



**WATERFRONT**  
**CEBU CITY**  
**HOTEL & CASINO**



## **Welcome Guests,**

It is an honor to welcome you in warm embrace. Thank you for choosing to stay at the Waterfront Cebu City Hotel and Casino and we look forward to making your stay an enjoyable one.

The Waterfront Cebu City Hotel and Casino consists of 561 well-appointed luxurious guest rooms and suites, 9 food and beverage outlets, an impressive array of meeting and convention rooms, and an unmatched gaming arena.

During your stay you will discover that the Waterfront Cebu City Hotel and Casino is more than just a great location, but offers the feeling of warmth and care that naturally emanates from the Filipino people.

It is our hope that this Guest Services Directory will serve as your guide to discovering pleasurable surprises, excitements around every corner, as well as our amenities and facilities available in the hotel. We've also included helpful information you may need while you are here in Cebu. Should you require any further assistance, please feel free to call our Duty Manager at local 8006.

We would like to thank you again for choosing our hotel as your Philippine holiday home, we wish you a memorable stay and we hope you will choose the Waterfront Cebu City Hotel and Casino for many more holidays to come.

Sincerely yours,

**The Management**

**A**

**AIR CONDITIONING** .....

All guest rooms are equipped with individual and fan speed controls which can be adjusted from the wall mounted control panel located in the room, allowing easy room temperature control. We recommend 23 degrees for all around comfort.

**AIRPORT TRANSFER** .....

Mactan-Cebu International Airport is approximately a 45 minute scenic drive from the hotel. We suggest you allow a minimum of 2 hours for check-in and immigration. We recommend you check with our Concierge on the day of your departure for potential traffic delays. Please dial 8111.

Car	P 1,400.00 / way
Innova	P 1,800.00/ way
Van	P 2,200.00/ way

**AIRPORT TAX** .....

The Passenger Service Charge/ Terminal Fee shall be paid by each departing passenger in any air transport or carrier except a. children two (2) years old and below, but without any airline ticket, b. overseas contract worker, c. MCIAA Board of Directors/Officers and employees on official travel, d. transit passenger and e. passenger denied entry.

**B**

**BABY COTS** .....

Our housekeeping would be pleased to arrange a baby cot for your child. Please dial 5.

**BAGGAGE SERVICE** .....

Our Concierge would be pleased to assist you for collecting, storing, and retrieving your luggage. Please dial 8111.

**BANQUET FACILITIES** .....

We have banqueting facilities designed for your needs such as lunch, dinner, or birthday party with entertainment options. For further information and inspections, please contact our Sales Department by dialing 8005.

**BUSINESS CENTER** .....

The Business Center is equipped with modern office equipment, state-of-the-art computers, audio Polycom service, WIFI access, full convention and secretarial support. Two private boardrooms are available for smaller meetings. For inquiries and reservations, please contact local 0.

Computer workstations are available between 7:00 am – 10:00 pm



**C**

**CHECK-IN** .....

Our official check-in time is 15:00 hours. If you arrive early, our restaurants, spa, fitness center and other facilities are available while you wait to check-in. We will try to have your room ready as soon as possible. Please contact our Central Reservations Office prior to arrival for early check-in rates.

**CHECK-OUT** .....

Check-out time is at 12 noon. Kindly contact our Front Desk by dialing 0 to request for a late check-out. Please be aware that your request is subject to availability and will be charged with corresponding fees.

**COMPUTER** .....

Should you need assistance with your personal computer, our IT team will be please to assist you, please dial 8805.

**CONSULATES AND EMBASSIES** .....

Please refer to our telephone directory under Embassies. For further information please dial 0.

**CREDIT CARDS** .....

Waterfront Cebu City Hotel and Casino honors the following credit and debit cards: Visa, Master Card, American Express, Diners Club. Please note that the hotel does not accept personal checks.

**CURRENCY EXCHANGE** .....

Foreign currency can be exchanged into Philippine Peso at Front Desk. For currency information, please dial 8102 to 8106.

**D**

**DINING RESERVATIONS** .....

Details of our restaurants and bars are included in the Restaurants section of this directory. To make a reservation, please dial 8208 or 8209.

**DOCTOR** .....

If you require the services of a Doctor, please dial 8020. Or should you wish to visit the clinic, it is located at the Lower Lobby next to the Sales and Marketing Office.

**DO NOT DISTURB** .....

Should you wish for privacy, please hang your sign on the room door. Our Duty Manager will do a check for rooms with the Do Not Disturb sign on the room door by calling. An inspection will be done for your safety, once there is no answer to the call.

**DRINKING WATER** .....

Each room is provided with complimentary bottled water. To purchase an additional bottle, please contact our Room Service by dialing 2.

**DRY CLEANING** .....

Our dry cleaning services is temporarily not available.

**E**

**ELECTRICITY** .....

Outlets in your room supply 220V. Similar outlets of 220V are on the wall by the dresser table.

**EMERGENCY** .....

In case of an emergency, please dial 6.

**ENERGY CONSERVATION** .....

Please help the hotel conserve energy by switching off any unnecessary lights and electrical appliances upon leaving the room and by removing the key card from the electronic system.

**EXPRESS CHECK-OUT** .....

Our Front Office will be pleased to arrange an express check-out if you are paying by credit card. Your account will be delivered to your room the night prior to check-out. Please keep in mind, items ordered or consumed after your account is printed will not be on your final statement and will be charged to your credit card after check-out.

**F**

**FIRE EVACUATION** .....

Should you notice a fire, please dial 0 for our telephone operator immediately and give details of the location, or activate the alarm button located in the guest room corridors and public area corridors. The fire alarm is also activated by the sensitivity of smoke, heat detectors and activation of the sprinkler. In the event of a fire, please do not use the elevators.

**FITNESS CENTER** .....

It is open daily for 24 hours. For inquiries, you may contact the fitness center by dialing 8941.

**FLORIST** .....

Should you require a flower arrangement for any occasion, please contact our Housekeeping by dialing 5.

**G**

**GIFT SHOP** .....

Gift shops of various kinds are located at the Lobby area and the second floor.

**GOLF** .....

Guests staying at the Waterfront Cebu City Hotel and Casino may book at least a day before desired date to golf courses in the city through our Tour Desk which is open from 9:00 AM – 6:00 PM. Please dial 8723.

**GUEST SERVICES** .....

For your convenience our one stop Operator can assist with any request. Please dial 0 or 8116.

**H**

**HOUSEKEEPING** .....

Housekeeping services are available 24 hours a day. If you wish to have your room cleaned at a specific time during your stay, we would be please to accommodate your special request. To arrange this service, please dial 5.

**HOTEL RESERVATIONS** .....

Please contact our Central Reservations Office for any forward booking requests you may have. Please dial 0 to be connected to CRO or 230-9000 if calling from an outside line.

**I**

**ICE DELIVERY** .....  
You may contact our In Room Dining for ice delivery. Please dial 2.

**INSTRUCTIONS FOR INTERNET CONNECTIVITY** .....  
For network connection and hotel WiFi password both inside the guest room and lobby area, please dial 0 for Operator assistance.

**INTERNET ACCESS** .....  
Wireless LAN High Speed Internet is available in your room. Internet access is also available in our Lobby, restaurants, bars and public areas.

**K**

**KEYCARDS** .....  
For your security, your room key card is electronically programmed exclusively for your room. Should you misplace your key card, please visit our Front Office for assistance or call our Operator by dialing 0.

**L**

**LAUNDRY & PRESSING** .....  
Laundry and pressing are available from 6AM to 10PM. Clothing handed past 10PM will be received by the Housekeeping coordinator. For further assistance, please dial 5.

**LAWYER** .....  
If you require the services of a lawyer, please contact the Operator by dialing 0 to connect you to the lawyer's line. Or should you wish to visit the office, it is located at the Lower Lobby next to the Group Check-In Entrance.

