

Sunset Bay Club

Welcome Home

Dear Valued Members, Owners and Guests, we appreciate the opportunity to serve you and are honoured that you have selected Sunset Bay Club as your resort destination of choice.

Enjoy your holiday!

Sincerely,
The Resort Team

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**SunsetBayClub@
diamondresorts.com**

Get Connected

International Dialling:
8 + 00 + Country Code +
Area Code + Number

National Dialling:
8 + Area Code + Number

**Accommodation to
Accommodation:**
Please contact reception

Reception: 9

Resort Services

	Member/ Owner Charge	Hotel Guest Charge
Additional cleaning	Y	Y
Air conditioning/Heating	N	N
Bar/Restaurant	Y	Y
Gymnasium	N	Y
Housekeeping/Cleaning	N	N
Laundry/Laundrette	Y	Y
Outdoor swimming pool	N	N
Parking	Y	Y
Playground	N	N
Pool table	Y	Y
Safety deposit box/Safe	N	N
Supermarket/Shop	Y	Y
Table tennis	N	N
Telephone	Y	Y
WiFi	N	N

FOLLOW US



@DiamondResorts
#DiamondGoGreen
#StayVacationed
#DiamondResorts

#Diamond GoGreen



Join our linen and towel programme.



Use canvas bags, **refuse** plastic bags.



Recycle. Use recycling bins in kitchens.



Use Diamond bottles, **don't buy** plastic bottles.



Drink only fresh filtered water from the tap in the kitchen and use the jug to store it. **Avoid** plastic bottles!

We are an ISO 14001 2015 certified resort

To make your stay more enjoyable download the

Diamond App

- The easiest way to contact us
- Plan and book your vacation
- Confirm your check-in time
- Access your reservation details
- Enjoy special offers and discounts
- Access a network of recommendations



Post Departure Survey

At Diamond Resorts we strive to deliver the highest quality of service excellence. We value your feedback and invite you to complete our Post Departure Survey, which you will receive via e-mail one day after departure.



Emergency Number

In case of an emergency dial 112

We Are Here For You

Accessibility Aids Catalogue: Your comfort is our priority. If there is any item you need to make your life easier while staying with us, please do not hesitate to contact reception.

Accident: If you are involved in, or witness an accident at the resort, inform a team member straight away.

Accommodation: When leaving your accommodation, ensure that all doors and windows are securely closed. Turn off appliances when not in use, particularly cooking hobs and ovens.

Take care not to slip on wet surfaces. We recommend you use the non-slip bath and shower mats provided, if applicable.

Do not allow anyone to enter your accommodation unless they are wearing an identification badge. If unsure, please call reception.

Activities: Though we take reasonable precautions, we cannot accept responsibility for your supervision/actions during events. You will be asked to sign a disclaimer prior to participating in any activity.

Babies and Toddlers: Please ask reception for a brochure with baby items that can be borrowed for the duration of your stay on a first-come, first-served basis.

BBQ: BBQ grills are not permitted in the resort.

Children: Ensure that children are never left unsupervised, especially where there is traffic and adjacent to all areas of water.

Balconies can be a hazard for small children. Do not leave them alone.

Children are not allowed to use the swimming pool and leisure facilities unaccompanied.

Coffee and Bread: Available for sale from reception. Also available for delivery to your accommodation.

Dishwasher and Washing Machine Tablets: Our housekeeping team will replace these for you during the cleaning service.

Electricity: The voltage of the resort is 220/240V. The fuse boxes are located around the entrance to your accommodation. If the electricity does not come back on and it does not appear to be a general power cut, please contact reception for assistance. In the event of a general power cut the emergency lights will come on. Adapters as well as chargers for telephones and laptops are available from reception.

Fire Alarms: Extinguishers and fire blankets are located in your individual accommodation. These are tested regularly. Please familiarise yourself with the fire instructions and your nearest meeting point. Details can be found in the notice located on the rear of your entrance door.

First Aid - Medical Services: First aid kits and a defibrillator are available in reception. No medication can be given to guests. Please note that if you need to see a doctor, the national health medical service is currently available free of charge for all EU citizens, but you will need to provide a European Health Insurance Card (EHIC). A private doctor will visit you on-site at a charge.

Housekeeping: This is your home away from home, so relax, we will look after you. Cleaning service occurs every other day for members and owners (only for stays of 3 nights or more). Cleaning service for hotel guests occurs every third day (only for stays of 4 nights or more).

If You Discover a Fire: Keep calm and do not shout or run.

Report it immediately to reception. Give the precise location of the fire and size of it.

If possible, leave your accommodation, making sure to close all doors and windows. Do not use lifts. Once our team members have been notified, please gather at the fire assembly point. The team members on duty will be responsible for notifying the fire brigade and assisting guests.

If your escape route is cut off, stay in your room and stuff the doors and cracks with wet clothes and towels.

Do not enter the fire area to retrieve belongings or valuables.

When caught in smoke, keep as close to the floor as possible. If your clothes catch fire: stop, drop and roll.

Use of Facilities, Spa and Pool: Regulations are posted near each facility. We recommend you read these regulations prior to using them.

Lost and Found: Any items found will be stored for a 3-month period. The resort will not be held responsible for any items left behind.

Maintenance: Anything to report? We are at your service. Dial 9.

Occupancy: For security and safety reasons the number of guests per accommodation must not exceed the permitted occupancy limits.

Pets: Pets are not permitted at the resort, except service dogs.

Pool Towels: Please do not hang towels on the balconies and do not use accommodation towels for the pool. Contact reception if you need pool towels.

Reception: Please dial 9 for the following services: anniversary and birthday arrangements, excursions, transport, wake-up calls and anything else you may need.

Refurbishments: We are making improvements to enhance your holiday experience. Please be aware that the resort may be undergoing refurbishment. We strive to keep disruption as minimal as possible.

Room Inventory: You can find an inventory list in the accommodation. Should you need any additional items, please dial 9 to contact reception. Breakages will be charged.

Sharps Bins and Medical Waste: Disposable boxes are available upon request.

Smoking Policy: All accommodations are non-smoking. Smoking areas are provided near the pool area.

Sun Bed Policy: Sun beds are available under the "use it or lose it, first-come, first-served, one person-one bed" policy. The lifeguard will remove the towel if any sun bed remains unused after one hour. All sun beds, including the ones in front of your terrace, are for common use.

USB Plugs: New plugs for USB devices are available in all accommodations.