



GRANDSIRENIS  
PUNTA CANA RESORT  
PUNTA CANA - REPÚBLICA DOMINICANA ●●●●●

# Handy Guide



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

IBIZA · PUNTA CANA · RIVIERA MAYA · COLOMBIA



# Transport



To be transported to our property we suggest contacting your trusted tour operator to book your transportation. There is also the option to book the service with the following operator:



WE ARE NOT RESPONSIBLE FOR RESERVATIONS MADE WITH ANY TOUR OPERATOR.



# 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.

In case of any doubt about your reservation you can contact us through the online chat.

## 1 ACCESS TO THE WEBSITE: **SIRENISHOTELS.COM**

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

## 6 GO TO THE **FRONT DESK**

Please go to the front desk when you arrive at the hotel, to finish this process.





# Sirenis experiences

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:

## Romantic DINNER

We give you everything you need to organise an unforgettable intimate moment with your partner. 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.



## Spa CIRCUIT

Discover an inviting 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. The thermal circuit includes a swimming pool with power jets, multi-sensory showers, showers with essential oils & thermal beds.

## 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.





# Our 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.



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.



# Frequently asked questions

## ROOMS

### **Can I request a room with a sea view? Can I request that my rooms are close together?**

We try to accommodate our clients based on the type of room selected at the time of reservation. 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 beds, depending on the selected room and subject to availability at the time of arrival at the property.

# Frequently asked questions

## RESTAURANTS

### **Can I book dinner à la carte before arrival?**

A la carte dinners can be book in advance through the concierge upon arrival at the hotel and are subject to availability.

## AMENITIES

### **What amenities does the hotel offer for special occasions?**

We have packages for special occasions (birthday, anniversary, honeymoon) with extra cost. For more information contact your concierge. They will be given special amenities for honeymooners to make their stay more special, if they bring the certificate that proves that they have been married for less than 3 months. For more information, contact your concierge.

## 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.