



AN **IHG**® HOTEL  
VANA NAVA HUA HIN

## Holiday Inn Vana Nava Hua Hin



# HOSPITALITY PROMISE

Making your stay a complete success is our goal.  
Just let our Manager on Duty or Front Desk staff know if any part of  
your stay isn't satisfactory. We promise to make it right  
or you won't pay for that part of your stay.



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# DEAR GUEST

On behalf of us all at Holiday Inn Vana Nava Hua Hin, I welcome you and thank you for choosing to stay with us.

We want you to make the most of your stay with us, which is why we have put together this comprehensive Guest Service Directory. You can be assured we are dedicated to providing the high quality service you have come to expect from Holiday Inn. That's our promise to you.

As the world adjusts to new travel norms and expectations, we are committed to enhancing the family-friendly experience of staying with us by delivery high levels of cleanliness for our reopening that meet our standards. A Clean Promise means that we're committed to delivering high levels of cleanliness for our reopening. That means clean, well maintained, clutter free rooms that meet our standards. So that you and your family can have a safe and memorable stay with us.

We invite you to take advantage of as many of our services as you would like. If there is anything else you require, please contact our friendly staff and we will do everything we can to ensure you enjoy your stay, your way.

Yours,

MICHAEL JANSSEN

General Manager



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# IHG® Rewards Club

Make the best of your stay by joining IHGRewards Club today. As an IHGRewards Club member, you can accumulate points or airline miles at over 4,500 hotels worldwide with every qualifying stay, plus you get to redeem them in a convenient way. Choose from many rewards – all conveniently available through online redemption or by phone.

## SMOKING POLICY

Holiday Inn Vana Nava Hua Hin is committed to providing guests and colleagues with a smoke-free environment in all guestrooms and public spaces. In the event of failure to comply, a minimum fee of 3,000 Baht will be imposed to restore the guest room or public space to a smoke-free condition. This policy also applies to e-cigarette and vapers. Please note that smoking is only permitted in designated outdoor areas.

## DATA PRIVACY STATEMENT

The privacy and security of your information is very important to us. Holiday Inn Vana Nava Hua Hin will collect personal information which may include but is not limited to: contact information, credit card details, and proof of identity. Holiday Inn Vana Nava Hua Hin will not disclose your information unless we have your written consent; we will not sell, license or trade details. You may withdraw your consent at any time, subject to legal or contractual restriction and reasonable notice. We may share information with third parties and/or business associates engaged to assist us in providing services to you.

All guests should be aware that information and data may be automatically stored and collected through the standard operation of our internet servers and through the use of cookies; information collected in such ways is not personal information.

Holiday Inn Vana Nava Hua Hin makes reasonable efforts to ensure that personal information collected from you is protected from loss and unauthorized access. Protection applies to both electronic and hard copy form. Access to personal information is also restricted to select employees or representatives. Retention of personal data is subject to the purpose of the data and compliance with applicable laws. Holiday Inn Vana Nava Hua Hin is managed by InterContinental Hotels Group

(IHG). The privacy and security of your data is very important to us. Information about how we manage your personal data is set out in the privacy statement available at the bottom of the IHG website at [www.ihg.com](http://www.ihg.com) or you may request for a copy at our front desk. If you have any questions or concerns about your personal data or our privacy statement, please contact our Privacy Office:

InterContinental Hotels Group Attn: Privacy Office

Three Ravinia Drive Atlanta, Georgia 30346

Phone: 1-770-604-8347

Fax: 1-770-604-5275

Email: [privacyoffice@ihg.com](mailto:privacyoffice@ihg.com)



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# PHONE DIRECTORY

## PHONE DIRECTORY

### Resort Services & Facilities

Our Resort Call Centre is available to assist with any request you may have. Simply dial '0' from your room and one of our colleagues will be sure to take care of you 24/7.