**LOCAL CALLS** .....  
Dial 9 for a connection to an outside line. All local calls are subject to the current prevailing rate and are automatically billed to your account.

**LOST LUGGAGE** .....  
In the event of your luggage being lost or mislaid, please contact our Concierge by dialing 8111.

**LOST & FOUND** .....  
We can assist you in tracing your lost property. Please call our Operator by dialing 0.

**M**

**MAINTENANCE** .....

Should you experience any maintenance issues in your room, contact our Engineering Department by dialing 8402 or 8404.

**MANAGER ON DUTY** .....

Our Manager on Duty is available 24 hours a day. Should you have any concerns, please dial 8006.

**MASSAGE** .....

To book for a massage, please dial 8941.

**MINI BAR** .....

Our mini bar is temporarily not available.

**MEETING FACILITIES** .....

We have fully equipped meeting facilities. Should you take a holiday with a business focus, please contact our Sales Department by dialing 8005.

**MONEY TRANSFER** .....

Western Union is a wire transfer service that allows you to quickly transfer money all over the globe. It is available at M Lhuillier Jewellers located at the second level.

**N**

**NEWSPAPERS** .....

English language newspapers are available for reading at the Hotel Lobby.

**NON-SMOKING ROOMS AND FACILITIES** .....

All guest rooms are non-smoking. All indoor public areas including the Lobby and restaurants are non-smoking as per Philippine Law EO No. 26, entitled providing for the establishment of smoke-free environment in public and enclosed places. Smoking is permitted in designated outdoor areas only.

**O**

**OPERATOR ASSISTANCE** .....

If you do not wish to receive calls, you may make arrangements with the telephone operator. Should you receive nuisance calls, please notify the telephone operator immediately. Do not leave your phone or receiver off the hook.



**P**

**PACKAGING/MAILING SERVICES** .....

Mailing or shipping of articles and parcels, locally and overseas, can be arranged through our Business Center. Please dial 8117 or 8118.

**PARKING** .....

Waterfront Cebu City Hotel and Casino provides complimentary parking services for registered hotel guests only.

**PETS** .....

Please note that pets of any kind are not permitted on the hotel premises.

**POOL TOWELS** .....

Pool towels are provided at our swimming pools. Please do not take your room bath towel to the pool.

**POWER SUPPLY/ADAPTORS** .....

220/240 volts are used throughout the hotel. Transformers and adaptors are available upon request, please dial 5 for Housekeeping.

**R**

**ROOM SERVICE** .....

Room service is available 24 hours a day. Please call 8208 to 8210.

**S**

**SAUNA** .....

Separate men and women's steam and sauna rooms are available at the fitness center, for more information, please dial 8941.

**SAFE DEPOSIT BOXES** .....

All rooms and suites are equipped with personal electronic safes for your convenience. Please ensure your valuables are placed in the safe as the hotel will not be responsible for any loss of valuables in your room. In case you detect theft, please inform the Duty Manager immediately.

**SANITATION CARE KITS** .....

We provided complimentary masks, hand sanitizer and sanitation wipes. We also have sanitation items for sale. Please dial 5.

**SANITATION MENU**

Disinfectant (70% ) Alcohol Solution	PHP	42.00
Sanitizing Gel	PHP	50.00
Antibacterial Wet Wipes	PHP	42.00
Antibacterial Bar Soap	PHP	35.00
Antibacterial Mouth Wash	PHP	90.00
Disposable Masks (5pcs/pack)	PHP	125.00
Nitrile Gloves (2 pairs)	PHP	30.00
Zonrox Bleach (100ml)	PHP	15.00
Lysol Disinfectant Spray (170g)	PHP	330.00

**SECURITY** .....

The Waterfront Cebu City Hotel and Casino security personnel maintain 24 hours surveillance. However, we encourage guests to make sure door is properly locked whenever leaving the room. Before retiring, please ensure that room is double locked, and that the night latch is in place.

Do not admit strangers inside the room. Never admit workers or accept deliveries without checking with the Duty Manager first. Any suspicious person should be reported to the Duty Manager immediately.

Be careful not to discuss plans about going out of the hotel in the presence of strangers and be wary of unsolicited calls.

**SEWING AND MENDING SERVICES** .....

Sewing and mending services are available. Please dial 0 for assistance.

**SHOPPING** .....

Waterfront Cebu City Hotel and Casino being located at the center of the city is surrounded with shopping centers. You may call our Concierge for transportation services. Please dial 8111.

**SIGHTSEEING** .....

Tours and private arrangements can be made through our Tour Desk counter.

**SMOKING** .....

Please smoke in the outside designated areas. Smoking inside is strictly prohibited and you will be charged PHP 10,000.00 cleaning fee.

**SWIMMING POOL** .....

Pool Aquarius is located outside at the lower lobby. Swimming and the use of the water activities are at your own risk and children must be under parental supervision at all times.

**SHUTTLE SERVICE** .....

A shuttle service to and from the hotel and to and from SM City Cebu and Ayala Center Cebu is available on the following schedule:

Drop off to Mall	Pick up from SM	Pick up from Ayala
10:00 AM	2:00 PM	2:30 PM
1:30 PM	6:30 PM	7:30 PM
5:30 PM		

**T**

**TAXIS** .....

We would recommend you use our Concierge Desk to arrange all your transport needs. All transport services supplied through the hotel are covered by insurance. Please contact the Concierge Desk at 8111 for more information.

**TELEVISION** .....

Your television set is controlled from the hand held remote control. For details of the available services and channels please refer to the information included in the hotel TV channel guide.

**TIPPING** .....

A 10% Service Charge applies to purchases. Additional tipping is at your discretion although not necessary.

**TRANSPORTATION** .....

Waterfront Cebu City Hotel and Casino has a range of transportation options available to suit your needs, from airport transfers to chauffeur driven cars.

**V**

**VISITORS** .....

Visitors of guests are allowed in the guest rooms only until 10:00 PM. After this time, visitors shall be asked to register and will be charged PHP1,000.00 per additional guest.



**WAKE-UP CALLS** .....

Please contact our Operator to arrange a wake-up call by dialing 0.

**WHEELCHAIR** .....

If you require the use of a wheelchair, please contact our Operator by dialing 0 for assistance.

**WEDDINGS** .....

If your plans for the near future include tying the knot, we can readily provide for every detail that could possibly be needed for a wedding. Simply contact our Event Coordinators, who come with a plethora of ideas for celebratory themes, menus and decorations; a choice of wedding packages, and a collection of albums of past events. Better yet, make an appointment to meet personally and discuss your plans for the big day at leisure, please contact 8045.

**ENVIRONMENTAL CARE** .....

Waterfront Cebu City Hotel and Casino annually supports the Earth Hour movement to bring back our planet's beauty by conserving energy and participating with the global community in honoring the world's biggest celebration for the planet.

**Help Us Save the Environment**

We have developed a comprehensive policy to promote business practices that help preserve the environment. Our goal is to "Reduce-Reuse-Recycle" as much as we can.

**Electric Energy Conservation**

We have implemented an energy management system and best practices to reduce energy use. We implemented a change of traditional incandescent light bulbs with energy-saving bulbs, using energy-sufficient refrigerators in bedrooms, scheduling preventive maintenance plans.

**Water Conservation**

We have implemented water conservation practices by asking you, our valued guest, to place our "Environmental Card" on the side of the bed if you wish to have your bed sheets changed daily as well as placing your used towel on the towel rack so it will not be laundered daily. This practice will help us to save thousands of liters of fresh water for a month while also reducing waste water and use of chemical and energy resources.

