

# A-Z services

## Activities

Sawaddi Patong Resort offers a variety of daily activities for your enjoyment. Among the activities available to you are swimming, jogging/fitness trail, windsurfing, sailing, canoeing, cycling, fishing, bowling, horseback riding, golf, shopping, Bangla night entertainment, Simon Cabaret, Phuket Fantasea and more.

## Adaptors & Electrical

Electrical current in Thailand is 220 volts, 50 cycles. Adaptors and transformers are available upon request. (Deposit 300 THB is required)

## Air Conditioning

Every room has its own individually controlled air conditioning unit to allow you to regulate the room temperature.

## Airline Reconfirmation

Most international flights require reconfirmation of your onward flight 48 hours prior to departure in the event that you wish the hotel to handle this service for you please contact the tour desk located in the lobby. (Telephone charge will be apply)

## Airport

Phuket International Airport is approximately forty-five minutes scenic drive from the hotel. We suggest you allow a minimum of 2 hours for check-in and immigration. We recommend you check with our Front Desk on the day of your departure for potential traffic problems.

## Airport Taxes

Passenger service tax for all domestic and international flights is included in the price of your ticket. Please contact the Front Desk for detailed information.

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## Baby Cot

Please contract Front Desk for delivery to your room.

## Babysitting

Available by appointment through our Front Desk for which a normal hourly fee applies. Please allow a minimum of 24 hours notice and kindly select the package required as follows:

Hourly rate per child From 08.00 hrs. to 23.00 hrs.	Hourly rate per 2 children From 08.00 hrs. to 23.00 hrs.	Hourly rate per child From 23.00 hrs to 01.00 hrs. <small>(Additional charge for staff transfer at THB 300.-)</small>
250 baht	400 baht	350 baht

## Bar

The poolside bar and lobby lounge serves a wide range of soft drinks, alcoholic beverages and coffees. If you're looking to unwind by the pool let our poolside staffs serve your choice of drink and treat yourself to a snack or full lunch from our Menu. Take a moment to smell the fresh aromas of coffee brewing at the lobby lounge, before leaving for a day out or on returning. If it is a quiet pre-dinner drink or a cold beer while

## Bar

waiting for friends, enjoy the pleasant surrounds of the lobby lounge and bar as you sit and take in the sights and sounds of Patong coming to life in the early evening.

## Baggage Service

Luggage assistance and luggage store are available. For enquiries, please contact the Front Desk.

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## Beach-Patong Beach

Swimming and the use of the water activities are at your own risk. Look for these flags to help identify the sea conditions. Some areas of 500 meters the beach are not patrolled by lifeguards.

**Green - safe**

**Yellow - caution must be taken**

**Red - no swimming**

Hotel Shuttle Bus Service to Patong Beach - For details, timetable and charges, please contact front desk.(Please help us keep our beaches clean and tidy)

## Beach-Patong Beach

Please contact the Guest Relations for bike rental and information on bike tours.

## Breakfast

Breakfast serves at Roydi Restaurant located on the Lobby Level serving breakfast from 6:30 a.m. to 10:30 a.m.

## Call / Message Service

If you are leaving your room but expecting a call or message, please advised our Front Desk where you can be located in the hotel. Your call or message can be forward you at any location within the hotel. For unexpected calls or messages will be sent to your room by Bellman.

## Car Rental

Chauffeur or self driven, air conditioned and fully insured cars can be rented and booked please contact the tour desk located in the lobby.

## Car Parking

Adjacent to the hotel Validation of the parking ticket at the Front Desk is required for guests utilizing the Car Park facilities.

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## Cashier

Cashier transaction area available at the Front Desk. The hotel accepts the following major credit cards: Visa, Master, JCB, Diners Club and American Express. Travel's Checks are welcome; Personal Checks are not accepted.

## Check-Out Time

Our check-out time is at noon. However, if this time is inconvenient for you, please contact the Front Desk and every effort shall be made to accommodate your request. Depending on hotel's occupancy, a half day or full day charge may apply.

