

## BALESIN ISLAND CLUB COVID-19 FREQUENTLY ASKED QUESTIONS

**Q: Are there any age restrictions or COVID-19 tests required for Balesin members and guests?**

A: Based on the existing regulations, individuals of all ages are permitted to travel to Balesin so long as they strictly follow the COVID-19 testing requirements for Balesin Members and guests which we are currently implementing.

Members/Guests	Pre-Departure Testing Requirements
Individuals who are non-fully vaccinated*	Negative result from an Antigen Swab Test taken not more than 48 hours prior to flight
Individuals who are fully vaccinated*	A COVID-19 Vaccination Card may be presented in lieu of testing

\*Individuals are considered fully vaccinated two weeks after their second/final dose.

For on-site test appointments at Aegle-Makati, please book through this link:

[go.oncehub.com/AegleWellnessCenterOnSiteCovid19Testing](https://go.oncehub.com/AegleWellnessCenterOnSiteCovid19Testing)

For home service, please book your appointment at least five days prior to departure date through this link: [go.oncehub.com/AegleWellnessCenterHomeService](https://go.oncehub.com/AegleWellnessCenterHomeService)

For those with comorbidities and who are currently pregnant, a medical clearance from their respective doctors is required.

**Q: Which villages are open?**

A: All villages and the Balesin Private Villas are open.

**Q: Are amenities and facilities open?**

A: Facilities are open for one group at a time only. All facilities are cleaned and sanitized after each use.

**Q: What are the health and wellness services offered at Aegle Wellness Center-Balesin?**

A: Aegle Wellness Center continues to offer medical treatments in compliance with the regulations of the Inter-Agency Task Force on Emerging Infectious Diseases (IATF-EID), Department of Tourism (DOT), and Civil Aviation Authority of the Philippines (CAAP). Balesin members and guests who need to fortify their immune system can avail of scheduled Aegle treatments in Balesin, such as the Hyperbaric Oxygen Therapy and Intravenous (IV) Drips. Detox treatments are also available. The toxicology test, a safe and non-invasive procedure which measures the level of heavy metals present in the body, such as mercury, lead, arsenic,

can be availed of by kids and young adults as well. They can also have an online Zoom consultation with an Aegle doctor or nutritionist-dietitian. Please note that Balesin members get a 20% discount on all services excluding laboratory tests.

**Q: What is the difference between Aegle Wellness Center's COVID-19 Antigen Swab Test and the Antibody Test?**

A: The Antigen Swab Test identifies the virus itself while the Rapid Antibody Test identifies the immune antibodies created by the body in response to the viral infection. The presence of these antibodies is detectable only after the seventh day from infection (or when symptoms appear), while the virus can only be possibly detected by the Antigen Swab Test up to the seventh day. The Antigen Swab Test has proven to be more accurate in determining whether a person has COVID-19 or not.

**Q: How is the Antigen Swab Test done?**

A: It is done using an oropharyngeal swab (throat) as the Omicron variant tends to concentrate in the tonsillopharyngeal area (rather than the nasal turbinates as with the previous variants).

**Q: I took a SARS-CoV-2 RT-PCR or Antigen Swab Test within 48 hours of my departure date to Balesin from another medical facility. Do I still need to take the Antigen Swab Test at Aegle Wellness Center-Makati?**

A: Yes, a COVID-19 test either at Aegle-Makati or via Aegle home service will be required for non-fully vaccinated members and guests before their reservations to Balesin can be confirmed. With the provision of home service, it will be possible for everyone to have their test done by Aegle.

**Q: How much is Aegle's Antigen Swab Test at Aegle-Makati? How much is the home service and which areas are covered?**

A: For non-fully vaccinated members and guests going to Balesin, Antigen Swab Test is PHP660 +VAT. For home service, the mobilization rate will depend on your location:

- a. Within NCR: Php 1,300\* per location, per trip
- b. Between NCR and Clark/Angelos, Pampanga: Php 3,500\*\* per location, per trip

\*Php 2,000 if scheduled for an official holiday

\*\*Php 4,500 if scheduled for an official holiday

If your current location is outside these areas, you will need to undergo the Antigen Swab Test at our center on the 6th floor, The City Club at Alphaland Makati Place, 7232 Ayala Ave. Ext., corner Malugay St., Makati City, or with Aegle's accredited testing centers in your region.

**Q: For home service, will the medical team be wearing full personal protective equipment?**

A: Yes, Aegle's medical technologists will be in their full personal protective equipment—hazmat suit, face shield, face mask, and gloves, during the administration of the test. Please let us know if there's any restriction in your area of residence. There are some subdivisions, condominiums, and apartments who don't allow people in their PPE to enter the premises, so we request that

you kindly advise the security department in your area regarding the arrival of our medical team beforehand.

**Q: How do I schedule a home service booking?**

A: Please book home service at least five days prior to departure date through this link:

[go.oncehub.com/AegleWellnessCenterHomeService](https://go.oncehub.com/AegleWellnessCenterHomeService)

For Antigen Swab test appointments: Tests must be taken within 48 hours of your travel date.

Your testing date should be within two days prior to your Balesin trip. For example, if your flight to Balesin is on February 10, your testing date should be between February 8 to 9. Home service swabs can be done from 9 AM to 6 PM, subject to availability. There will be a grace period of 15 minutes upon arrival of the medical technologist at your location. If the client is still unavailable beyond the grace period, he/she must request another appointment with Aegle's front office staff. Please note that a no-show fee amounting to Php 500 per person will apply should there be no client present within the provided grace period. No additional persons to be tested beyond the prepaid booking appointment will be permitted.