## Christine G. Luague

Sales Director

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Fax: (6332) 232 4545  
Zoom ID: 340 232 5706  
Email: [c.luague@waterfronthotels.net](mailto:c.luague@waterfronthotels.net)  
Website: [www.waterfronthotels.com.ph](http://www.waterfronthotels.com.ph)  
Facebook: <https://www.facebook.com/WaterfrontCebuCity/>  
Instagram: <https://www.instagram.com/waterfrontcebu/>

To view room rates and  
book your next stay



## Fila Sofia Ubalde-D'lonsod

Conventions and Events Director

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Mobile No: +63 998 594 8599  
Tel: (6332) 232 6888 Loc. 8044  
Fax: (6332) 232 4545 Loc. 8008  
Zoom ID: 591 877 1746  
Email: [s.dlonsod@waterfronthotels.net](mailto:s.dlonsod@waterfronthotels.net)  
Website: [www.waterfronthotels.com.ph](http://www.waterfronthotels.com.ph)  
Facebook: <https://www.facebook.com/WaterfrontCebuCity/>  
Instagram: <https://www.instagram.com/waterfrontcebu/>

To view our events and  
conventions packages





## BUSINESS CENTER SERVICES .....

Should you be taking a holiday with a business note, then a range of meeting facilities including internet and email services are at your call. TV video projector, screen, slide projector, white board, flip chart, and LCD projector are also available. In fact, it's a great excuse to double-up your business and pleasure.

BOARDROOM RENTAL ONLY			
ROOM	HALF DAY (4 HOURS)	WHOLE DAY (8 HOURS)	HOURLY RENTAL/ EXTESION/HOUR
Boardroom 1	PHP 6,000	PHP 12,000	1,000
Boardroom 2	PHP 8,500	PHP 16,000	1,500

*\*Rate is subject to change without prior notice*

COMPUTER CHARGES	
PHP 200.00 minimum/hour	PHP 100.00 half hour/minimum/charge

## TELEPHONE SERVICES .....

### To IDD Destinations

Information relating to individual destinations to which IDD services are available is included in this Guide for your convenience. For any assistance, please dial 0.

### To Non-IDD Destinations

Calls to destinations not listed in the IDD service, reverse charge calls, and International Telephone Calls can be made with the assistance of a Telecommunication Operator at the International Telephone Exchange. Please contact our Operator for assistance.

### Hotel Information Services

Hotel Number :(032) 232 6888 | 1-800-10-937-6688

Website : [waterfronthotels.com.ph](http://waterfronthotels.com.ph)

For calling room to room please dial the room number.

## GENERAL CITY INFORMATION .....

### Emergency Numbers:

Police Hotline	166
Theft and Robbery Section	(032) 233 2178 / 341 4847
Cebu City Bureau of Fire Protection	160 or (032) 256 0541 / 340 0252

### Hospital Numbers:

Cebu Doctor's University Hospital	(032) 255 5555 local 282 / 227
Chong Hua Hospital	(032) 253 9409 / 254 3228
Mactan Doctor's Hospital	(032) 341 0000 local 214 / 215

## COUNTRY CODES .....

COUNTRY	COUNTRY CODE
Afghanistan -----	+93
Albania -----	+355
Algeria -----	+213
American Samoa -----	+684
Andorra -----	+376
Angola -----	+244
Anguilla -----	+1 264
Antarctica -----	+672
Antigua and Barbuda -----	+1 268
Argentina -----	+54
Armenia -----	+374
Aruba -----	+297
Australia -----	+61
Austria -----	+43
Azerbaijan -----	+994
Bahamas -----	+1 242
Bahrain -----	+973
Bangladesh -----	+880
Barbados -----	+1 246

COUNTRY	COUNTRY CODE
Belarus	+375
Belgium	+32
Belize	+501
Benin	+229
Bermuda	+1 441
Bhutan	+975
Bolivia	+591
Bosnia and Herzegovina	+387
Botswana	+267
Brazil	+55
British Indian Ocean Territory	+246
British Virgin Islands	+1 284
Brunei	+673
Bulgaria	+359
Burkina Faso	+226
Burundi	+257
Cambodia	+855
Cameroon	+237
Canada	+1
Cape Verde	+238
Cayman Islands	+1 345
Central African Republic	+236
Chad	+235
Chile	+56
China	+86
Christmas Island	+61
Cocos Islands	+61
Colombia	+57
Comoros	+269
Cook Islands	+682
Costa Rica	+506
Croatia	+385
Cuba	+53
Curacao	+599
Cyprus	+357
Czech Republic	+420
Democratic Republic of the Congo	+243
Denmark	+45
Djibouti	+253
Dominica	+1 767
Dominican Republic	+1 809, +1 829, +1 849
East Timor	+670
Ecuador	+593
Egypt	+20
El Salvador	+503
Equatorial Guinea	+240
Eritrea	+291
Estonia	+372
Ethiopia	+251
Falkland Islands	+500
Faroe Islands	+298
Fiji	+679

COUNTRY	COUNTRY CODE
Finland -----	+358
France -----	+33
French Polynesia -----	+689
Gabon -----	+241
Gambia -----	+220
Georgia -----	+995
Germany -----	+49
Ghana -----	+233
Gibraltar -----	+350
Greece -----	+30
Greenland -----	+299
Grenada -----	+1 473
Guam -----	+1 671
Guatemala -----	+502
Guernsey -----	+44 1481
Guinea -----	+224
Guinea-Bissau -----	+245
Guyana -----	+592
Haiti -----	+509
Honduras -----	+504
Hong Kong -----	+852
Hungary -----	+36
Iceland -----	+354
India -----	+91
Indonesia -----	+62
Iran -----	+98
Iraq -----	+964
Ireland -----	+353
Isle of Man -----	+44 1624
Israel -----	+972
Italy -----	+39
Ivory Coast -----	+225
Jamaica -----	+1 876
Japan -----	+81
Jersey -----	+44 1534
Jordan -----	+962
Kazakhstan -----	+7
Kenya -----	+254
Kiribati -----	+686
Kosovo -----	+383
Kuwait -----	+965
Kyrgyzstan -----	+996
Laos -----	+856
Latvia -----	+371
Lebanon -----	+961
Lesotho -----	+266
Liberia -----	+231
Libya -----	+218
Liechtenstein -----	+423
Lithuania -----	+370
Luxembourg -----	+352
Macau -----	+853

COUNTRY	COUNTRY CODE
Macedonia	+389
Madagascar	+261
Malawi	+265
Malaysia	+60
Maldives	+960
Mali	+223
Malta	+356
Marshall Islands	+692
Mauritania	+222
Mauritius	+230
Mayotte	+262
Mexico	+52
Micronesia	+691
Moldova	+373
Monaco	+377
Mongolia	+976
Montenegro	+382
Montserrat	+1 664
Morocco	+212
Mozambique	+258
Myanmar	+95
Namibia	+264
Nauru	+674
Nepal	+977
Netherlands	+31
Netherlands Antilles	+599
New Caledonia	+687
New Zealand	+64
Nicaragua	+505
Niger	+227
Nigeria	+234
Niue	+683
North Korea	+850
Northern Mariana Islands	+1 670
Norway	+47
Oman	+968
Pakistan	+92
Palau	+680
Palestine	+970
Panama	+507
Papua New Guinea	+675
Paraguay	+595
Peru	+51
Philippines	+63
Pitcairn Islands	+64
Poland	+48
Portugal	+351
Puerto Rico	+1 787, +1 939
Qatar	+974
Republic of the Congo	+242
Reunion	+262



