dh.gov.hk. A copy of the approval is required for check-in. Both the minor and the accompanying person should stay in the same room. For detailed arrangements, please enquire with the Department of Health by calling +852 2125 1999.

9. Is there any incidental deposit?

Pre-authorisation will be held on your credit card for incidental deposit upon check-in. Physical transactions such as cash and currency exchange service are not available. If you do not have a valid credit card, we will send a payment link to you to settle the deposit in advance.

10. Can I send my luggage or any other non-food items to the hotel before arrival?

Due to infection control, any deliveries in advance of the guest stay or after the guest departure will not be accepted. Hotel reserves the right to reject deliveries at its sole discretion.

11. Can I make any booking for self-quarantine purpose?

The hotel only accepts compulsory quarantine bookings, excluding the self-monitoring period after completion of the compulsory quarantine. Please [click here](#) for the latest boarding, quarantine and testing arrangements released by the HKSAR Government.

12. Do I need to provide any flight itineraries upon reservations?

Flight number and estimated flight arrival date and time must be provided upon reservations (please input the flight details in "Additional and Preferences" box)

13. What is the length of stay?

The length of stay is based on the HKSAR Government's regulation (Prevention and Control of Disease Ordinance (Cap. 599)). Extension of any stay required by the HKSAR Government is subject to availability upon request.

14. What is the cancellation and refund policy?

- Reservations on multiple dates are not allowed unless the flight itineraries can be provided
- Credit card prepayment for the full duration of the stay is required at the time of booking
- Prepayment will not be refunded for cancellations
- Refund will be arranged when period of stay is changed due to update of Hong Kong government quarantine policy or flight cancellation (proof of document is required)
- Refund will be arranged if the guests fail to arrive Hotel for check-in because of being tested positive of COVID-19 on the arrival day, subject to proof of valid document
- Should the guest unable to complete the entire stay because of being tested positive of COVID-19, Hotel will refund the remaining balance from the day after the guest is hospitalised. Hotel will



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charge the room daily if there's any luggage left behind and it would be kept in room until an authorised person to pick up

- Should the guest be removed from hotel and sent to Quarantine Camp by the Hong Kong SAR government due to violation of regulations, room payment will be forfeited and no refund to be made
- In the case that government changes the number of nights required for quarantine stay, and if that falls less than the number of nights you have booked, refund of the extra nights will be offered
- The booking is non-transferrable, and once confirmed, no name change is allowed
- Rates are inclusive of 10% service charge
- Rates are subject to availability and are not applicable to group bookings

Before arrival, please read the latest regulations for vaccinated inbound travelers:

<https://www.coronavirus.gov.hk/eng/inbound-travel.html#quarantinemeasures2>

About the stay and room

15. How do I get to the hotel from the airport?

Those arriving into Hong Kong via the Hong Kong International Airport will be required to undergo government-mandated procedures regarding the collection of specimen, immigration procedures and baggage claim. Once you have arrived, you will be asked to proceed to the Arrival Halls and board designated transport to go to a Designated Quarantine Hotel (DQH) for check-in. Alternatively, you can opt to go to the Hotel by DQH taxis at your own expense. [Please click here for details.](#)

16. What is the required document for check-in?

Guests must present valid COVID-19 negative test result documents according to the HKSAR Government directives upon check-in.

17. Am I allowed to leave the room for any reason?

Guests are not allowed to leave their rooms during the self-quarantine period. Leaving outside the room will be deemed breaching of the quarantine order. Offenders will be referred to the police without prior warning. Breaching the quarantine order is a criminal offence and offenders are subject to a maximum fine of \$25,000 and imprisonment for six months.

18. Is the Continental Club access and benefits available during the stay if I am staying in the Continental Club Floor or Suite?

Continental Club access and benefits will be not available during the stay.

19. Are there any smoking rooms?

Smoking rooms are available on request and are subject to availability.

20. Can I make special requests on floor or bedding arrangement?

Special requests are subject to availability. Please note that the views and layouts of each room within the same room category vary from floors and location. Photos on website are for reference only. Bedding arrangement is subject to hotel's availability upon check-in.

