

Half Board Package Information

- ❖ Daily Breakfast. Lunch or Dinner in Café Bem Restaurant. Please confirm with Front Office should you wish to change your dinner to lunch meals at any given day.

Half Board + Package Information

- ❖ Daily Breakfast. Lunch or Dinner in Café Bem Restaurant. Please confirm with Front Office should you wish to change your dinner to lunch meals at any given day.
- ❖ All meals are accompanied with a selection of pouring house wine and local beer, spirits along with soft drinks, tea or filter coffee. Drinks are only included whilst seated for Meals on the HB+ package

Not Included:

- ❖ Lobster and Seafood display
- ❖ Imported Beers, Spirits and Fresh Juices.
- ❖ HB does not include any drinks only HB+
- ❖ Special / Romantic dinners
- ❖ In Room dining. 24/7 ext 803
- ❖ Mini Bar
- ❖ Water Sports
- ❖ Spa Treatments
- ❖ Wines & Spirits by Bottle
- ❖ Laundry

Payments

Please note the resort is cash less, meaning you need not pay by cash or card at the outlets but simply sign your bill and then settle with Reception upon check out. A deposit on check in will be taken and updated if exceeded.

Full Board Package Information

- ❖ Daily Breakfast. Lunch and Dinner in Café Bem Restaurant.

Not Included:

- ❖ Lobster and Seafood display
- ❖ Special / Romantic dinners
- ❖ In Room dining. 24/7 ext 803
- ❖ Mini Bar
- ❖ Water Sports
- ❖ Drinks
- ❖ Spa Treatments
- ❖ Laundry

Wish to upgrade your meal plan?

Please check with our Front Desk staff how you can upgrade your meal plan.

Please note, the Full Board and All Inclusive Packages starts with Lunch on the Arrival Day and finished with Breakfast on the day of Departure. Should you have no lunch entitlement on your departure day and would still like to dine with us or if you would like to extend your meal plan package until your departure from the resort, please check with reception.

Lunch on your departure day will be included if you did not have lunch upon arrival. Please confirm this with the Front Office team.



All Inclusive Package Information

- ❖ Daily Breakfast. Lunch and Dinner in Café Bem Restaurant.
- ❖ Drinks at any of our Restaurants or Bars from 10:00-23:00 from the All Inclusive Drinks Menu (Local Spirits/Local Beer & Pouring wines.)

Not Included:

- ❖ In Room dining. 24/7 ext 803
- ❖ Lobster and Seafood display
- ❖ Special / Romantic dinners
- ❖ Water sports
- ❖ Spa Treatments
- ❖ Laundry
- ❖ Wines & Spirits by Bottle
- ❖ Imported Beers, Spirits and Fresh Juices
- ❖ Mini Bar Spirits, Imported Beer, Nuts, Chips or Chocolate

Restaurants Dress Code Policy

In respect to your fellow guests, our resort adheres to the following Dress Code Policy applied for our all outlets:

These are NOT allowed in all dining areas

Tank tops

Sleep Wear

Bath robes

Shorts for Dinner

Swim wear

Towels

Wet clothes

Beach Wear for Dinner

These are as previous guests have highlighted would make their stay more memorable. A signage with images has been made available outside Café Bem should you need more clarification. Our Management team is always available should you require.

20 Things not to be missed whilst at Centara

Ceysands

Please refer to Channel 1 on the TV for promotions

Daily activities are planned by our Food and Beverage team, feel free to ask any of the service team.