COUNTRY	COUNTRY CODE
Romania	+40
Russia	+7
Rwanda	+250
Saint Barthelemy	+590
Saint Helena	+290
Saint Kitts and Nevis	+1 869
Saint Lucia	+1 758
Saint Martin	+590
Saint Pierre and Miquelon	+508
Saint Vincent and the Grenadines	+1 784
Samoa	+685
San Marino	+378
Sao Tome and Principe	+239
Saudi Arabia	+966
Senegal	+221
Serbia	+381
Seychelles	+248
Sierra Leone	+232
Singapore	+65
Sint Maarten	+1 721
Slovakia	+421
Slovenia	+386
Solomon Islands	+677
Somalia	+252
South Africa	+27
South Korea	+82
South Sudan	+211
Spain	+34
Sri Lanka	+94
Sudan	+249
Suriname	+597
Svalbard and Jan Mayen	+47
Swaziland	+268
Sweden	+46
Switzerland	+41
Syria	+963
Taiwan	+886
Tajikistan	+992
Tanzania	+255
Thailand	+66
Togo	+228
Tokelau	+690
Tonga	+676
Trinidad and Tobago	+1 868
Tunisia	+216
Turkey	+90
Turkmenistan	+993
Turks and Caicos Islands	+1 649
Tuvalu	+688
U.S. Virgin Islands	+1 340
Uganda	+256

COUNTRY	COUNTRY CODE
Ukraine .....	+380
United Arab Emirates .....	+971
United Kingdom.....	+44
United States.....	+1
Uruguay .....	+598
Uzbekistan.....	+998
Vanuatu.....	+678
Vatican .....	+379
Venezuela .....	+58
Vietnam .....	+84
Wallis and Futuna.....	+681
Western Sahara .....	+21
Yemen .....	+967
Zambia .....	+260
Zimbabwe .....	+263

## EMBASSIES & CONSULATES IN MANILA NUMBERS & INFORMATION .....

COUNTRY	LOCATION	NUMBER
Angola	1904 The Peak Tower Makati City	892-4081 / 82
Argentina	8/F Liberty Center Building Makati City	845-321 845-3219
Australia	23/F, RCBC Plaza, Makati City	757-8100 920-5500
Austria	8/F, One Orion Bldg, Taguig	817-9191 817-4992
Bangladesh	2/F, HERCO Center, Metro Manila	817-5001 817-5010
Belgium	9/F, Ayala Avenue Makati City	845-1869
Brazil	16/F, Liberty Center Bldg. Makati City	845-3651 to 53
Brunei Darussalam	6/F, Paseo de Roxas Bldg. Makati City	816-2836 to 38 816-4396
Cambodia Unit	7A Country Space 1 Bldg Makati City	818-9981 810-1896
Canada	Levels 6-8 Tower 2 RCBC Plaza Makati City	857-9000
Chile	17/F, Liberty Center Bldg. Makati City	843-3461 834-3463 834-3471
Colombia	18/F, Aurora Tower Araneta Center Quezon City	911-3101

Czechia	3/F Rufino Pacific Tower Ayala Avenue Makati City	811-1155 to 56 811-1158
Denmark	11/F, 11th Corporate Center Bonifacio Global City, Taguig City	865-8800
Egypt	7/F, G.C. Corporate Plaza Legaspi Village Makati City	843-9220 843-9232
France	16/F, The Pacific Star Bldg, Makati City	857-6900 857-6999
Germany	25/F Towe II RCBC Plaza Makati City	702-3000 702-3022
Greece Unit	701 SEDDCO 1 Bldg. Legaspi Village Makati City	817-4444 817-3417 817-2931
Holy See (Apostolic Nunciature)	2140 Taft Avenue Manila	521-0306 521-0307
India	2190 Paraiso St. Dasmarinas Village Makati City	843-0102 to 02
Indonesia	185 Salcedo St. Legaspi Village Makati City	892-5061 to 68
Iran	2224 Paraiso cor. Pasay Road Dasmarinas Village Makati City	888-4757 to 59
Iraq	2209 Paraiso cor. Acacia St. Dasmarinas Village Makati City	843-8880 843-8881
Israel	10/F Avecshares Center Bonifacio North Triangle Taguig City	883-9500
Italy	6/F Zeta Bldg Legaspi Village Makati City	892-4531 to 34
Japan	2627 Roxas Blvd Pasay City	551-5710
United Arab Emirates	16/F Commerce and Industry Plaza Bldg Fort Bonifacio Taguig City	822-1777 822-2777
United Kingdom of Great Britain and Northern Ireland	120 Upper McKinley Road, McKinley Hill Taguig City	858-2200
United States of America	1201 Roxas Blvd Manila	301-2000
Venezuela	Unit 17 A, Multinational Bancorporation Center Makati City	845-2841 to 42
Vietnam	670 Pablo Ocampo St. Malate, Manila	521-6843
European Union	30/F Tower II RCBC Plaza Makati City	859-5100

## CONSULATES IN CEBU NUMBERS & INFORMATION .....

### AUSTRIA

CRM Building Escario cor. Molave Street, Cebu 6000, Philippines  
TELEPHONE (+63) (32) 231 06 05 | (+63) (32) 412 24 36  
FAX (+63) (32) 231 04 37  
EMAIL [austrianconsulatecebu@bluewater.com.ph](mailto:austrianconsulatecebu@bluewater.com.ph)

### BELGIUM

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Philippines  
TELEPHONE (+63) (32) 255 32 00  
FAX (+63) (32) 255 82 00  
EMAIL [belgianconsulateofcebu@yahoo.com](mailto:belgianconsulateofcebu@yahoo.com) | [belgiumconsulatecebu@yahoo.com](mailto:belgiumconsulatecebu@yahoo.com)

### FRANCE

c/o Alliance Française de Cebu, 371 Gorordo Avenue, Cebu City, Philippines  
TELEPHONE (+63) (32) 232-1311  
FAX (+63) (32) 232-1311

### CANADA

RD Corporate Center, 96 Governor M.C. Cuenco Avenue,  
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FAX (+63) (32) 238-3421  
EMAIL [canada.ceb@gmail.com](mailto:canada.ceb@gmail.com)

### CHINA

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Cebu City 6000, Philippines  
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FAX (+63) 32-505 1038  
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WEBSITE [cebu.china-consulate.org](http://cebu.china-consulate.org)

### CZECH REPUBLIC

303 M.Velez St., Banawa, 6000 Cebu City, Philippines  
TELEPHONE (+63) 32 253 25 12 | (+63) 918-918 9805  
FAX (+63) 32 253 74 59  
EMAIL [cebu@honorary.mzv.cz](mailto:cebu@honorary.mzv.cz)

### DENMARK

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6000 Cebu City, Philippines  
TELEPHONE (+63) (32) 266 5930  
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[cebudanishconsulate@gmail.com](mailto:cebudanishconsulate@gmail.com)  
WEBSITE [filippinerne.um.dk](http://filippinerne.um.dk)

**GERMANY**

Cebu Ford's Inn, AS Fortuna Street, Corner Banilad Road  
6000 Cebu City, Philippines  
TELEPHONE (+63) (32) 236 13 18  
FAX (+63) (32) 236 13 18  
EMAIL [cebu@hk-diplo.de](mailto:cebu@hk-diplo.de)

**ISRAEL**

Benedicto Vocational School Building, A.S. Fortuna Street  
Mandaue City, Cebu City, Philippines  
TELEPHONE (+63) (32) 253-0769  
EMAIL [israelcebu@gmail.com](mailto:israelcebu@gmail.com)

**JAPAN**

7th Floor, Keppel Center, Samar Loop corner, Cardinal Rosales Avenue  
Cebu Business Park, P.O. Box 1250, 6000 Cebu City, Philippines  
TELEPHONE (+63) 32-231-7321 / 2  
FAX (+63) 32-231-6843  
EMAIL WEBSITE [www.ph.emb-japan.go.jp/itpr\\_en/00\\_000135.html](http://www.ph.emb-japan.go.jp/itpr_en/00_000135.html)  
[www.ph.emb-japan.go.jp/itpr\\_en/00\\_000035.html](http://www.ph.emb-japan.go.jp/itpr_en/00_000035.html)