21. Is baby cot available in the hotel?

Baby cots are available on request and are subject to availability.



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22. Is there a working desk and chair in room?

All rooms have a working desk and chair. A dining table and upholstered chairs are available in The Continental Club rooms and every Suite.

23. What amenities and services are included?

- Guests can enjoy complimentary Wi-Fi service in room
- There will be limited contact between guests and hotel staff throughout the quarantine period
- In compliance with the regulations from the HKSAR Government's Department of Health, hotel associates are not permitted to enter your room. As such, housekeeping and laundry services will not be provided during your stay
- Extra sets of fresh towels will be provided in the room
- All-purpose cleaning detergent will be provided upon request
- Bottled water will be provided in the room
- Meal boxes and other requested items will be provided and placed outside guest rooms
- Other available in-room facilities:
 - Hairdryer
 - In-room safe
 - Mini-refrigerator
 - Coffee and tea making facilities
 - Nespresso coffee machine is available in Suite only

24. Is there any fitness, sports or entertainment facilities in the room?

Below facilities are available for rent at additional charges, subject to availability.

- Yoga mat and block
- Mini stepper
- Home fitness pack
- Back massage device
- Nintendo Switch with games

A complimentary HDMI cable is available in every guest room, guests can connect their laptop to the television for work or leisure.

25. What are the meals arrangement? Is vegetarian meal available? Can the menu be changed?

- Daily breakfast (7:30 – 9:30), lunch (12:00 – 14:00) and dinner (18:00 – 20:00) meal box will be served during the stay
- Vegetarian, vegan meals or Halal food are available. Please inform the hotel should you have any special dietary requirement and/or allergies prior to arrival. Our culinary team will try to accommodate your dietary request, however, please understand that the arrangement may not be available under certain circumstances
- Breakfast, lunch and dinner must be consumed on the day they are served and cannot be carried forward. Any unused portion cannot be used for any other service or exchanged for cash
- The meal plan is fixed and subject to change without prior notice

26. Is in-room dining available?

In-room dining is not available.



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27. Is microwave, induction hob, kitchenette available in the room? Is cooking allowed in the room?
Microwave, induction hob and kitchenette are not available in the room and cooking is not allowed in the room.

28. Does the hotel accept outside delivery services?

- HKSAR Government's Infection Control Guidelines do not allow couriers to enter the hotel premises. They may pass items to hotel staff outside the entrance. All items can only be delivered and placed at the door of the guestrooms by hotel staff. Direct deliveries to guests are strictly prohibited
- Outside food deliveries and necessities brought by relatives or friends must be dropped off at the designated desk located at the hotel's main entrance from 7am to 11pm. Deliveries will be subsequently placed outside guests' rooms during designated periods.
- Deliveries should not exceed 30 kg in weight
- The hotel reserves the right to check all items before sending and placing them outside guestrooms and may reject the delivery of any inappropriate/illegal items

29. Can the window be opened in the room?

All the windows in guestrooms must remain closed at all times.

30. What should I do when I open the door?

You must wear a mask before opening the door whenever you collect meals, place garbage outside the door and / or check-out.

31. Can relatives or friends pick any items from the guest?

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

32. What should I do if I feel unwell during the stay?

If you feel unwell during the stay, please contact the Front Office at Ext.0

33. Will the hotel buy medicine for the guest?

Hotel is unable to provide any medication for guests as per the Hong Kong SAR Government's instruction. Please contact the Front Office at Ext.0

34. What is the check-out procedure?

Pre-arrangement is required for check-out. Service team will contact the guests 1-day in advance before departure date on the check-out schedule and confirm all incidental charges during the stay. Any unused credit card deposit will be released within 14 days. Guest should not leave the room without the hotel's arrangement for check-out.

Should you have any further questions or if you need any assistance before arrival, please contact our Reservations Team:

Tel : +852 2113 3115

Email : resv.hkh@marcopolohotels.com