

入住要求及注意事項 入住要求及注意事項

Check-in Requirements and Precautions

CN(T) - 南洋酒店會嚴格遵守香港特區政府《預防及控制疾病規例》最新要求並作出相對措施和調整服務。

CN(S) - 南洋酒店會嚴格遵守香港特區政府《預防及控制疾病規例》最新要求並作出相對措施和調整服務。

EN - South Pacific Hotel will strictly comply with and will take relative measures and adjust services in accordance with the latest requirements of the HKSAR government's "Prevention and Control of Disease Ordinance".

1. CN(T) - 入住要求：到店客人需掃瞄香港特區政府最新版本之「安心出行」流動應用程式並顯示其「疫苗通行證」上之二維碼為「藍碼」或「黃碼*」之人士，此外，為保障已入住的賓客及員工的安全及健康，南洋酒店不會為下列人士提供住宿服務：

- 持有疫苗通行證為「紅碼」
- 已確診新型冠狀病毒（48 小時內核酸測試或入住當日登記前新冠肺炎快速測試之檢測結果為陽性）之人士或在過去 7 天內曾與新冠肺炎初步確診/確診人士有密切接觸
- 有感染症狀，包括但不限於發燒、咳嗽、氣喘、呼吸困難及喉嚨痛之人士
- 所提供或申報的地址正處於進行限制與檢測宣告行動（即「圍封強檢」行動）或需接受強檢（即強制檢測公告上）之人士
- 等候入住隔離設施的新冠肺炎確診人士

*需預訂酒店提供之指定住宿計劃

為確保客人資料真實無誤，以避免以上所述人士與酒店客人接觸的機會，客人於辦理入住手續時須填寫住址及健康申報表，並提供過去 7 天內之外遊紀錄。如客人作出虛假陳述，酒店會保留法律追究權利。

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- 有感染症狀，包括但不限於發燒、咳嗽、氣喘、呼吸困難及喉嚨痛之人士
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(EN) - Check-in requirements: Guests who arrive at the hotel need to scan the latest version of the "LeaveHomeSafe" mobile application of the Hong Kong SAR Government and display the QR code on their "Vaccine Pass" as "Blue Code" or "Amber code*" guests. In the meantime, to protect the health and safety of our in-house guests and our staff, South Pacific Hotel will not provide accommodation service to person who:

- Is with "Red Code" in Vaccine Pass
- Has tested COVID-19 positive within 48 hours (PCR) polymerase chain reaction Test or before check-in the room's rapid antigen test (RAT) test, or has stayed at the premises there have been diagnosed of COVID-19 OR within the area(s) under compulsory testing in the past 7 days
- Has symptoms of an infection, including but not limited to fever, cough, shortness of breath, breathing difficulty, or sore throat.
- Addresses / premises provided or declared are currently under restriction-testing declaration (RTD) or Compulsory Testing Notices (CTN).
- Is pending admission to isolation facilities upon confirmed infection of COVID-19

*Must need to reserve a designated accommodation plan provided by the Hotel

With a view to reducing the contact of the above-mentioned people with our guests, all guests are requested to fill in a health declaration form with full address, and provide travel history within the past 7 days, while checking in to ensure all guest information provided is true and updated. The hotel reserves the right to seek all remedies available by law for any false statement.

2. CN(T) - 客人需在酒店大堂量度體溫，根據世界衛生組織指引體溫必須低於 37.5 度方可進入。

CN(S) - 客人需在酒店大堂量度体温，根据世界卫生组织指引体温必须低于 37.5 度方可进入。

EN - Guests need to conduct a body temperature check in the hotel lobby. According to the World Health Organization guidelines, the body temperature must be lower than 37.5 degrees before entering.

3. CN(T) - 客人辦理入住登記時需提供最近 48 小時內核酸檢測陰性報告、或提供入住當日的抗原快速檢測陰性報告之相片作證明 (客人需於快速檢測棒上標注客人全名及進行檢測的日期)。如客人入住時未能提供，酒店有提供快速抗原測試套裝供客人購買 (每盒港幣\$50 元正供一位客人使用)並在大堂即時進行抗原快速檢測，結果呈陰性方可入住。

CN(S) - 客人办理入住登记时需提供最近 48 小时内核酸检测阴性报告、或提供入住当日的抗原快速检测阴性报告之相片作证明 (客人需于快速检测棒上标注客人全名及进行检测的日期)。如客人入住时未能提供，酒店有提供快速抗原测试套装供客人购买 (每盒港币\$50 元正供一位客人使用)并在大堂实时进行抗原快速检测，结果呈阴性方可入住。

EN - Upon register, guests are required to provide a PCR test report negative within the last 48 hours, or provide an on-day RAT test negative result (need to remark the guest full name and test date on the rapid antigen test kit. If they fail to provide a negative PCR report or RAT result upon check-in, guests will need to conduct an RAT test in the lobby by paying HK\$50 for one quick test kit, and the result has to be negative before entry into the guest's room.