## Church Service

For the schedule of religious service available in Phuket, please contact Front Desk.

## Computer and Wi-Fi Internet

- We offer in room wi-fi internet free of charge with your own devices, please contact front desk to get user ID and password for Wi-Fi internet.
- The Internet cafe provide PC for internet service, charge is bath 50 for a 20 minutes and bath 100 for a 60 minutes.
- Outlook email: for guest who using outlook mail, please set the SMTP as smtp.totisp.net before sending your mail

Should you need any assistance with regards to the operation of your personal computer in the room, please do not hesitate to contact our Front Desk for assistance.

## Courier Service

Our Guest Relations Officer will be pleased to arrange for documents to be sent locally and internationally. Please contact the tour desk located in the lobby.

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## Currency Exchange

Traveler's Checks in foreign currency can be changed into local currency through Currency Exchange Booth nearby. For location and operating hours please contact Front Desk.

## Doctor

If you would like to see a doctor, dentist or for medical emergencies, please contact Front Desk.

## Drinking Water

The water from the taps is from the local water supply and is not drinkable. We provide 2 bottles of drinking water per day and these bottles are placed in your Room on a complimentary basis. The water in the restaurants and bar is safe to drink as this is all bottled water.

## Dietary

On arrival, please discuss any special dietary requirements with Guest Relations. Our Chef will then prepare a menu for you on a daily basis, and additional charge may be applied.

## Dress Code

For dinner and evenings at restaurants we kindly request smart casual or evening wear. At lunch, casual clothes or sportswear is appropriate. We courteously request that guests refrain from wearing bathrobes, singlet or swimwear at breakfast.

## Emergency Plan

Evacuation instructions are located on the back of each guest rooms door. Please take a moment to familiarize yourself with this important information and the nearest fire exits. In the unlikely event of an emergency, announcements will be made by the an annunciator systems.

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## Express Check out

All guests settling their accounts by credit cards may use the Express Check out Service. Simply fill in the form received on your day of departure and drop it at the Front Desk as you depart.

For assistance please contact Front Desk.

## Fax Service

Fax service is available 24 hours per day by contacting our staff from guest service. The hotel fax number is +66 (0) 76 343443. Charges may apply please contact our staff from guest service. In-coming Fax: 1st page 20 baht and 5 baht each next pages Out-going Fax: as per telephone rate charge

## Fitness Centre

The Fitness Centre offers the latest technology in cardiovascular machines and strength-building equipment. Guest can have personal access to their own individual life fitness exercise program.

- 24 hours access
- Self-Service, please call front desk for any assistance
- Complimentary towels

## Flower

Flowers for every occasion can be ordered from front desk.

## Golf

For information and tee-off time, please contact Tour Desk in the Lobby.

## Housekeeping

Housekeeping is available 24 hours daily to meet your needs and requests for extra pillows, blankets, and additional supplies. Your room will be serviced between 8:00 a.m. to 5:00 p.m. If you would like your room serviced at a specific time please contact front desk.

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## Ice Supply

The ice bucket is located in your room, In the event that you need ice, please contact Front Desk.

## In Room Dining

Located in the lobby our Guest Relations/Tour Desk can provide you with maps and directions in Phuket.

## Information

For a complete menu, please refer to the Room Service Menu section.

## Ironing/Pressing

Iron and ironing board may be obtained free of charge by contacting front desk. For pressing service available from 8:00 a.m. to 10:00 p.m.section.

## Keycard

For your security, your room keycard is electronically programmed exclusively for your room. Should you misplace your keycard, please contact Front Desk to arrange a replacement keycard. Lost keycard will be charged at 100 baht.

## Laundry & Dry Cleaning

Open 7 days week on a 24 hours basic. For a same day service, please have your laundry collected before 10:00 a.m. and it will be returned within same day. Forms and bag are located in the closet in your room. Please note any special instruction in on the form and call front desk for collection.

## Limousine

The Hotel can provide chauffeur-driven limousines, with knowledgeable English speaking drivers that are available for hire either by hour or day.

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## Lost and Found

For lost and found items please contact front desk.