### Long Distance Calls

There is an international direct dialing telephone in every room. The international direct dialing call procedure is as follows:

- Press '9' to access an outside line.
- Wait for the dial tone.
- Press the international direct dialing access code 00(1).
- Then press the code of the country you are calling.
- Followed by the local area code (if the country has area code).
- Finally, press the local telephone number.

Eg. A typical call to London would be as follows:

9	00(1)	44	207	629-7086
Outside Line	International	Country code	Area code	Local
Access	direct dialing code			telephone number

### Local Calls

- Press '9' to access an outside line.
- Wait for the dial tone.
- Press the local area code
- Followed by the local telephone number.



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## STAY HANDY WITH OUR RFID WRISTBANDS

### Stay handy with our RFID Wristbands

Use your Wristband to:

- Enter your room
- Operate the elevator
- Access Infinity Pool on L26
- Access Vana Nava Water Jungle

### Top Up Money

- Any consumption at the waterpark can be charged to your room except the early arrival and on day of departure

### Lost RFID Wristbands and Key Cards

A fee will be charged for lost wristbands or access key cards

- Lost wristband fee THB 300 each
- Lost Key Card fee THB 100 each

### Stay connected with our Free Wi-Fi

Enjoy free Wi-Fi throughout your stay at Holiday Inn Vana Nava Hua Hin. Simply select 'HolidayInn' from the list of available networks and get connected.

Check your emails, post Facebook updates, search and browse the web throughout your stay. It's all on us.



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## SERVICE & FACILITIES

### Adaptors

All rooms are equipped with single voltage (220V) and multi-pin sockets for all standard international electrical appliances. If you require further adaptors or transformers, please contact our Resort Call Centre at extension '0'.

### Air-Conditioner

All rooms are equipped with an individual temperature setting for your comfort at 25 °C and adjustable to the lowest at 22 °C. The system cools the room down in about 15-30 minutes. Please note that to conserve energy, the air-conditioner unit is programmed to automatically switch off when the balcony doors are left open. To ensure your comfort, please shut balcony doors tight.

### Banking

All major Thai banks are represented in Hua Hin on Petchkasem Road and are open from 08.30 am until 03.30 pm Monday to Friday. Exchange booths and ATMs can also be found in the city. For your convenience an ATM can be found on the Ground floor.

### Babysitting

The Front Office will gladly make arrangements for you. One-day advance notice is required, please contact our Resort Call Centre at extension '0'.

### Concierge

Available between 07.00 am - 11.00 pm, seven days a week on G floor.



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## SERVICE & FACILITIES

### Cot/Crib

Depending on availability, we can provide you with a cot/crib in your room if required. Please contact our Resort Call Centre at extension '0'.

### Fitness Centre

Our spacious gym is opened daily 06.00 am - 08.00 pm and features the latest equipment from Life Fitness, Integrity Cardio and Optima Strength, allowing you to push your body to the limit while enjoying sea views. It is located on 6<sup>th</sup> floor. The cleaning and disinfecting process will be done every hour

### Housekeeping

All guest rooms are cleaned daily by our housekeeping team to meet our standards "IHG Clean Promise". Should you require an extra towel, an extra pillow or amenities please let us know. For extra cleaning of your room please also contact our Resort Call Centre at extension '0'.

We have a long-standing commitment to rigorous cleaning procedures and launched our IHG Way of Clean program in 2015 – developed in partnership with Ecolab and Diversey – both world leaders in hygiene and cleaning technologies and services. This program is now being expanded with additional COVID-19 protocols and best practices – many of which are already in place – to reflect the advice of the World Health Organization, Centers for Disease Control & Prevention and local public health authorities in markets around the world. For more information visit <https://www.ihg.com>

**Reception:** Reduced contact at check-in, touchless transactions, front desk screens, sanitizer stations, sanitized key-cards, paperless check-out

**Public Spaces and Facilities:** Addition a deep cleaning of high touch surfaces, social distancing, 'last cleaned' charts, best practices for pools and fitness center

**Guest Room:** Visible verification of sanitized items (e.g. glassware, remote control), reduction of in-room furnishings/ high-touch items, new laundry protocols, use of electrostatic technology

**Food & Beverage:** New standards and service approach to buffets, banquets, room-service and catering



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## SERVICE & FACILITIES

### Internet

We provide you with free Wi-Fi high speed internet in your room and public areas.