**KOREA**

12th Floor Chinabank Corporate Center, Lot 2, Samar Loop Cor. Road 5  
Cebu Business Park, Mabolo, Cebu City, Philippines  
TELEPHONE (+63) 32-231-1516-9  
FAX (+63) 32-231-2950  
EMAIL [phi\\_cebu2015@mofa.go.kr](mailto:phi_cebu2015@mofa.go.kr) | [koreanconsulatecebu@gmail.com](mailto:koreanconsulatecebu@gmail.com)  
WEBSITE [phi-cebu.mofa.go.kr](http://phi-cebu.mofa.go.kr)

**MEXICO**

#40 Mercedes Arcade, Highway Mandaue City, Cebu City 6000, Philippines  
TELEPHONE (+63) (32) 345-0030 | (+63) (32) 346-1914

**NORWAY**

2nd floor, University of Cebu (UC) Banilad Bldg., Governor Cuenco Avenue  
Banilad Cebu City, Philippines  
TELEPHONE (+63) (32) 239 1044  
FAX (+63) (32) 260-0520  
EMAIL [norwayconsulate.cebu@gmail.com](mailto:norwayconsulate.cebu@gmail.com)  
WEBSITE [www.norway.no/en/Philippines](http://www.norway.no/en/Philippines)

**POLAND**

Room 102 Advent Business Center, Acacia Street, Lahug Cebu City, Philippines  
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FAX (+63) (32) 231 5242  
EMAIL [duanocarmel@yahoo.com](mailto:duanocarmel@yahoo.com)

**PORTUGAL**

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FAX (+63) 32 344 0234  
EMAIL [slchioson@gmail.com](mailto:slchioson@gmail.com) | [portugalconsulate@pltdsl.net](mailto:portugalconsulate@pltdsl.net)



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TELEPHONE (+63) 32 255 3200 | (+63) 32 346 5471  
FAX (+63) 32 255 8200 | (+63) 32 346 0181  
EMAIL [grand@berbenwood.com](mailto:grand@berbenwood.com)

**RUSSIA**

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TELEPHONE (+63) (32) 232-02-53  
FAX (+63) (32) 232-02-83  
EMAIL [armi@russianconsulateph.com](mailto:armi@russianconsulateph.com)  
WEBSITE [www.russianconsulateph.com](http://www.russianconsulateph.com)

**SLOVAKIA**

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TELEPHONE(+63) 32 232 9445  
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**SPAIN**

Visayan Electric Company Inc. J. Panis Street, Banilad, Cebu City, Philippines  
TELEPHONE (+63) (32) 230 8340 | (+63) 917-630-4150 (Mobile)  
FAX (+63) (32) 231 0580  
EMAIL [anton.perdices@outlook.com](mailto:anton.perdices@outlook.com)

**SWEDEN**

415, Gorordo Avenue Lahug, Cebu City, 6000  
Philippines  
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FAX (+63) (32) 233 3106  
EMAIL [swedconcebu@gmail.com](mailto:swedconcebu@gmail.com)

**THAILAND**

c/o Eastern Shipping Lines Bldg., M.J. Cuenco cor. Magallanes St., P.O. Box 561  
Cebu City, Philippines  
TELEPHONE (+63) 32 412-1688

**TURKEY**

103-107 Plaridel Street, Cebu City, Philippines  
TELEPHONE (+63) (32) 254-7025 | (+63) (32) 255-0941  
FAX (+63) (32) 255-0113

**UNITED KINGDOM**

Cebu City, Philippines  
TELEPHONE (+63) (32) 858-2200 / 2342  
EMAIL [cons.manila@fco.gov.uk](mailto:cons.manila@fco.gov.uk) | [tamsin.booth@fconet.gov.uk](mailto:tamsin.booth@fconet.gov.uk)

## UNITED STATES OF AMERICA

Lower Ground Flr, Waterfront Hotel, Lahug  
Salinas Drive, Lahug, Cebu City, Philippines  
U.S. Citizen Emergencies During Office Hours  
(032) 231-1261 ext 2  
U.S. Citizen Emergencies After Office Hours  
(032) 301-2000  
FAX (+63) (32) 231-0174  
Email: [acsinfocebu@state.gov](mailto:acsinfocebu@state.gov) | [acsinfomanila@state.gov](mailto:acsinfomanila@state.gov)  
Website: [ph.usembassy.gov](http://ph.usembassy.gov)  
Office Hours 08:00 AM – 10:30 AM

During opening hours, the U.S. Consular Agency in Cebu provides notarial services and special consular services for American citizens including assistance regarding deaths, arrests, and the welfare and whereabouts of American citizens in the Philippines.

Americans planning to marry in the Philippines may execute "Affidavit in Lieu of a Certificate of Legal Capacity to Contract Marriage." The Consular Agency also accepts applications for passport renewal. Applications are then sent to the U.S. Embassy in Manila for adjudication.

Consular Report of Birth Abroad (CRBA) and Adult Derivative Citizenship applications are executed at the U.S. Embassy in Manila. First-time passport applicants, who have not been previously documented as U.S. citizens, should view the requirements at the [ph.usembassy.gov](http://ph.usembassy.gov).

## DINING AND ENTERTAINMENT .....

The finest culinary experiences in the city can be found in the Waterfront Cebu City Hotel and Casino's restaurants. There's Chinese, Japanese, American, Italian, Filipino, the Lobby Lounge, a bar and a coffee shop that serves international cuisines daily.

### UNO

Indulge in the best buffet in town. Uno takes pride in 4 action stations designed to whip up delectable specialties all the time. Also serves a la carte dishes all-day.

Close until further notice

Open on: December 24 - Dinner  
December 25 - Lunch and Dinner  
December 31 - Dinner

### LA GONDOLA

Taste the best of Italy. La Gondola is the home of classic, mouthwatering Italian dishes, including the best pizzas in town, which are served piping hot, straight out of a wooden brick oven.

6:00 AM – 10:00 PM

### MIZU

Indulge in an authentic Japanese meal at Mizu. Four (4) private rooms and one (1) teppanyaki room are also available.

Close until further notice

### TIN GOW

The best in Cebu for authentic Chinese cuisine. Savor the culinary delights especially prepared for you by our Chinese chefs. Tin Gow specializes in a combination of Cantonese, Szechuan cuisine, dim sum, and barbecue dishes. Eight private rooms are also available.

Lunch 11:00 AM – 3:00 PM  
Dinner 6:00 PM – 10:00 PM

### MADELEINE

Madeleine is the hotel's patisserie and boulangerie. It is also known for its specialty coffees, freshly baked breads and sweet sensations.

12:00 NN – 8:00 PM

### **LOBBY LOUNGE**

The hotel's gem, the lobby lounge, serves a wide range of cocktails, wines, liquors and fresh juices. Freshly brewed coffee, teas, and snacks are also available. We highly recommend our cakes and pastries as well as our delicious ice cream concoctions. Live music can also be heard nightly.

8:30 AM – 10:00 PM

### **CAFÉ FORTUNA**

Café Fortuna offers a wide variety of signature a la carte dishes of Asian, Western, and Filipino flair. Ideally situated near the internationally acclaimed Casino Filipino, this is the perfect bistro that blends casual, comfortable ambiance and good comfort food to make one great dining experience.

Open 24 hours

### **ROOM SERVICE**

Your choice for breakfast, lunch, snacks, or dinner can be delivered and enjoyed in the comfort of your room. Take your pick from a wide selection of Asian, Western, and Filipino favorites. A variety of beverages is also available.