1. Pontoon River Cruise Dinner
2. Romantic Beach Dinners – Sand Sofas
3. Aqua Dinner by the Pool Deck
4. Champagne Aqua Breakfast
5. Sri Lankan Grilled Sea Food platter
6. Wine and Dine Dinners at 360
7. Fish Market
8. Water Aerobics
9. Beach Volleyball
10. Live Music
11. Cultural Shows
12. Sri Lankan Cooking Class
13. Carving Demonstrations
14. Spa Massage Classes
15. Daily Spa Promotions
16. Yoga and Meditations
17. Beach Jogging
18. Daily Kids Activities and fun Games
19. Water Sports
20. Diving or Snorkeling

20 Things not to be missed around Centara

Ceysands

List of 20 Things and more around Centara Ceysands can be seen on your TV Channel 1. Listed are some things in the area such as:

- ❖ River Cruise, Brief Gardens, Turtle Hatchery, Lunuganga Estate, Kande Viharaya Temple, Beruwela Fishing Harbour, Monday Market, Ariyapala Mask Museum, Helicopter Tours, Sea Plane Tours, Toddy Tapping, Rubber Tapping, Various other temples and Kechimali mosque to mention but few.
- ❖ Little further away are areas such as Galle, Kandy, Tea Country, Yala Game Reserve, Colombo and many other interesting areas.

We'd like to point out...

- ❖ Check in time is 15h00 and Check out time is 12h00. Please feel free to use our Ceylon Club Lounge which is air-conditioned should you arrive before 15h00 or depart after 12h00. All resort facilities may be used by our guest pre check in or post checkout. Our spa offers promotions for guests arriving early along with departing late which will combine the use of shower/changing rooms with the spa treatment booked. Please enquire from Reception.
- ❖ Internet is freely provided through WIFI. Simply search and connect to Centara Ceysands network using the log in voucher provided on check in. Note the speed provided might be sufficient only for basic browsing and not streaming at certain times as the users increase and decrease. If you have any challenge connecting please do not hesitate to contact the team at Reception.
- ❖ Please share any allergies or special requests you may have to our Guest Relations team upon check in so that the Food Service teams could be briefed.
- ❖ **There is an "Energy Saving Sensor" in your room.** When your doors are opened, the air-conditioner will shut down automatically to save the energy. Your air-conditioner will restart after a few seconds once the door is re-closed. Due to high humidity in Sri Lanka if you leave the doors open the room will condense so please take care for wet floors.
- ❖ **Please use the in-room safe for your valuables. The Resort cannot be held liable for any personal loss.**
- ❖ We exchange certain currencies. Please consult Reception for exchange rates. Note exchanges rates have a surcharge thus rates may vary from other vendors.
- ❖ Feel free to make use of our Fitness center which is open from 06h00 – 22h00
- ❖ Camp Safari and E-Zone is located next to our boutiques for the young crowd.
- ❖ Food & Beverage is for your own consumption and not allowed to offer to other guests. Drinks are served by glass and maximum of 1 drink at a time. Guests are not allowed to take away Food& Beverage from outlets.
- ❖ All guests are required to sign the bills that are presented against any service provided. Bills do not include prices and no charges will be posted to your hotel account for those benefits included in your package. No refund for missed meals will be allowed nor can any benefits of the package be transferred to another guest.
- ❖ The packages are available only for the guest's entire stay, not on selective days and the guests who cut short their stay will not be refunded. All guests registered in the same room must be on the same package.
- ❖ Alcoholic beverage will not be served to anyone younger than 18 years of age. Management reserves the right not to serve alcoholic beverage to inebriated guests
- ❖ From the time of check-in a wrist bracelet should be worn at all times as an identification of entitlement for the package services and should be returned to the front desk cashiers at the time of final settlement



Guest Information Booklet

Our management team is available 24/7 should you require any assistance during your stay. Simply ask at Reception to call on any of us.

Meals	Service hours	Venue
Breakfast	07:00 – 10:00	Café Bem
Lunch	12:30 – 15:00	Café Bem /Ceylon Club / Pool
Dinner	19:00 – 22:00	Café Bem

The following behaviors are illegal in the Sri Lanka:

- Nudity
- Drug abuse

It is strictly prohibited to smoke inside the buildings. In accordance to Sri Lankan law areas for smokers has been made available. Please use these to avoid the penalties enforced by the Government. Smoking in the rooms has a charge of \$200.00



YOUR NEXT HOLIDAY BREAK COULD BE FREE

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