### Kids Club

The Bryde's Kids Club is the largest Kids Club in Hua Hin featuring five-zones of entertainment to keep your children mentally and physically active. It is located on 5th floor and opens daily Monday to Friday 09.00 am - 06.00 pm and Saturday to Sunday 08.00 am - 06.00 pm. The cleaning and disinfecting process will be done every hour

### Kids' Pool

Located on the 26th floor, our kids' pool is 0.5 metres deep and has a slippery slide for loads of fun. Please note that children must always be supervised by a guardian when at the pool.

***Opens Weekday 10.00 am - 07.00 pm***

***Weekend 07.00 am - 07.00 pm***

### Laundry & Dry Cleaning

We offer a laundry service. Laundry bags as well as the price lists are in your wardrobe.

Please contract our Resort Call Centre for collection. Drop your laundry by 10.00 am, it will be returned by the evening of the same day, after 10.00 am it will be returned by 12.00 pm on the next day.

### Lost and Found

Found items are kept in our lost & found according to legal requirements. Shipping to you is at your own cost.



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## SERVICE & FACILITIES

### Meeting Facilities & Function Rooms

Our ballroom and function rooms are versatile, spacious, bright, and feature all the latest technology. With new meeting and events procedures, we have the space and staff plus health and safety measures. We Ask us for our event capabilities in the Vana Nava Hua Hin Water Jungle and True Arena Hua Hin Sports Complex for an event that impresses.

As our new Meeting and Events procedures following "IHG Clean Promise", so whether it's your wedding day, a family reunion, or a work event, we have the space and staff plus health and safety measures to give you a day you will always remember.

### Refreshment Corner

The Mini fridge in your room is un-stocked for your use with setting temperature at 10-12 C. We offer a Refreshment Corner in the Lobby that features the essentials to quench your thirst and satisfy the small hunger along with other daily necessities for your convenience.

### Resort Centre

From our indoor internet stations and quiet reading areas to the open-air seating which features a long co-working table. It is located on Lobby floor.

### Rollaway Bed

Depending on availability, we can provide you with a rollaway bed in your room if required. Please contact our Resort Call Centre at extension '0'.



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## SERVICE & FACILITIES

### Swimming Pool

Located on the 26<sup>th</sup> floor, with two infinity edge swimming pools; one nice and long for swimming laps while the other has built in Jacuzzi areas with a swim up bar. Relax and enjoy unobstructed panoramic views of Hua Hin. Food and beverage can also be served directly to you while you stretch out on your sun lounger under Physical distancing policy.

Please note for safety reasons, air mattresses and inflatable toys are not allowed in the pool.

***Opens Weekday 10.00 am - 07.00 pm***

***Weekend 07.00 am - 07.00 pm***

### Spa Facilities

Step into the tranquil sanctuary of our signature 'Tea Tree Spa' and let our therapists soothe your tired muscles; bringing your body, mind and spirit into perfect harmony.

Our spa is located on the 6<sup>th</sup> floor.

***Opens daily 11.00 am - 08.00 pm***



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## EAT & DRINK

### Restaurant & Bar

#### Plamong Restaurant

Level 7

Ext 5309

Our all-day dining restaurant serving mouthwatering local and international cuisines complemented by gorgeous views of Hua Hin and the Gulf of Thailand. Start your morning right with a new waybreakfast buffet which served by us, whilst looking out to the sea, and tuck into an all-you-can-eat spread of sumptuous local and international delights featuring dishes prepared la minute at our live stations. When night falls, watch the restaurant spin into action with our chefs firing up the kitchen, tossing up dish after dish at the live stations and our chafing dishes filled to the brim with delicious signatures.