Available 24 hours a day

### **TREFF**

Celebrate wonderful moments and make long-lasting memories in a picturesque venue top off with an amazing view at Treff. To book your private functions, please contact the Conventions and Events (C&E) office at (+63 32) 232 6888 locals 8605 or 8613

### **POOL AQUARIUS**

Laze around the crystal clear waters of the hotel swimming pool while enjoying refreshing drinks and delightful snacks at the pool bar.

11:00 AM - 6:00 PM

### **POWER HOUSE**

Conveniently stationed right next to Citigym, the Hotel's Fitness Center, Power House serves up quick, power beverages and smart snacks.

Open 6:00 AM – 9:00 PM

## **CASINO FILIPINO CEBU**

Located at the castle-like Waterfront Cebu City Hotel and Casino, PAGCOR Cebu proudly carries the distinct attribute of being one of the first themed casinos in the Philippines with a 19th century inspired ambiance. Its meticulously-designed interiors are reminiscent of a gaming plaza, while equipped with modern facilities meant for the total enjoyment of gaming patrons. More than all these are the courtesy and friendliness of casino staff which give customers a "Truly Southern Experience."

Casino Filipino brings you exhilarating and high-energy fun day or night! Casino Filipino is absolutely buzzing. With hundreds of the newest slots, the world's most exciting table games, live poker games, celebrity shows and nightly entertainment.

Location	Second Level
Hours of Operation	24 hours
Contact Number	(032) 234-2081 / (032) 232-6272
Customer Relations	(032) 231-0218
Marketing	(032) 232-9888
Email	info@pagcor.ph
Website	www.casinofilipino.ph/cebu

## **CITIGYM .....**

Fitness takes on a whole new meaning with cardio-vascular fitness and personal training programs at Citigym which houses top-on-the-line exercise equipment like Life Fitness and Cybex. Also offers extensive group fitness classes.

Location	Lower Lobby
Hours of Operation	6:00 AM - 9:00 PM
Contact Number	(032) 232 6888 local 8941
Reservation	<a href="https://www.picktime.com/citigym">https://www.picktime.com/citigym</a>

### Fitness Programs:

- 101 Training
  - o Personal Training
  - o Swim Training
- Group Exercise Classes
  - o Cardio Dance
  - o Cardio Hip Hop
  - o Pop Dance
  - o Sexy Dance
  - o Zumba Fitness
  - o Zumba Sentao
  - o Zumba Toning
  - o Cardio Kickboxing
  - o Boot Camp Fitness
  - o Aqua Zumba
- Mindful Movement Classes
  - o Vinyasa Yoga
  - o Power Yoga
  - o Yin Yoga

## **CITIGYM MASSAGE CENTER .....**

Aside from fitness programs, Citigym also offers a unique venue for traditional aromatherapy and therapeutic massages.

The massage center accepts bookings and reservations with 4 hours lead time from 1:00 PM - 9:00 PM. For reservations, please dial 8941 or go to <https://www.picktime.com/citigym>.

### Services Offered:

- Deep Tissue Massage
- Shiatsu Full Body Massage
- Swedish Full Body Massage
- Foot Massage

## **SWIMMING POOL .....**

Swimming Pool is located outdoors at the Lower Lobby. Proper swimming attire is required when swimming and engaging in other water activities. The use of all swimming pool facilities is at your own risk and children must be under parental supervision at all times.

Swimming lessons can be availed through Citigym Front Desk located at the Lower Lobby. Dial 8941 for more information.

## SHOPS AND BAR INSIDE THE HOTEL .....

### Islands Souvenirs

Offers various souvenir items; from T-shirts to keychains which can also be customized and personalized.

Location Lobby Level

### M Lhuillier Jewellers

Home to exquisite jewelry which specializes in gold, white gold, pearls both natural and cultured and many others.

Location Second Level

### L.K. Co

A one stop shop with a variety of products such as clothing, accessories and personal essentials.

Location Second Level

### Lacoste

Offers clothing, shoes, watches, bags, fragrances and sportswear for men, women and kids

Location Lobby Level

### The Travel Store

Offers latest authentic internationally recognized fashion brands, watch, eyewear and writing instruments in the travel retail channel.

### One K Wave

Offers fashion brands, bags and accessories.

Location Lobby Level

### AGWA Bar and Restaurant

A new entrancing bar and club at the heart of Cebu

Location Lower Lobby

## CEBU LANDMARKS .....

### **Basilica Minore Del Santo Niño**

The Basilica houses the image of Sto. Niño, the oldest Spanish religious relic in the Philippines and Cebu's patron. The Sto. Niño was a baptismal gift of Ferdinand Magellan to Queen Juana and has survived fires and catastrophes since April 14, 1521. The Basilica is one of the country's oldest churches and was originally a hut made out of nipa.

### **Capitol Building**

The seat of the Provincial Government is a pre-war vintage. Constructed in 1937 under the administration of Governor Sotero Cabahug, it stands as one of the many beautiful capitol buildings in the country today.

### **Casa Gorordo Museum**

Once the residence of the first Filipino Bishop of Cebu, it has now been restored and converted into a museum of Cebu's past colonial lifestyle.

### **Colon Street**

The oldest street in the Philippines, Colon was named after Christopher Columbus, and was built by the Spaniards during the time of Miguel Lopez de Legaspi. At present, it is the heart of downtown Cebu, a glittering city by night lined with restaurants, department stores and business establishments.

### **Fort San Pedro**

The smallest and oldest Spanish fort in the country. Built in 1565 by Miguel Lopez de Legaspi, it served as the core of Spanish settlement in the Philippines.

### **Fort San Pedro Museum**

Fort San Pedro showcases century old artifacts recovered from San Diego, an old sunken Spanish galleon.

### **Fuente Osmeña**

A circular park dedicated in memory of Cebu's grand old man, the late president Sergio Osmeña. This famous landmark is perfect for picnics, skating and people-watching on lazy afternoons.

### **Lapu-Lapu Monument**

A bronze statue of Lapu-Lapu stands proudly at Punta Engaño, the victorious site of Lapu-Lapu, famously known as the first Filipino leader to resist Spanish attempts of colonization

### **Magellan's Cross**

The Magellan's Cross is planted by Portuguese explorer Ferdinand Magellan for the glory of Spain in 1521. This marks the spot where the Christian Filipinos were baptized. The original cross is now encased in tindalo to protect it from further deterioration and is housed in a monument shrine.



### Magellan's Marker

Ferdinand Magellan crossed the channel to Mactan Island in an effort to spread Christianity. Before reaching the shore on knee-deep waters, Magellan encountered a battle of supremacy against Lapu-Lapu, the local chief of Mactan, on April 27, 1521. The marker stands on that fateful battleground in memory of Magellan and his fallen man.

### University of San Carlos

This is the oldest school in the country. Formerly called Colegio de San Ildefonso, this was established by the Jesuits in 1565.

### University of San Carlos Museum

A product of years of research, the collection in view is anthropological, portraying the cultural development and biological samples of flora and fauna of the country in general, and Cebu in particular.

### Taoist Temple

Taoism, a philosophical and religious order introduced by the Chinese to Cebu, is practiced in this temple. This is an excellent site for self contemplation by people of any religion.

## IMPRESS THE LOCALS! .....

### NUMBERS

1	-----	usa
2	-----	duha
3	-----	tulo
4	-----	upat
5	-----	lima
6	-----	unom
7	-----	pito
8	-----	walo
9	-----	siyam
10	-----	napulo

### BASIC GREETINGS AND PHRASES

Welcome	-----	Maayong pag-abot
Good day	-----	Maayong adlaw
Good morning	-----	Maayong buntag
Good noon	-----	Maayong udto
Good evening	-----	Maayong gabii
Thank you	-----	Daghang salamat
How are you?	-----	Kumusta ka?
I'm okay/fine	-----	Maayo man
Yes or No	-----	Oo o Dili
Where are you from?	-----	Taga asa ka?
I don't understand	-----	Wala ko kasabot
I don't know	-----	Ambot
Please speak slowly	-----	Palihug hinay-hinaya pag istorya
How much is this?	-----	Tagpila kini?

