



Handy Guide

WE WANT TO MAKE YOUR STAY EASIER

CHECK IN ONLINE

We want to speed up our procedures so that our customers enjoy every minute of their stay without wasting even a second of their holiday and relaxation time. The process for checking in online is very simple and now available on the WEBSITE.

1) ACCESS TO THE WEBSITE: SIRENISHOTELS.COM

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Check in opens 7 days before your arrival at the hotel. The first thing you need to do is access our website: sirenishotels.com.

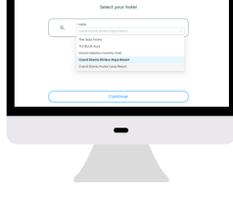


2) CLICK ON CHECK-IN ONLINE

Click on Check-in Online on the top menu bar from a computer or the drop-down menu on the mobile phone version.

3) SELECT THE HOTEL

Click on the drop-down menu, select your hotel and click continue.



4) BOOKING DETAILS

Enter the Booking code and the Arrival date and click Continue.

5) PERSONAL DETAILS

Enter all the personal details required until the check-in process is complete.



WOULD YOU LIKE TO MAKE YOUR STAY MORE SPECIAL?

We put an interesting selection of extras at your disposal, which you can include in your booking upon arrival at the hotel (with extra charge). There's nothing better than surprising a loved one, or even indulging yourself during the holidays. Would you like to know more? Don't miss these suggestions:

1) ROMANTIC DINNER

We give you everything you need to organise an unforgettable intimate moment with your partner or to add a special touch to whatever it is you're celebrating. Enjoy a personalised, welcoming space on the beach or in our gazebo. Includes dinner for 2 people with a set menu, background music and a bottle of house wine or cava.



2) SPA CIRCUIT

Discover an inviting & intimate space where you can feel the calming of your mind & your body freeing itself of stress. The hydrotherapy is the ideal way to activate your blood flow, relax the body, clean your airways & tone your muscles. The thermal circuit includes a swimming pool with power jets, multi-sensory showers, showers with essential oils & thermal beds.

3) COMBINED ANTI-STRESS MASSAGE

You deserve a little luxury. Total relaxation therapy combining 3 massages at the same time. The guest can choose from the following types: relax, aromatherapy, head, reflexology and deep tissue.



DOWNLOAD THE HOTEL APP!

Use our QR code to download the hotel app with all kinds of useful information so you don't miss anything that's happening at Grand Sirenis Punta Cana Resort.



Rooms



Themed Restaurants



All inclusive



Bars



Entertainment



Spa

Timetables and services may be modified during the season without prior notice. For added security, please check with our Reception department upon arrival at the hotel.



FAQ

TRANSPORT



How do I get to the hotel from the airport? Is there a bus service? How often?

If you haven't already booked your transfer with your tour operator, you can book it on our website. There is a bus service between 7 a.m. and 6 p.m., which runs every 40 minutes to Higüey.

THE HOTEL



Check-in, check-out and Reception timetable.

Check-in is from 15:00 and check-out before 12:00. Reception is open 24 hrs.

RESTAURANTS



Can I book dinner à la carte before arrival? How many à la carte dinners do I have?

Dinners à la carte can be booked through the concierge upon your arrival at the hotel. Grand Sirenis Punta Cana Resort boasts unlimited à la carte dinners prior reservation.

ROOMS



Can I request a room with a sea view? Can I request a room upgrade?

Sea view rooms are not available at Grand Sirenis Punta Cana Resort. However, you can email the hotel with your requests and needs including the details of your reservation. Our Reception staff will do everything possible to satisfy your wishes based on availability at the time and without guarantee of confirmation before arrival. In addition, we'll inform you if there's any additional charge. You can also enquire about the types of rooms available and the cost, in the event of wanting to request an upgrade.

Is it necessary to notify the hotel to reserve a cot? Does it have an additional cost?

If you are travelling with a baby under 2 years old, the cot will be available in your room upon arrival. This service is free. If your baby is over 2 years old and requires a cot, the hotel must be notified, and will provide one for free, depending on availability at the time.

Is the hotel accessible for people with reduced mobility?

Yes, all the public areas of the complex are adapted and the hotel has adapted rooms available. Subject to availability.

Bed availability.

We have Double and King Size beds, depending on the room chosen.

AMENITIES



What amenities does the hotel offer for birthdays and anniversary trips?

We recommend ordering a cake or birthday pack (cake + bottle of cava), for an additional fee. We offer Romantic Dinner bookings on the beach, for an additional fee.

For the time being, free amenities are not being offered for either of these occasions, except for a bottle of cava and a fruit platter to honeymooners.



YOU CAN CONSULT OUR SAFETY AND HYGIENE PROTOCOLS BY DOWNLOADING THE QR CODE

IBIZA · PUNTA CANA · RIVIERA MAYA · CUBA · COLOMBIA

You'll love it