Feeling puckish? Our a la carte menu is available all-day:

**Opens Daily**      **06.30 am - 10.00 pm**

**Breakfast**    **06.30 am - 12.00 pm**

**Lunch**        **12.30 pm - 03.30 pm**

**Dinner**       **05.00 pm - 10.00 pm**

**Note :** We would like to ensure all our guests receive the best experience during stay with us. We recommend to plan your breakfast time as well as to reduce congestion for maintaining a healthy environment.

**06.00 am - 07.45 am**

**08.00 am - 09.15 am**

**09.30 am - 10.45 am**

**11.00 am - 12.00 pm**

Capacity is limited only 100 people per time slot, 15 minutes disinfect the area for a new time slot.

Dial "0" from your in-room telephone to reserve at least 1 day in advance, by 06.00 pm.



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Plamong Menu:



## EAT & DRINK

### Restaurant & Bar

#### Thalay Bar

Lobby Level

Ext 5306

Our lobby bar Thalay, serves freshly squeezed juices, freshly brewed coffee and tea, freshly baked pastries, light bites to you while you sit back and enjoy sweeping views of the city and sea , making it the perfect place to unwind and relax. Classic cocktails and alcohol are also available should you prefer.

***Opens Friday- Sunday 09.00 am –06.00 pm***

#### Pool Bar

Level 26

Ext 5316

Whether you are cooling off in our infinity pool or basking in the sun, our pool bar is your oasis offering a variety of refreshments to quench your thirst and snacks to calm your hunger pangs.

***Opens Weekday 10.00 am - 07.00 pm***

***Weekend 07.00 am - 07.00 pm***



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#### Thalay Bar Menu:



#### Pool Bar Menu:



## EAT & DRINK

### Restaurant & Bar

Vana Nava Sky

Level 27 (Access via G Floor)

Ext 5320

Restaurant, Bar and Observation Deck

A destination restaurant and bar in its own right, Vana Nava Sky is designed by Ashley Sutton, the creative genius behind some of Asia's most well-known bar designs. Featuring a menu of creative cocktails by renowned 'mixsultant' Joseph Boroski, along with modern and creative casual dining and SKY Gastronomy menus. With breath-taking vistas from the highest vantage point in Hua Hin, it is a must-visit venue for every visitor to Hua Hin

***Opens Daily 05.00 pm - 12.00 am***

***Sunday 11.00 am – 02.00 pm Infinity à la carte Brunch***



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Vana Nava Sky Menu:



## EAT & DRINK

### Restaurant & Bar In – Room Dining

24-hours fine dining delivered to your room. Please refer to the in-room dining menus in this compendium for the variety of options available to you. Simply press extension '0' to order



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In Room Dining Menu:



### Kids Stay & Eat Free

Children aged 12 years and under stay for free when sharing their parents' room and existing bedding. They also eat for free when ordering from the special Kids Menu available at Plamong Restaurant and when accompanied by at least one full paying parent/guardian (maximum 2 kids per paying parent/guardian). Available to registered Hotel guests only





## OUT & ABOUT

### TRANSPORTATION INFORMATION

#### Complimentary Hotel Shuttle Service

Holiday Inn Vana Nava Hua Hin offers our guests a complimentary return shuttle service to InterContinental Hotel Hua Hin, Bluport Shopping Centre, Hua Hin Clock Tower and True Arena Sports Complex.

The shuttle service operates daily between 11.00 am and 10.00 pm

Kindly note a complimentary shuttle service is on first-come-first-serve basis and schedule is subject to traffic conditions.

