

A

AIRLINE/RESERVATION & INFORMATION

For Airlines reservation, information and flight reconfirmation.

Please dial “ 0” Operator.

AIRPORT TRANSFER

You may reserve your transportation to the airport in advance.

Please dial “ 0” Operator.

B

BABYCOTS

The Housekeeping Department will be glad to arrange baby cots for your children.

BABYSITTER

Reception will gladly make arrangements for you, just let us know when, where and if there are any preferences you would like beforehand. (48 hours in advance)

Please dial “0” Operator.

BANQUET & MEETING FACILITIES

Our Catering Team will be delighted to assist you in arranging an array of special events.

Please dial “0” Operator.

C

CAR RENTAL

Please dial “0” Operator.

CENTARA HOTELS & RESORTS

Accommodation and reservations for Centara Hotels & Resorts can be made through our Reservation Department. Please let us know your sister hotels preferred destination and lets us do the rest.

Please dial “0” Operator.

CHECK-OUT TIME

Check-out time is 12.00 noon. If you have an afternoon or evening flight we would be pleased to make arrangements for temporary storage of your luggage. Changing/Showering facilities can be arranged upon request. Alternatively, please ask our Front Desk Staff about extending your check-out time, for a charge which will be subject to availability.

CHEQUE

Please be advised that we are unable to cash personal cheques at the Resort.

CHILDREN'S ACTIVITIES

Children of all ages are welcome to participate in a variety of outdoor sports and activities. A program of events is posted daily. Please dial "0" Operator.

CREDIT CARDS

International: Visa, Master Card, American Express, Diners Club.
Domestic : Bangkok Bank, Central Card and others.

D

DRINKING WATER

We do not recommend tap water for drinking. Please use the complimentary water provide in your guestroom.

DRY CLEANING

Please call Housekeeping for Dry Cleaning Service. All garments received before 11.00 hrs. will be returned on the next day. Garments received after 11.00 hrs. will be returned the day after next.

Please dial "0" Operator.

E

ELECTRICITY

Power point of 220V + G are provided in all guest rooms. Please do not use the electric razor socket in the bathroom for other electrical appliances.

EMAIL

Please contact "0" Operator or "414" Front Desk. Email is available and there are wireless access points available in the public area.

EMERGENCY

In case of emergency, please call "0" or "414". Please refer to our Safety & Security section.

ENERGY CONSERVATION

Please help the hotel conserve energy by switching off any unnecessary lights and electrical appliances upon leaving your room.

F**FACSIMILE SERVICE**

Facsimile forms are provided in the stationary folder in your room. Please deliver your fax message to the Front Desk or call for collection.

Please dial "0" Operator.

FIRE SAFETY

Multilingual fire evacuation procedures and information is available in this directory.

FLORIST

A selection of Floral arrangements are available from our Housekeeping Department.

Please dial "0" or "425"

FOREIGN CURRENCY EXCHANGE

Available through the Front Desk. Please present your passport when cashing traveler's cheques. Reconversion of unspent Thai Baht into foreign currency can only be done at the airport upon presentation of an official Foreign Exchange Receipt.

G**GOLF**

There is one 18-hole Golf course in Chanthaburi Province (175 kms away from the resort) called Soi Dao Highland Golf Course.

Please dial "0" Operator or "414" Front Desk for bookings and transportation.

H

HOUSEKEEPING

For the little things to make your stay more comfortable.

Please dial "0" Operator or "425"

I

IN-ROOM DINING

For your private dining pleasure, please dial "3"

INTERNET

Please dial "0" Operator or "414" Reception.

L

LAUNDRY & VALET SERVICE

Please call Housekeeping for Dry Cleaning Service. All garments received before 11.00 hrs. will be returned on the next day. Garments received after 11.00 hrs. will be returned the day after next.

Please dial "0" Operator or "414" Front Desk.

LIBRARY

A selection of multilingual books and magazines are available in our Library close to Spa Cenvaree.

Please dial "0" Operator.

LOST & FOUND

Lost something ? Found something?

Please dial "0" Operator.

LUGGAGE

For handling and storage of luggage

Please dial "0" Operator or "414" Front Desk.