### DIRECTIONS

I want to go to -----	Gusto ko mo adto sa
Where is...? -----	Asa ang...?
Turn left -----	Liko sa wala
Turn right -----	Liko sa tuo
Move forward -----	Abante
Stop here -----	Hunong dinhi
Slow down -----	Pag hinay
Be careful -----	Pag amping

### DAY OF THE WEEK

Monday -----	Lunes
Tuesday -----	Martes
Wednesday -----	Miyerkules
Thursday -----	Huwebes
Friday -----	Biyernes
Saturday -----	Sabado
Sunday -----	Dominggo
Today -----	Karon
Tomorrow -----	Ugma
Yesterday -----	Kagahapon

### FOOD & DRINKS

Delicious -----	Lami
Chicken -----	Manok
Beef -----	Baka
Pork -----	Baboy
Fish -----	Isda
Water -----	Tubig
Tea -----	Tsa
Coffee -----	Kape
Ice -----	Ice
Chili -----	Sili

## **FIRE SAFETY AND PRECAUTIONS .....**

Check the fire exits and the location of alarm bells upon arriving at the hotel.

Make sure all cigarettes are properly extinguished before you leave. Smoking is not allowed in the guest room.

Should you have any problems with electrical switches or sockets in your room, please inform the Duty Manager immediately.

Please locate the fire alarm and fire extinguishers.

Take note that: EMERGENCY FLOOR PLAN IS LOCATED AT THE BACK OF YOUR ROOM DOOR

### **IN THE EVENT OF A FIRE**

The fire alarm is activated by the sensitivity of smoke, heat detectors, and activation of the sprinkler.

The hotel public address system will announce the discovery of the fire and will tell you what action to take.

Feel your room door. If the door is cool, open it, and keep a shoulder and foot against it so you can close it again. Check if there is fire and smoke in the corridor. If the corridor is clear, proceed to the nearest emergency staircase. **DO NOT USE THE ELEVATORS.**

If your door is hot, **DO NOT** open it. Place a wet towel behind the door to prevent smoke from entering. Also, put a wet towel over your mouth and nose if smoke begins to enter the room. Do not break the window open unless smoke fills the room. This will create a draft and spread the fire.

If smoke fills the room, hang out a sheet to attract attention of rescuers. Do not attempt to jump from the balcony or window.

## **EARTHQUAKE .....**

Familiarize yourself with the hotel.

A floor plan showing all the fire exits on your floor is mounted on the door. Try to familiarize yourself with fire exits. Remember, you cannot get out quickly if you don't know where you are going.

Do not panic.

Hide under the table or stay below the door frame.

When the movement slows down, proceed to the nearest emergency exit.

Don't forget to close the door of your room.

**DO NOT USE ELEVATORS.**

## **IMPORTANT ANNOUNCEMENT .....**

Without Wishing to State the Obvious, We are Obligated to Make the Following Comments:

1. To ensure your privacy, hotel staff are trained not to disclose any information about registered guest i.e. room numbers to any third person. They are also trained to confirm the identity of any guest who asks to be let into a guest room without a key.
2. In accordance with the laws of the Philippines, gambling is prohibited in any areas of the hotel other than the Casino.
3. The hotel will refuse entry to outside vendors.
4. Guests are advised to use the in-room safes to keep their valuables including mobile phones, cameras, and computers. The hotel is not responsible for any loss of cash or valuable items. Large items can be left for safekeeping with the Front Office.
5. Showing large amounts of cash will be a temptation. Please carry as little cash as possible and charge services to your billing account.
6. Please keep a close eye on your personal belongings when in public areas both inside and outside the hotel.
7. Please contact Guest Services at 8116 for any lost and/or found items. Items left unclaimed will be disposed of after three months.
8. When entering or leaving your room, please double check to ensure that your door is properly locked.
9. Always ascertain through the door viewer who is outside. Do not admit strangers into your room. Any suspicious person should be reported to Guest Services immediately.
10. When you are unsure of an employee's identity, please call Guest Services.

## **WATERFRONT HOTELS AND CASINOS DATA PRIVACY STATEMENT .....**

The Waterfront Hotels and Casino and its subsidiaries (hereinafter referred to as "Hotel", "Us", "Our", and "We") have a strong commitment to provide protection of our customers' Personal Data from any breaches or unauthorized use of Personal Data in compliance with the Data Privacy Act of 2012 or otherwise known as Republic Act (R.A.) 10178 as governed by the National Privacy Commission (NPC).

To ensure you can make informed decisions and feel confident about supplying your personal data with us, we are providing you this Data Privacy Policy outlining our data collection, usage, retention, disclosure and disposal practices and your rights as "Data Subjects", as defined by the Act.

The term "Personal Data" refers to any personal information that can be used to identify you as an individual. It can include, among other things, your name, contact number, address, age, gender, passport or other identification document details, driver's license details, personal financial information, frequent flyer or travel partner information, and other personal information as defined by the Act.

This notice applies to all clients/customers whose Personal Data are collected and processed by Waterfront Hotels and Casinos.

This notice explains:

1. How do we collect your Personal Data?
2. How do we use information about you?
3. How do we transfer information about you?
4. How do we store and dispose information about you?
5. Your rights as data subject
6. Notifications in case of breach of information
7. Updates to our Privacy Policy
8. Where do I go for further information?

### **1. HOW DO WE COLLECT YOUR PERSONAL DATA**

1.1 When you request for a particular service from us, we may or will ask for your Personal Data (e.g., name, address, and contact information) for us to process your transaction. Below are the activities where we will or may collect your personal data:

#### **WHEN MAKING A RESERVATION**

Upon receipt of your reservation inquiry, our Front Office (FO) personnel will redirect you to our Central Reservations Office (CRO), who will then book your reservation details in our computer system. On the other hand, for walk-in customers, our FO personnel will check for room availability in our records and proceed with the checkin/ registration process once you have agreed with the accommodation package offered.

### DURING CHECK-IN/REGISTRATION

Our FO personnel will retrieve your guest profile or reservation details in our computer system to check for your reservation or existing records. We will collect your personal information through our Registration Card and you will be requested to present one (1) valid ID for identity verification.

Should you be a first time guest of the Hotel, our FO personnel will create your profile using the information you have provided in the Registration Card and the ID that you have presented will be scanned and uploaded in our computer system.

### DURING YOUR STAY AT THE HOTEL

You may avail any of our hotel products and services during your stay at the hotel. In which case, to process your requested service, you may be required to provide your personal information on the following activities:

- Housekeeping Services. Our Room Attendants will collect your Personal Data when you request for the following services:
  - a. Laundry Services (either in-house or outsourced) – Your personal information will be obtained in the Valet Service Form or equivalent document.
  - b. Loan/Requested Item – Your Personal Data will be obtained through our Loan/Requested Items Form as documentation of your request and acknowledgement of receipt of the items loaned/requested.
- Wellness Activities/Programs. Your Personal Data will be collected during your registration in any of our wellness activities/programs such as Pool and/or Gym Membership, Sports Performance and Rehabilitation, and Massage Center.
- Transportation Arrangements. Our FO personnel will collect your Personal Data for the purpose of booking your transportation details (e.g., pick up from airport, transport drop-off location, time and date, flight booking) with our in-house or accredited third party transportation service provider.
- Food and Beverage Services. When you avail of our products and services in any of our hotel outlets/restaurants, we will collect your Personal Data for the purpose of recording your transactions (i.e., cash/credit payment, availment of complimentary breakfast, or charging of bills to room accommodation) with us.
- Feedbacks. We also value your opinion. We have Guest Feedback Forms placed in your assigned room, reception area, and restaurants that you can accomplish to provide your honest feedback about our products and services.