***Please contact our Resort Call Centre at extension '0' to book your seat.***



DEPARTURE TIME					ARRIVAL
HOLIDAY INN VANA NAVA HUA HIN	TRUE ARENA SPORT COMPLEX	INTERCONTINENTAL HUA HIN RESORT'S BLUPORT WING LOBBY	CLOCK TOWER	INTERCONTINENTAL HUA HIN RESORT'S BEACH WING LOBBY	HOLIDAY INN VANA NAVA HUA HIN
11:20	11:25	11:35	11:55	12:10	12:20
13:20	13:25	13:35	13:55	14:10	14:20
15:20	15:25	15:35	15:55	16:10	16:20
17:20	17:25	17:35	17:55	18:10	18:20
18:00	18:05	18:15	18:35	18:50	19:00
20:00	-	20:10	20:25	20:40	20:50
22:00	-	22:10	22:25	22:40	22:50

*Note: Need to make a booking in advance due to limited of capacity only 6 seats with Physical distancing*

*Walk-in is unavailable for this service*



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## OUT & ABOUT

### TRANSPORTATION INFORMATION

#### Hotel Limousine Service

Need to get to Suvarnabhumi or Don Mueang Airport? Look no further than our very own Hotel Limousine Service. Our English speaking driver is a professional whose sole function is to get you to where you want to go, efficiently and safely. Of course, we are more than happy to drive you around Hua Hin or anywhere else you wish, just let us know and we will make it happen.

***Please contact our Concierge on the Ground floor to confirm, schedules, prices and reservation.***

#### Tuk Tuk

The easiest and most fun way to get around town is to use a Tuk-Tuk. Since metered taxis are not available in Hua Hin, use this effective means of transportation to get you swiftly to wherever you wish to go.

***Please contact Concierge to book a Tuk-Tuk in advance from the resort into town.***



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## OUT & ABOUT

### PLACES OF INTEREST

Whilst in Hua Hin, visit some of our iconic attractions like the Seven Kings Monument, the iconic Hua Hin historic railway station, still in operation today or watch playful monkeys at Khao Takiab and discover the magic of our city. All these sites and many more are a short drive away. Contact our concierge team who can help you get there.



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### Vana Nava Hua Hin Water Jungle (Water park)

Feel the adrenaline rush as you plunge down The Abyss, one of the largest slides in Thailand, or watch your little ones get excited as they explore the interactive Kiddie Cove. All this excitement and more is inside Asia's first water jungle, Vana Nava, mere steps from your room via a private entrance that is just for you. Equally exciting, your admission is free. Yep, you read that right, free!

Please note that outside food or drink, air mattresses and water toys are not allowed in the water park.

***Opens daily 11.00 am – 04.00 pm***

### Cicada Market

Cicada Market is a weekend local artists' market where you'll find handmade accessories, homeware, locally designed garments and many more, making it a treasure trove of unique souvenirs. Along with an art exhibition space featuring young artists' original works, an amphitheater and food zone, it is undoubtedly the most popular venue for tourists and locals alike.

***Opens every Friday, Saturday and Sunday 04.00pm – 11.00 pm***

## OUT & ABOUT

### PLACES OF INTEREST

#### Tamarind Market

Located next to Cicada Market, Tamarind Market is an intimate foodie night market with live music and loads of local charm. A little smaller than the Cicada Market, you could plan to do both venues in one evening.

***Opens weekly - Thursday to Sunday evenings 4.30pm–10.30pm***

#### Hua Hin Night Market

Many of shops and food stalls line the street so it is a great place to pick up souvenirs or sample some tasty Thai fast food. Located in the heart of Hua Hin, a short walk from the Hua Hin Clock Tower.

***Open daily 5.00pm–11.00pm***

#### Bluport Resort Mall Retail Therapy

No holiday is complete without a bit of shopping and we have a free shuttle to Hua Hin's best shopping experience, BluPort Resort Mall. The large modern shopping complex features a fantastic grocery store, a department store as well as independent stores with all the latest fashion brands and, of course beach wear! You won't go hungry while shopping, there are more than 100 vendors in the large Food Hall and over 30 restaurants and cafes throughout the mall plus international coffee chains to ensure you can get a tasty caffeine fix. For those avoiding the mid-day sun, you can take in the latest films at the cinema complex or entertain the kids in Whaley Port, the 2,000 square meter fun area that has an interactive zone, playground zone and a gaming zone.