**Q: I already got vaccinated, do I still need to undergo an Antigen Swab Test?**

A: For fully vaccinated members and guests: No. For non-fully vaccinated: Yes—partial vaccination doesn't prevent you from getting severe infection as much as full vaccination. Full vaccination is defined as two weeks after second/final vaccine dose.

**Q: I will be staying more than two nights in Balesin. Do I need to do an Antigen Test on the island?**

A: An Antigen Swab Test will not be necessary.

**Q: What happens if someone from our booking party tests positive for COVID-19?**

A: As advised by Aegle Wellness Center's Medical Director, once a guest in a group has tested positive on his/her antigen swab, all guests in that particular group shall not be allowed to fly to Balesin even if a negative RT-PCR test is presented afterwards, because antigen test specificity is 100% (meaning only material from SARS-COV2 will make the test turn positive) so false positives are highly unlikely. A negative PCR test does not prove the antigen test is false.

Therefore, the protocol is as follows:

1. Strict quarantine for 14 days. (No repeat testing required if asymptomatic within the last three days of the 14-day quarantine, based on modified DOH protocol)
2. Contact tracing within the past seven to ten days.
3. Aegle Wellness Center is responsible for notifying DOH and the LGU where SARS-COV2 POSITIVE person/s reside.
4. Regular monitoring, and reporting, for symptoms if presently asymptomatic.

**Q: Which airport are you flying from?**

A: Depending on the number of passengers and the limited slots given to Balesin by the Civil Aviation Authority of the Philippines (CAAP), flights may depart from/arrive in Manila, Clark, or Sangley.

**Q: How many flights will you have?**

A: Depends on the number of passengers. We can have three or more Cessna flights (nine-seaters), or up to three ATR flights (68 passengers maximum), or a combination of Cessna and ATR flights. Our first flight is usually at 7 AM, and additional flights are spaced every three hours to allow for disinfection of the aircraft and the hangar lounge. Flight schedules are also dependent on approved slots that CAAP gives us.

**Q: How much are the environmental and terminal fees?**

A: The environmental fee payable to the Municipality of Polillo is Php200, while the terminal fee payable to CAAP is Php100. Infants are exempt from the terminal fee.

**Q: I'm flying in via a third-party private aircraft. Do we also need to have our swab tests at Aegle-Makati?**

A: Non-fully vaccinated members and guests flying in via a third-party private aircraft and the flight crew of the said aircraft must also take the swab test administered by Aegle-Makati.

The following details are needed for those flying in via third-party private aircraft by Balesin and Alphaland Aviation teams:

1. Origin and estimated time of arrival at Balesin, or Destination and estimated time of departure from Balesin
2. Complete passenger names
3. Birthdates of all passengers
4. Full name of the pilot
5. Model type/registration of the aircraft
6. Serial No. of the aircraft
7. Color or description of the aircraft

A landing fee of Php22,400 will be charged for private planes.

**Q: How is social distancing practiced on the airplane? How many people can you accommodate per plane?**

A: All passengers must pass the Antigen Swab Test and must be cleared by the Aegle Wellness Center personnel for travel to Balesin. Masks are required and family/groups will be seated together. The seating arrangements are in compliance with the directive from CAAP. The maximum passengers for the ATR aircraft is 68 passengers, while the Cessna aircraft may accommodate nine passengers.

**Q: What type of disinfectant will be used on the aircraft?**

A: Alphaland Aviation heavily mists the aircraft cabins with an airline-approved disinfectant that effectively eradicates viruses, including the coronavirus. Disinfectants are applied on passenger seats, overhead bins, and lavatory. In addition, we also use a smoke disinfectant which kills 99.8% of all types of bacteria, fungi, viruses, and spores.

**Q: What are the measures being taken by Balesin Island Club management and staff to ensure our health and safety?**

A: Safety is our utmost priority. As such, all of our pilots and cabin crew are fully vaccinated. The cabin crew will also be wearing Personal Protective Equipment (PPE)—face mask, and gloves—during the flight.

As a standard protocol, the Club has required its personnel who will come in direct contact with guests (Village Managers, food & beverage servers, housekeeping) to wear PPE while engaging with them. Furthermore, all Balesin employees are fully vaccinated.

The Club's food & beverage team has also heightened their food and safety protocols in compliance with existing regulations, such as controlling the flow of traffic in the kitchen and reducing interaction between the cooking and clearing areas; mandatory wearing of face masks; workers must avoid talking while in the process of preparing food; clean appliances, containers, and equipment between use; sanitize high-touch equipment, such as freezers, refrigerators, oven handles and knobs in accordance to applicable government protocols; and workers must wash their hands properly before and after leaving the kitchen and using or touching any equipment.

**Q: How are you practicing social distancing in restaurants?**

A: Each table in the open restaurants will be placed at least two meters from one another. Only two seating schedules will be accommodated per meal period.

Breakfast: 7 AM to 8:30 AM and 8:30AM to 10 AM

Lunch: 11 AM to 1 PM and 1 PM to 3 PM

Dinner: 6 PM to 8 PM and 8 PM to 10 PM

**Q: How are you practicing social distancing in the swimming pools?**

A: In bigger pools around the island (e.g., the Clubhouse, Mykonos Poseidon pool), we'll make sure that different groups will maintain proper distance from one another. In the smaller pools, we've set a maximum number of ten people in the pool at any given time. We have also placed the sunbeds and sunbrellas at least three meters away from one another.

**Q: Do we still need to wear a face mask on the island?**

A: Members and guests are required to wear their face masks in all common areas on the island, except when eating or drinking. They must also wear face masks at all times when taking island transportation. No mask, no ride.

**Q: What if I cancel my booking due to COVID, can we get a refund for our payments?**

A: Any unused payments may be applied to future trips.