Should you opt to answer our Feedback Forms, you will have to seal it for privacy and security purposes. You may also drop the feedback form in the designated drop box located at the reception area. However, you may also place or leave the feedback form in your assigned room, which will be collected by the Room Attendants during check-out, or submit it to our Restaurant Staff, if feedback is solicited or voluntarily provided to the Outlet/Restaurant.

1.2 You have the option to choose which personal information you are comfortable to share with us. However, if you choose not to provide the personal information that we need/ mandatory in processing your transaction, we may not be able to process the requested services or complete your transaction.

## 2. HOW DO WE USE INFORMATION ABOUT YOU?

2.1 Hotel services. Your Personal Data will be used by the Hotel to fulfill our services and to serve you as our valued customer. Users of your Personal Data will be limited only to those personnel authorized, as part of their duties and responsibilities.

- Housekeeping – Your Personal Data will be used by our Room Attendants, Housekeeping Coordinator(s), and Housekeeping Manager, to fulfill housekeeping activities such as room cleaning, laundry services, charging of mini-bar consumptions, loans/requested items, and lost and found notification.
- Wellness Programs – Your Personal Data will be used when you avail or enroll in any of our wellness programs which includes Massage Center, Pool Use and/ or Membership, City Gym Use and/or Membership, and Sports Performance and Rehabilitation. Your Personal Data will serve as our records to enable us to provide the requested services, document your transaction, and appropriately charge fees to your account.
- Transportation Arrangements – Your Personal Data will be utilized by our authorized transportation service provider to pick-up and transport you on the date, time, and location requested, and to appropriately charge transportation fees to your account.
- Food and Beverage Services – Your Personal Data will be used by our outlet/ restaurant Receptionists/Cashier to determine if you have complimentary meals, document your transaction, and appropriately charge fees to your account.
- Feedbacks Summary – Your Personal Data and feedbacks on our products and services will be collated by our Corporate Standardization Department to determine areas for improvement, recognize commended peers, and to address your concerns as our valued customer.
- Luggage Monitoring – Your Personal Data collected during check-in will be utilized to account and monitor luggage and other personal belongings that you have placed under our care prior or during your check-in or check-out in the hotel.

2.2 Accounting Purposes. Your Personal Data including the transactions that you have entered into during your stay at the hotel will be used by our Finance Department to record your itemized spending, verify/audit validity of these transactions, properly charge fees to your account, and record all settled and unsettled fees.

2.2 Marketing Purposes. Using your contact information, the Hotel may send you e-mails or texts regarding our promotions or special offers. It is however our intention to only send you marketing communications that you may want to receive. Therefore, every time you receive an e-mail or text, we will provide you the option to subscribe or unsubscribe to all our future communications.

2.3 Financial Audit. In preparing our financial reports, we will or may provide documents or files that may bear your personal information to our external auditors, who are engaged to check for the consistency, accuracy, and validity of our financial records.

2.4 Other Business Process. Your information will be used by our Revenue Manager for customer inventory/statistics, revenue forecasting, rate assessment or adjustment, and for preparation of internal reports (e.g., Profit and Loss Report, and Market Segment Production).

### 3. HOW DO WE TRANSFER INFORMATION ABOUT YOU?

3.1 Your information may be shared through email or by any other means available by any of our authorized personnel across all properties of Waterfront Hotels and Casinos in the Philippines, if deemed necessary for our business purpose, as listed below:

- Waterfront Cebu City Casino Hotel, Inc.
- Waterfront Mactan Casino Hotel, Inc.
- Waterfront Wellness Group, Inc.
- Waterfront Entertainment Corporation
- Waterfront Insular Hotel – Davao
- Acesite (Phils.) Hotel, Inc. (Manila Pavilion Hotel)
- Acesite Leisure and Entertainment Corporation

3.2 We may disclose your information to law enforcement, regulatory and other government agencies and to professional bodies and other third parties, as required by and/ or in accordance with applicable laws or regulations. This may include disclosures outside the country, if necessary. As part of our commitment to protect your personal data, we will review and use your information to determine whether disclosure is required or permitted.

3.2 The Hotel ensures that Personal Data shared through email or by any other means available are protected with our IT or manual systems and controls in place to mitigate the risk of data breaches. We ensure you that all our employees across all properties are well-informed of the Data Privacy Act and their responsibilities as Personal Information Controllers/Processors, particularly in sharing your personal information.



## 4. HOW DO WE STORE AND DISPOSE INFORMATION ABOUT YOU?

4.1 We may retain your personal data in various forms such as paper file or electronic file. Only authorized personnel and yourself are allowed to access your personal data for privacy and security purposes. All of your personal data collected and documented in various official Waterfront Forms/Templates will be filed by the designated custodians in a locked storage room for the security and protection of your personal information. On the other hand, Personal Information in electronic forms will be retained in our computer systems which we have employed with information security controls.

4.2 We will keep your personal information within 2 years from the date of your last transaction with us or for as long as there are unsettled fees, required by laws or regulations, and/or it is needed for a relevant purpose as described in this Notice.

4.3 After the retention period, the Hotel is no longer responsible to keep and provide you with your Personal Data/documents. As authorized, our designated custodian will purge your personal information through shredding of paper files and/or deletion of electronic files in our computer system, or in any other manner which would prevent further processing of your Personal Data.

## 5. YOUR RIGHTS AS DATA SUBJECT

The Hotel acknowledges your rights as data subjects. Thus, customers are entitled to perform any of the following:

- Request a copy of your information or access your information. The Hotel will provide your request in a commonly portable format (e.g., printed copy of any soft copy files you have requested, photocopy of the document you are requesting) for a span of 1 month from date that the prescribed processing fee is paid.

However, the Hotel is not generally required to undertake endless and disproportionate searches for information in order to respond to a request and the Hotel may refuse to your request if:

- The relevant Personal Data is not in the Hotel's possession or control
- The request is identical or very similar to the one you have recently requested
- The request is obviously unfounded or frivolous
- Harm would arise or likely arise from disclosure, for example, if disclosure would be likely to prejudice a criminal investigation or prejudice someone's commercial interests

In case your request is declined, we will provide you a formal notification indicating the grounds of declining your request.

- Request for the correction/rectification or deletion of your information, provided that the information is/are not necessary for compliance with a regulatory obligation and it is not necessary to establish, exercise or defend legal claims.
- Object/Restrict processing of your information, provided that Personal Data requested for restriction is not necessary for compliance with a regulatory obligation and it is not necessary to establish, exercise or defend legal claims. This right may be exercised upon discovery and substantial proof that Personal Data was obtained or processed unlawfully.
- File a complaint with the National Privacy Commission (NPC) if any of the DPA provisions regarding security of your personal data, including your rights as data subjects, are violated.

For further knowledge and reference about your rights as data subjects and how can you exercise them, you may visit NPC's official website at <https://privacy.gov.ph/>.

## 6. NOTIFICATION IN CASE OF BREACH

In the event your Personal Data is breached, we are prepared to follow any laws and regulations which would require us to notify you of such breach including the quality of information affected.

## 7. UPDATES TO OUR PRIVACY POLICY STATEMENT

We may amend this Privacy Policy from time to time and the updated version shall apply and supersede any and all previous versions. We will inform you through email to keep you up to date of the changes in our privacy policy.

## 8. WHERE DO I GO FOR FURTHER INFORMATION?

If you have questions about how we use your information, you may contact our Data Protection Team headed by Joson Lim, Data Protection Officer at ([j.lim@waterfronthotels.net](mailto:j.lim@waterfronthotels.net)) or at (032- 232-6888 loc. 8123).