4. CN(T) - 酒店會向客人提供快速檢測包，客人每連續入住滿 7 天需做一次快測，並需按照前台職員所提供之報告日期向前台申報檢測結果，以作記錄。

CN(S) - 酒店会向客人提供快速检测包，客人每连续入住满 7 天需做一次快测，并需按照前台职员所提供之报告日期向前台申报检测结果，以作记录。

EN - The hotel will provide the guests with a quick test kit. Guests are required to take a rapid antigen test kit every 7 days consecutive stay during their stay. Kindly according to the report date provided by the front desk to report the test results for the record.

5. CN(T) - 如預訂「3 晚居家醫學監測住宿計劃」及需繼續入住之客人，必需在入住之第四天安排轉換房間，並需在當天早上進行一次快測，並在早上 10 時前向前台申報其檢測結果。

CN(S) - 如预订「3 晚居家医学监测住宿计划」及需继续入住之客人，必需在入住之第四天安排转换房间，并需在当天早上进行一次快测，并在早上 10 时前向前台申报其检测结果。

EN - For the guests who reserve the "3 Nights Medical surveillance Accommodation Package" and need to stay continue, guest must need to arrange a room change on the fourth day of their stay, and need to take a RAT test on that day morning, and report their test results to the front desk before 10:00 a.m.

6. CN(T) - 在閣下入住期間，酒店會為住客提供房間打掃及清潔服務，長住客每週一次 (定於每週四)，散客每三天一次 (打掃日將於辦理入住當天告知)。客人需用房間顯示燈或電話通知管家部可收拾房間之時間，清潔時客人需離開房間。如需增加清潔服務次數，每次收費\$100 港元，深層清潔服務費為每次\$500 港元。

CN(S) - 在阁下入住期间，酒店会为住客提供房间打扫及清洁服务，长住客每周一次 (定于每周四)，散客每三天一次 (打扫日将于办理入住当天告知)。客人需用房间显示灯或电话通知管家部可收拾房间之时间，清洁时客人需离开房间。如需增加清洁服务次数，每次收费\$100 港元，深层清洁服务费为每次\$500 港元。

EN - During the stay, the hotel will provide guests with room cleaning services once a week for long-staying guests (scheduled every Thursday), and once every three days for individual guests (The cleaning day will be notified upon arrival). Guests need to use the room service light button or phone to notify the housekeeping department when the room can be cleaned up, and the guest needs to leave the room when cleaning. Additional cleaning services will be charged at HK\$100 each time, while the deep cleaning service fee is HK\$500 each time.

7. CN(T) - 如閣下在非固定清潔日需要額外床單、枕頭袋或額外毛巾，請致電內線“5”，酒店會安排把所需用品包好，並掛在房門外，當聽到門鐘響聲後，閣下可在沒有面對面接觸的情況下自行提取及更換。

CN(S) - 如阁下在非固定清洁日需要额外床单、枕头袋或额外毛巾，请致电内线“5”，酒店会安排把所需用品包好，并挂在房门外，当听到门钟响声后，阁下可在没有面对面接触的情况下自行提取及更换。

EN - If you need extra bed sheets, pillow bags, or extra towels on non-fixed cleaning days, please call the extension "5", and the hotel will arrange to pack the necessary items and hang them outside the room door. When you hear the doorbell, you can pick the items up and replace them by yourself without face-to-face contact.

8. CN(T) - 酒店已備足夠垃圾袋於客房內，請把垃圾放在垃圾袋內並打結密封膠袋，並於每晚 8 時或以前放在客房門外，稍後會有負責同事收拾。

CN(S) - 酒店已备足够垃圾袋于客房内，请把垃圾放在垃圾袋内并打结密封胶袋，并于每晚 8 时或以前放在客房门外，稍后会有负责同事收拾。

EN - The hotel has prepared enough garbage bags in the guest room, please put the garbages in the garbage bag and tie the sealed plastic bag, and please put it outside of the guest room door at or before 8:00 every night. Our housekeeping department will collect it up later.

9. CN(T) - 訪客人店要求，所有訪客均須與住客一樣。

CN(S) - 访客人店要求，所有访客均须与住客一样。

EN - All visitor's entry requirements will be the same as guests.