***Open daily 11.00am-8.00pm***



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## OUT & ABOUT

### PLACES OF INTEREST

#### True Arena

#### **Stay fit, stay competitive**

Complimentary access for hotel guests including free shuttle service.

For the serious sports enthusiast, you are a short drive or quick jog from some of the best sporting facilities in Thailand. Eleven professional grade tennis courts host pro circuits like the ITA and WTA but you can also book a court for a friendly game. Two FIFA regulation sized football pitches are used by the pros for off-season training as well as amateur games and even corporate sport days. For runners there is a 1.2 km jogging trail and the multi-sport complex can be set up for basketball, volleyball, futsal or badminton. The 4-storey, 1,500 square meter clubhouse features a rooftop 25 m pool and cave, state of the art strength and cardio equipment as well as a dedicated MMA /TRX zone and a squash court. There is even an onsite physio room and therapist; this is truly a world-class fitness centre that rivals professional training centres anywhere on the planet! Hotel guests have complimentary use of these amazing facilities.

***Opens Monday- Friday 08.00 am - 08.00 pm***

***Saturday - Sunday 09.00 am - 06.00 pm***

***Public Holiday & Long weekend 09.00 am - 06.00 pm***



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## LITTLE BIG TRAVELLERS

### Bryde's Kids Club

Level5

Named after Bryde's (BRUU-daz) whales, that migrate through the Gulf of Thailand, the massive Bryde's Kids Club is sure to be a hit with your Little Big Travelers. The vibrant, pirate themed play area has everything from arts and crafts to interactive activities and even a pirate ship with a ball pit. The older kids have not been overlooked; for those suffering from device withdrawal we have a computer zone plus there is a TV lounge and reading area. Of cause! We are committed to delivering safety by continuous cleaning of high-touch surfaces and limited numbers, kids will be happy and safe!

With mandatory staff health checks before every shift, thorough and continuous cleaning of high-touch surfaces and limited numbers, kids will be happy and safe and more importantly you'll have well-deserved time all to yourself.

***Opens Monday - Friday 09.00 am - 06.00 pm***

***Saturday - Sunday 08.00 am - 06.00 pm***

### Kids' Pool

Level26

Located on the higher levels of the resort, our kids' pool is 0.5 metres in depth and has a slippery slide for loads of fun.

***Opens Weekday 10.00 am - 07.00 pm***

***Weekend 07.00 am - 07.00 pm***

**Please note that children must always be supervised by a guardian when at the pool.**



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## LITTLE BIG TRAVELLERS

### KIDSUITES®

Perfect for parents with younger children, the creative design of our 52 square metres KidSuites allows the little ones to discover their own hideout decked out with fun colors, bunk beds and a private play space.

Meanwhile, mom and dad are given a little more privacy with their own zone, done in a vibrant design complete with stunning ocean and hillside views, king-sized bed and a private balcony with lounge chairs. There is also a large bathroom with a walk-in shower and separate bathtub, making bath-time with the kids fun and easy.

**Ask at the Front Desk for a look at our KidSuites for your next family vacation.**

**No charge for kids in parents' room ( Maximum 2 kids). Up to two children up to 12 years of age can stay free with parents in our rooms/ suites (using existing bedding).**

### Kids Stay & Eat Free

Kids aged 12 and under eat free when ordering from our special kid's menu at Plamong Restaurant and when accompanied by at least one full paying parent/ guardian (maximum 2 kids per paying parent/guardian). Available to registered Hotel guests only.

### Babysitting

Services can be easily arranged with 1 day advance notice. Please contact our Front Desk.

### Other activities

The team at Bryde's Kids' Club have plenty of suggestions on how to keep your Little Big Traveler entertained when in Hua Hin. For instance: Stress Ball Making, Play-Dough, Kids Aerobic, Animals Towel Folding, Create your Pop-Up Card, LEGO Contest, Coloring Competition, Canvas Clock, Jelly Candle Making, Model Painting, Spaghetti Clay Art, Pencil Monster (Pencil Holder), Balloon Twisting, Mask Making, Face Painting, Tattoo, Veggie Stamps Art, Challenge Game and Bubble Fun.