## Mail/Postage

Postage stamps are on sales at the Front Desk located in the lobby. Incoming guest's mail will be delivered to the guest room.

## Maintenance

Should you experience any problems in your room during your stay, please contact Front Desk.

## Manager on Duty

Our Manager on Duty is available 24 hours a day should you require assistance or contact our Manager on Duty, please call Front Desk.

## Massages

Please refer to the Vara Spa section.

## Movies & Music

Selections of DVD movies or music is available free of charge at Front Desk.

## Medications

For prescribed medicines, there are a number of licensed dispensaries nearby. The Guest Service Agent will be please to assist you.

## Mini bar

Your Mini Bar is stocked daily. Should you require any additional item, please contact front desk.





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## Newspapers

Daily editions are available at Ploendi Lobby Lounge. Various other international publications are available and can be ordered 24 hours in advance.

## Non-smoking Room

For obvious reasons, please do not smoke in your room. Kindly refrain from smoking in the guestrooms. Your kind cooperation is highly appreciated.

## Operator

The operator is on duty 24 hours daily to meet your needs or provide assistance.

## Package/Mailing Services

Our staff from Guest Relations can handle for packing and mailing of any items you have for shipping.

## Paging

Please contact front desk to page a guest within the public area of the hotel.

## Pets

We regret that pets are not allowed on the hotel premises.

## Photo copying & Printing (back & white)

Please contact front desk in the lobby, our staff will be pleased to assist you. Pricing: (1st page 20 baht, and 5 baht each for next pages) A4 size = only

## Public Transportation

For information about public transportation please contact front desk.

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## Restaurant Reservations

The hotel is proud to offer you a range of dining and entertainment opportunities. For restaurant reservations or recommendations for local restaurants, our Guest Relations Officer will be pleased to assist you. Please refer to the “In-house Facilities & Activities section”.

## Recreational Facilities

Please refer to the “In-house Facilities & Activities section”.

## Safety Deposit Box

Located in the closet in each guest room is your own personal safe. The hotel management recommends you to use for safe keeping of your valuable belongings. Please note that the management is not liable for loss of personal items left in your room. The hotel can provide additional safety deposit boxes located at front desk free of charge, Subject to availabilities.

## Security

Management encourages all guests to double lock and to use the door viewer prior to opening your room door, (In any matter please contact Front Desk)

## Shopping

A large variety of shopping opportunities are located nearby the hotel everything from large shopping malls to street vendors. Maps and recommendations are available at tour desk in lobby.

## Sun Beds

Sun Beds are available at the swimming pool. For the convenience of all guests, we do not offer a sun bed reservation service; sun beds are available on a first come first serve basis.

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## Swimming Pool

Located on the 1st floor, the pool opens from 8:00 a.m. to 10:00 p.m. Please note that no lifeguards on duty. Towels are available in your room.

## Sightseeing & Tour

For recommendations or booking assistance on many exciting sight-seeing opportunities Phuket or Thailand, the Sawaddi Tour Desk in lobby or Front Desk staff will be more than willing to assist you.

## Taxi Service

Apart from the limousine service provided by the hotel, the local taxi services provided around the hotel or across the island are operated independently. Phuket taxis are actually organized in the different geographic areas on the island. Each taxi group set their own rates.

Please be aware that local taxi drivers can be very territorial and at times could create unpleasant experience if you would like to use another driver from another area. Prices for a local taxi from Patong are estimated as display on front desk in lobby. These prices are subject to change by the local taxi.

Sawaddi Patong Resort & Spa acts only on the reservation for local taxi and shall not liable for any losses, damages, delays and claims whatsoever incurred from any failure by local taxi.

## Torch Light

A Torch light is available in every room and can be found in the wardrobe.



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## Visitor

For your personal safety it is recommended that your visitors register at the front desk.

## Walking / Jogging

Patong beach is idea for an early morning / afternoon walk or jog. In additional our fitness has 2 of treadmills for your complimentary use.

## Wake-Up Calls

For wake up call or further assistance please contact front desk.