10. CN(T) - 無線網路，書枱上已列明無線網路名稱及相關密碼。

CN(S) - 无线网络，书枱上已列明无线网络名称及相关密码。

EN - The wireless network, the wireless network name, and related passwords are listed on the desk.

11. CN(T) - 所有客房均不能打開窗戶。

CN(S) - 所有客房均不能打开窗户。

EN - Windows cannot be opened in all guest rooms.

12. CN(T) - 無煙層的房內不准吸煙，而吸煙層的房內亦禁止在床上吸煙。

CN(S) - 无烟层的房內不准吸烟，而吸烟层的房內亦禁止在床上吸烟。

EN - No smoking is prohibited in the guest rooms on the non-smoking floor. Smoking on the bed is not allowed in rooms on the smoking floor.

13. CN(T) - 酒店室內水龍頭出水不能立即飲用，請用酒店提供的電熱水壺燒開後才飲用或飲用酒店提供的瓶裝水。

CN(S) - 酒店室內水龙头出水不能立即饮用，请用酒店提供的电热水壶烧开后才饮用或饮用酒店提供的瓶装水。

EN - Indoor tap water cannot be drunk immediately. Please use the electric kettle provided by the hotel to boil it before drinking or drinking the bottled water provided by the Hotel.

14. CN(T) - 客人入住後我們一般不會為客人轉換房間。

CN(S) - 客人入住后我们一般不会为客人转换房间。

EN - We do not arrange room changes for all guests after check-in in generally.

15. CN(T) - 住宿期間當你聽到火警鐘響起，請保持冷靜並留在房間內，如有問題，可致電內線“2”聯繫酒店職員查詢。如有緊急疏散，酒店將透過每個客房樓層的公共廣播系統通知客人。屆時，您必須佩戴口罩並根據客房門上的緊急逃生指示圖馬上離開房間。

CN(S) - 住宿期间当你听到火警钟响起，请保持冷静并留在房间内，如有问题，可致电内线“2”联系酒店职员查询。如有紧急疏散，酒店将透过每个客房楼层的公共广播系统通知客人。届时，您必须佩戴口罩并根据客房门上的紧急逃生指示图马上离开房间。

EN - During the stay, when you hear the fire alarm, please keep calm and stay in the room. If you have questions, you can call extension "2" on the house phone to contact the hotel staff for inquiries. In case of an emergency evacuation, the hotel will notify guests through the public address system on each guest room floor. At that time, you must wear a mask and leave the room immediately according to the emergency escape instructions on the guest room door.

16. CN(T) - 如客人于入住酒店期間被列為初步確診或確診，酒店將會通報衛生署把客人接到醫院或政府指派的隔離地點。在政府未安排人員接走客人前，請留在原有房間並不准外出。另外已預付的房費，會在其費用內扣除港幣\$2,500元作房間額外深層消毒清潔之用後，其餘額將退回客人（沒有預付或預付餘額不足港元\$2,500之客人，酒店將要求客人補足或額外繳付）。

CN(S) - 如客人于入住酒店期间被列为初步确诊或确诊，酒店将会通报卫生署把客人接到医院或政府指派的隔离地点。在政府未安排人员接走客人前，请留在原有房间并不准外出。另外已预付的房费，会在其费用内扣除港币\$2,500元作房间额外深层消毒清洁之用后，其余额将退回客人（没有预付或预付余额不足港元\$2,500之客人，酒店将要求客人补足或额外缴付）。

EN - If a guest is unfortunately classified as preliminary positive or a positive during their stay at the hotel, Hotel front desk staff will contact the local medical institution on behalf of the guest, and the guest must stay in the room until government personnel takes the guest to the hospital or the quarantine location assigned by the government, and the guests are not allowed to go out of the room area.

Moreover, the prepaid room rental will be deducted from the additional disinfection and deep cleaning fee of HK\$2,500, and the balance will be refunded to the guest (if there is no prepayment or the prepaid balance is less than HK\$2,500, The hotel will ask the guest to pay or make up for it).

17. CN(T) - 基於新冠肺炎感染肆虐，客人應密切留意個人身體狀況，住宿期間如出現任何病徵，應立即求醫及致電內線“2”或透過 WeChat 熱線聯繫大堂經理作出協助。

CN(S) - 基於新冠肺炎感染肆虐，客人應密切留意個人身體狀況，住宿期間如出現任何病徵，應立即求醫及致電內線“2”或透過 WeChat 熱線聯繫大堂經理作出協助。

EN - Due to the Coronavirus, Guests should pay close attention to their physical conditions. If have any symptoms during the stay, the guest should seek medical attention immediately and call the extension "2" or contact the lobby manager through the WeChat hotline for assistance.

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