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## MEETING & EVENTS

Planning an event to impress? Whether you are planning a wedding, product launch or a board meeting, our well-appointed function spaces and professional team of event planners will be there with you every step of the way.






We're introducing new Meeting and Events procedures, so whether it's your wedding day, a family reunion, or a work event, we have the space and staff plus health and safety measures to give you a day you'll always remember.

For events with an edge, ask us about the activities we can organise for you in the resort, Vana Nava Water Jungle, or at True Arena Hua Hin sports complex.



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### Meeting Room Capacity

						
Meeting Room	Area sqm.	Theatre	Classroom	Boardroom	U-shape	Banquet
Pla-Waan Ballroom	600	126	60	40	32	96 (with stage)
Pla-Waan 1	300	63	30	20	16	48 (with stage)
Pla-Waan 2	300	63	30	20	16	48 (with stage)
Pla-Too	110	20	12	14	8	20
Pla-Kaphong	80	12	8	14	8	16
Pla-Muek	60	8	6	10	5	12
Pla-Jarmed	55	8	5	10	5	8
Pla-Gao	50	-	-	10	-	-





## TV GUIDE

Channels	
1	Hotel TV
2	Vana Nava
3	BBC World News
4	TV 5 Monde
5	Deutsche Welle
6	CCTV 4
7	CCTV NEWS
8	AL Jazeera
9	Bloomberg
10	Fox Movies
11	True film
12	Fox Family Movies
13	Sun TV HD
14	True Sport HD
15	Fox Sport HD
16	Fox Sport 2
17	Fox Sport 3
18	National Geographic
19	Animal Planet

Channels	
20	Discovery Channel
21	Nickelodeon
22	Cartoon club
23	Thai CH3
24	Thai CH5
25	Thai CH7
26	Thai MCOT
27	Thai PBS
28	Thai NBT
29	Thai Workpoint
30	Thai One 31
31	Thai CH8
32	Thai GMM25
33	Thai mono 29
34	Thai pptv
35	Thai Thairath tv
36	Thai Amarin TV
37	True Music



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## HEALTH & SAFETY

### IHG WAY OF CLEAN

We're already cautious when it comes to hygiene across the hotel, but in times like these, we are ensuring all staff follow these official guidelines with the support of our Hygiene Manager to ensure that all staff are educated and up-to-date on the latest information regarding Covid-19 and correct sanitization measures with specially curated training sessions:

- Regular hand washing throughout the day for at least 20 seconds at a time
- Mandatory staff temperature checks prior to starting daily shift
- Mandatory completion of Staff Health Declaration form for all staff
- Easy access to hand sanitizer provided throughout the hotel for all staff and guests

Caring for others is what we do. Across our hotel, we are implementing the following guidelines and measures to prevent the spread so that during your stay you can relax, recharge and have fun.



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## HEALTH & SAFETY

### Safety procedures

Your safety is our utmost concern. We have installed a comprehensive fire protection system and our staff have also been trained. However, your understanding of the hotel's safety procedures is very important. Please read on...

#### **What if... you've just arrived?**

Study the fire escape plan (fixed to your room entrance door) upon checking into your room. Locate the emergency exits.

Count the doors between the fire exit and your room - this will help you in case it becomes dark and smoky. Find the alarm call points and extinguisher. Familiarize yourself with the location of the nearest fire alarm call point and know where the extinguishers and fire hose reels are located.

#### **You find a fire?**

Sound the nearest fire alarm upon detecting fire or smoke, break the glass of the nearest fire alarm or call the telephone operator.

#### **What if... you hear the fire alarm?**

If the fire alarm sounds, evacuate.

