



FREQUENTLY ASKED QUESTIONS

At The Resort

- 1 DO YOU ALLOW BEACH FIRES/ BONFIRES?**
NO. BONFIRES ARE CONSIDERED AS ENVIRONMENTALLY HAZARDOUS.
- 2 DOES COCO BEACH ISLAND RESORT ALLOW BRINGING IN OF PETS AT THE RESORT?**
ALTHOUGH WE LOVE ANIMALS, PETS ARE NOT ALLOWED FOR SAFETY REASONS AND TO MAKE OTHER GUESTS FEEL COMFORTABLE.
- 3 DOES THE ROOM HAVE HAIR DYER?**
NO, THIS IS TO CONTROL ELECTRICITY CONSUMPTION. THE BEAUTY SHOP OFFERS HAIR-DRYING AND OTHER SERVICES FOR YOUR CONVENIENCE.
- 4 DO YOU PROVIDE BEACH TOWELS? TOILETRIES?**
ROOM TOWELS AND HOME-MADE BATH SOAP ARE PROVIDED FOR. BEACH TOWELS ARE AVAILABLE FOR RENT AT THE SHOPPING ARCADE. WE SUGGEST THAT YOU BRING YOUR OWN TOILETRIES LIKE SHAMPOO, LOTION, SUNBLOCK BUT IN CASE YOU FORGET, THE SHOPPING ARCADE HAS BASIC TOILETRIES AVAILABLE.
- 5 ARE WE ABLE TO CHECK OUT EARLY? CHECK OUT LATE?**
FOR GUESTS WITH PRIVATE TRANSFERS OR THEIR OWN TRANSPORTATION, EARLY CHECK-IN AND/OR LATE CHECK-OUT DEPEND ON ROOM AVAILABILITY. REQUESTS ARE ACCEPTED BUT NOT GUARANTEED.
- 6 WHAT TIME IS CHECK-IN AND CHECK-OUT OF GUESTS?**
STANDARD CHECK-IN TIME IS 12:00 NOON. CHECK-OUT TIME IS 11:00 A.M.
- 7 ARE THERE ANY ATM AT THE RESORT?**
NO, THERE ARE NO ATM AT THE RESORT.
- 8 ARE WE ALLOWED TO COOK? IS THERE AVAILABLE COOKING FACILITY?**
SORRY, BUT NO. BRINGING IN OF FOOD AND OTHER BEVERAGE IS NOT ALLOWED. OUR KITCHEN ACCEPTS SPECIAL REQUESTS, IF YOU HAVE ANY.
- 9 UNTIL WHAT TIME CAN WE USE THE SWIMMING POOL?**
THE MAIN SWIMMING POOL IS OPEN FROM 8:00 AM TO 10:00 PM. THE SILENT POOL OPENS AT 8:00AM AND CLOSES AT 8:00 PM. AND THE SILENT POOL BAR OPERATES FROM 9:00 AM TO 6:00 PM ONLY.
- 10 UNTIL WHAT TIME ARE THE RESTAURANTS OPEN?**
OUR RESTAURANT IS OPEN AS EARLY AS 6:45 AM FOR BREAKFAST. BUT THE KITCHEN ACCEPTS ORDERS ONLY FROM 10:00 AM UP TO 10:00 PM.
AND THE BARRACUDA BAR IS OPEN FROM 6:30 PM TO MIDNIGHT, BUT DURING PEAK SEASON, IT'S OPEN UNTIL 2:00 AM.
- 11 CAN I MAKE SPECIAL DIETARY REQUEST FROM YOUR RESTAURANTS?**
YES BUT WE REQUIRE ADVANCE NOTIFICATION OF AT LEAST A WEEK BEFORE CHECK-IN.



