

SAFETY PROCEDURES

PERSONAL SAFETY

For your safety and comfort, The Resort at Pelican Hill® has one of the most advanced life-safety systems available. The computerized system includes smoke detection devices, heat sensors, an extensive sprinkler and evacuation system and detailed emergency procedures backed by trained professionals in resort safety. In the event of an emergency evacuation, the Resort will provide instructions by trained professionals, who will direct you to a safe assembly area.

Learn where the exits are when you first enter the room and take a minute to plan your fire escape route. Each Bungalow and Villa has a sliding door to the terrace, or simply use the main entrance you entered.

Know your exits, determine how to open patio doors, keep your room key in the same place and understand how your air conditioner works.

IF YOU ENCOUNTER A FIRE

Close doors against the fire and, if possible, close doors around the fire area to keep it from spreading. Immediately select the “Emergency” button on your phone to notify Resort management. If it is possible and safe to do, take your room key and exit the building.

IF YOU HEAR AN ALARM FROM YOUR ROOM

If an alarm sounds, evacuate immediately. Our personnel will direct you to a safe assembly area. Please stay calm and remain in the specified area, so that emergency personnel can account for all registered guests.

If your path is blocked and you cannot evacuate your room, close doors against the fire and, if possible, close doors around the fire area to keep it from spreading. Additionally, shut off the air-conditioning system to prevent smoke from being drawn in. Press the emergency button on your phone to be immediately connected to Resort Security.

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EARTHQUAKE SAFETY

Earthquakes strike without warning and you may have only seconds to react. Intensity can range from slight tremors to great shocks.

IF YOU ARE INSIDE

Stay inside. Get under a table, desk, doorway or other sturdy piece of furniture to protect yourself. Watch for falling objects. Shield your head with your arms. Stay away from large glass items, including windows and mirrors. Do not evacuate until routes have been checked and are determined to be safe. Follow the instructions of Resort management. Remember to stay calm and not hurry.

IF YOU ARE OUTSIDE

Stay outside. Proceed cautiously to an open area to avoid injury from shattering windows or objects falling from buildings. Stay far away from utility wires and poles, debris and other areas subject to falling debris. If unable to reach a clear area, stand in a doorway or archway. Do not enter a building to retrieve belongings or rescue someone. If threatened by falling debris, cover your face with one forearm and the back of your head with the other. Be prepared for aftershocks. Do not light matches, cigarettes or turn on electrical switches. Keep in mind that The Resort at Pelican Hill® is equipped with every modern safety feature and has a well-trained staff prepared to handle emergencies.

MEDICAL EMERGENCIES

In case of illness, accident or other emergency, select the “Emergency” button on your phone. Security will call an ambulance, as required, and Resort personnel will respond immediately to assist you. For non-emergency medical and dental needs, the Concierge can refer you to a medical or dental practitioner.

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SECURITY

VALUABLES

Safe deposit boxes are available at the Front Desk, and an in-room safe is provided for your convenience. Instructions on how to use the in-room safe can be found in the In-Room Technology section of this directory. Please do not leave jewelry, cameras, money, cell phones, computers or other valuables unattended in your room.

DOUBLE LOCK

Your room is equipped with a dead bolt lock and security latch for use while you are in the room.

BALCONY CLOSURE & LOCK

To close your balcony door, pull the doors together and engage the locking mechanism. Always remember to lock your doors when not in use.

ROOM NUMBER

To ensure privacy, Resort personnel are instructed not to give out room numbers of registered guests. You may be connected directly to another guest's room by giving the name to the Resort Operator.

GUEST ROOM ACCESS

For your safety and security, guest room access is given only to the guest(s) registered in that room. Should you lose or forget your guest key, an additional key may be obtained from the Front Desk; however, you must present a form of photo identification to retrieve a key.

INFORMATION AND ASSISTANCE

Our desire is to make your visit enjoyable and free from unpleasant interaction. If you notice suspicious activity or have a need for special assistance, please call the Resort Operator by touching "0".