- Leave the room immediately via the nearest exit staircase.
- DO NOT use the elevators. DO NOT attempt to pack belongings
- Time is precious. Save your life first.
- Take your room key with you. You may need to go back to your room if your exit is blocked.
- Stay calm. Panic will not help.



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## HEALTH & SAFETY

### Remember

#### Prevent fire

- If you are a smoker, be sure to completely extinguish your cigarette.
- Do not smoke on the bed, especially when you are tired and sleepy.
- Do not throw your cigarette stubs in the waste - paper basket.
- Do not hang wet clothes on lamp shades.
- Be sure to turn off all electrical appliances upon leaving your room. e.g., electric shaver, travelling iron, etc.

***(Reminder: Smoking is not permitted in your room. Please use designated smoking areas)***

### In the event of fire

#### If you are inside the hotel

- Remain calm. Do not panic.
- Feel your door and if it emits heat, DO NOT OPEN. (Refer to the next section titled: "If you cannot leave your room")
- Take your room key.
- Place a wet cloth over your nose and mouth.
- Crawl beneath the smoke and stay close to the walls.

#### DO NOT USE ELEVATORS.

If your exit is blocked, return to your room. It is the safest place for you to be. Phone for help: dial '0' to reach our Resort Call Centre.



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## HEALTH & SAFETY

### In the event of fire

#### **If you cannot leave your room**

- Remain calm. Phone for help: dial '0' and explain to the Operator that you are staying in your room. Stay there; it is the safest place for you to be.
- Turn off the air conditioning unit.
- Fill the bathtub with cold water.
- Stuff wet towels completely around the door seal and over the air vents.
- Remove all curtains from the windows.
- Do not open the window if smoke is rising from lower floors.
- Stay low if there is smoke in the room.
- Place a wet cloth over your nose and mouth.
- If smoke enters your room, create a tent over your head with a wet blanket.
- If the door and walls are hot, bail water on them using the bathroom waste bin. Wave or hang a white cloth from your window to attract attention.
- Should it be necessary to evacuate the hotel, our personnel will direct you to a safe gathering point.
- Please remain in the specified area so that emergency personnel can account for all registered guests.



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## HEALTH & SAFETY

### In case of earthquake

#### **If you are inside the hotel**

- Remain calm. The rolling and roaring may be frightening but the sensations won't hurt you.
- Stand in a doorway or get under a table or desk.
- Brace yourself in a corner but stay away from all windows, sliding glass doors and mirrors.
- Move to an inner wall or corridor.
- Watch for falling objects.
- Stay away from tall shelves, cabinets and anything that might fall on you.
- Grab anything handy to shield your head and face from falling debris and glass.
- Do not rush outside. Stay on the same floor you are on.
- DO NOT USE ELEVATORS as the power may go off and leave you trapped.
- The greatest danger from falling debris is outside doorways and close to outside walls.

#### **If you are outside the hotel**

Move away from the building, power poles and lamp posts. If possible, proceed cautiously to a safe area.

#### **General safety rules after an earthquake**

- Remain calm. Do not panic.
- Do not light matches, cigarettes or turn on electrical switches.
- In all areas near broken glass or debris, protect your hands, head and feet with cloth or fabric.
- Fill your bathtub and sink with water. Wait for further instructions from the hotel Emergency Response Team.



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## HEALTH & SAFETY

### POOL SAFETY

Please be advised that in order to guarantee a safe environment for all guests at the pool, there is a maximum capacity level which may not be exceeded under the physical distancing. Therefore, our pool area will not be accessible while the maximum capacity is reached. We recommend you check the pool occupancy levels with our Resort Call Centre by dialing extension '0' before heading up.

Furthermore, in consideration of other guests, we request that you refrain from reserving sun loungers at the pool with towels or belongings if you do not intend on using them. Our Pool Attendants will carefully remove any belongings from sunbeds which have not been used for more than 1 hour and will store them at our Pool Bar for collection.

Creating a relaxing yet safe pool environment for every guest is of the utmost importance to us and we appreciate your understanding in regard to these hotel policies.



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