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Transportation

- 1 WHAT IS THE BEST WAY TO GO TO COCO BEACH WHEN COMING FROM NAIA?**
OUR PRIVATE TRANSFER SERVICE CAN PICK YOU UP FROM NAIA AND WE PROVIDE THE TRANSPORTATION ALL THE WAY TO COCO BEACH. PLEASE NOTE THAT TRANSPORTATION IS SUBJECT TO WEATHER & SEA CONDITION.
- 2 WHAT IS THE BEST WAY TO GO TO COCO BEACH IF COMING FROM CALABAR ZONE?**
COCO BEACH TRANSFER: PROCEED TO TALAGA PORT ON OR BEFORE 9:00 AM. PLEASE NOTE THAT WE ARE VERY STRICT WITH OUR TIME SCHEDULES. MAP IS PROVIDED HERE.
OWN TRANSPORTATION: PROCEED TO BATANGAS CITY PORT. THERE, YOU CAN TAKE ONE OF THE FERRIES THAT LEAVE ALMOST EVERY HOUR FOR PUERTO GALERA. THEN, TAKE AN OUTRIGGER BOAT GOING TO COCO BEACH ISLAND RESORT.
- 3 WHAT IS THE COCO EXPRESS SERVICE?**
THE COCO EXPRESS IS THE TRANSPORTATION PROVIDED INCLUDED IN THE REGULAR PACKAGE. EITHER A COACH, VAN AND IF NEEDED A BUS, WILL PICK-UP GUESTS FROM COCO BEACH BOOKING OFFICE, MANILA DIAMOND HOTEL AND MANILA HOTEL THEN BROUGHT TO BATANGAS (TALAGA PORT). THE GUESTS THEN BOARD AN OUTRIGGER BOAT THAT BRINGS THEM STRAIGHT TO COCO BEACH. ALL OF THE VEHICLES AND BOATS USED FOR THE COCO EXPRESS ARE PRIVATE AND EXCLUSIVE FOR COCO BEACH GUESTS ONLY.
- 4 IS PARKING AVAILABLE AT THE PICK-UP POINTS?**
NO. THE MANAGEMENT DOES NOT PROVIDE PARKING FOR GUESTS WITH THEIR OWN PRIVATE VEHICLES.
- 5 HOW CAN OUR DRIVER KNOW US UPON PICK-UP?**
THE DRIVERS HAVE A LIST OF NAMES AND WILL CONDUCT A ROLL CALL BEFORE LEAVING THE PICK-UP POINTS. AGAIN, WE ARE VERY STRICT WITH OUR TIME SCHEDULE SO PLEASE ARRIVE ON TIME.
- 6 HOW LONG IS THE TRAVEL TIME?**
FROM MANILA TO BATANGAS, IT TAKES ABOUT 2 AND HALF HOURS. WHILE THE BOAT RIDE FROM BATANGAS TO COCO BEACH TAKES AN HOUR TO AN HOUR AND A HALF DEPENDING ON WEATHER CONDITIONS.
- 7 WHAT TYPE OF VEHICLES AND BOATS DO YOU USE?**
THE COCO EXPRESS USES EITHER A VAN OR A BUS, DEPENDING ON NUMBER OF GUESTS PER TRIP. WHILE A BIG OUTRIGGER BOAT IS USED TO GET YOU FROM BATANGAS TO COCO BEACH AND BACK. ALL OF THE VEHICLES AND BOATS USED FOR THE COCO EXPRESS ARE PRIVATE AND EXCLUSIVE FOR COCO BEACH GUESTS ONLY.



FREQUENTLY ASKED QUESTIONS

Reservation

- 1 HOW CAN I CHANGE/ UPDATE MY RESERVATION?**
YOU MAY CALL THE RESERVATION HOTLINE OR EMAIL SALES@COCOBEACH.COM/
RESERVATIONS@COCOBEACH.COM
- 2 HOW CAN I VIEW MY RESERVATION INFORMATION ONLINE?**
YOU MAY CALL THE RESERVATION HOTLINE OR EMAIL SALES@COCOBEACH.COM/
RESERVATIONS@COCOBEACH.COM
- 3 HOW CAN I CANCEL THE RESERVATION I MADE?**
YOU MAY CALL RESERVATION HOTLINE OR EMAIL SALES@COCOBEACH.COM/
RESERVATIONS@COCOBEACH.COM
- 4 UNTIL WHAT TIME IS YOUR MANILA OFFICE OPEN?**
OUR MANILA BOOKING OFFICE IS OPEN FROM 08:00 AM UNTIL 08:00 PM DAILY. BUT SALES AND RESERVATION IS UNTIL 6:00 PM ONLY. THIS IS TO GIVE OUR TEAM SUFFICIENT TIME FOR PLANNING AND POSSIBLE CHANGES. THE OFFICE STILL ACCEPTS INQUIRIES AND PHONE CALLS UNTIL 8:00 PM.
- 5 HOW CAN I PAY USING MY CREDIT CARD?**
FOR RESERVATIONS, CREDIT CARD HOLDER MUST COME TO THE MANILA OFFICE TO SETTLE PAYMENT.

Weather and Miscellaneous

- 1 CAN I REQUEST FOR CAKE/FLOWER ARRANGEMENTS FOR SPECIAL EVENTS?**
YES, BUT PLEASE NOTIFY US AT LEAST A WEEK BEFORE CHECK-IN. THIS IS WITH EXTRA CHARGE.
- 2 WHAT WILL THE WEATHER BE LIKE DURING MY VACATION?**
GENERALLY, MARCH TO MAY IS HOT AND DRY. JUNE TO OCTOBER IS RAINY, NOVEMBER TO FEBRUARY IS COOL. AVERAGE TEMPERATURES: 78°F / 25°C TO 90°F / 32°C; HUMIDITY IS 77%.
- 3 WHAT IF THERE'S A STORM DURING MY VACATION?**
WE HAVE SPECIAL ACTIVITIES LINED UP FOR RAINY DAYS. STRANDED GUESTS WILL HAVE FREE ACCOMMODATION BUT OTHER EXPENSES ARE CHARGED ON PERSONAL ACCOUNT.
- 4 WHAT IF THERE'S A MEDICAL EMERGENCY?**
WE HAVE A MEDICAL CLINIC WITH A 24-HOUR DOCTOR ON CALL WHO WILL ATTEND TO YOU IN THE CLINIC OR WHEREVER YOU MAY BE IN THE RESORT.