M

MAIL, PARCEL SERVICE AND POSTAGE

Please dial "0" Operator

MAINTENANCE

For minor maintenance in your room.
Please dial "0" Operator.

MASSAGE & MANICURE

Please see "Spa Cenvaree"

MESSAGES

The message light on your telephone will indicate if a message has been left for you.

Please dial "0" Operator.

N

NEWSPAPERS

English language newspapers are available for reading at the Resort Lobby and Library.

P

PETS

We regret to inform you that pets are not permitted to the Resort.

PHOTOCOPYING

Please contact Front Desk at the Lobby for assistance.

POOL TOWELS

Pool towels are provided at the pool. Please do not take the bath-towels provided in your room to the pool.

R

RELIGIOUS CEREMONIES & SERVICE

Please call Front Desk for details of Public Religious Ceremonies and times of services available in Trat.

RESTAURANT & BAR

Please see this directory for restaurants and bars for your dining and entertainment pleasure or contact the Food & Beverage Department.

Please dial "0" Operator or "419" Restaurant.

S

SAFETY DEPOSIT BOXES

Please do not leave cash or valuables in your room. A personal in-room safe is located inside your wardrobe.

We are not liable for the loss of money or valuables left in the guestroom.

SECRETARIAL SERVICES

Available via the Front Desk. Personal Laptop, Dictaphone, Facsimile, Business Directories, Courier Service, Photocopying are at your disposal.

SIGHTSEEING & TOURS

Please contact the Tour Desk at the Lobby for a variety of interesting tours.

Please dial "0" Operator.

SPA CENVAREE

Our Spa Cenvaree offers a wide range of massages, body treatment, facials, manicure and pedicure. For more information please refer to the brochure in your room.

Please dial "0" Operator or 430 Spa Reception.

SPORT & LEISURE ACTIVITIES

Please contact our Pool Counter beside the Swimming Pool.

SWIMMING POOL

The swimming pool is located near the beach and is open from 06.00 to 21.00 hrs. Towels are available from the Pool Attendant.

T

TOUR DESK

Information and reservations for Sports & Leisure activities, games and "Fun in the Sun" is located at the Lobby.

Please dial "0" Operator.

TELEPHONE

Please refer to the "International Direct Dialing" instructions in this Directory.

TELEVISION

Please refer to the TV channel guide in this directory.
If you require any assistance, please dial "0" Operator.

TRANSPORTATION

For transportation to the airport, Trat Town, or other points of interest, please contact "0" Operator or "414" Front Desk.

V

VISITORS

Please advise all visitors to contact the Front Desk prior to entering the guest rooms. In the interest of the security, guests not registered in the hotel are not permitted in guestrooms after 21.00 hrs.

W

WAKE-UP CALL

Please call the Operator to place your wake-up call.
Please dial "0" Operator.

WATER

Please help us SAVE WATER and conserve. Kindly do not leave water running. Please do not overflow bathtub. Help us further by re-using your towels and place them back on the rack. Those towels you wish to be replaced, please place inside the bathtub.

Your kindly cooperation will assist in conserving our precious water.
Thank you.

WEDDING PACKAGE

For details of the Wedding and traditional Thai & Western Wedding Packages your dedicated Food & Beverage Manager will be delighted to make all the special arrangements your desire.

Please dial "0" Operator.

Useful information

- Trat Province is located 315 kms. From Bangkok along Highway No.3 via Chonburi, Klaeng (Rayong) and Chanthaburi. Trat borders the province of Chantaburi on the west and Cambodia on the North and East. To the south is the Gulf of Thailand. The East is separated from Cambodia by the Buntud Mountain Range. The Weru River separates the west of Trat from Chantaburi. With 52 large and small offshore islands, long white sandy beaches and unspoiled coral reefs, Trat offers delightful scenery and a tranquil hideout for nature-lovers. The province also serves as a major fruit-growing and fishing area
- The city of Trat is a starting point for Koh Chang island group or forays into outlying gem and Cambodian markets. Those enthralled by shopping will be delighted as Trat has more markets for its size than almost any other town in Thailand due to Cambodian coastal trade. With an area of 2,819 square kilometers, the province is administratively divided into the districts of Meuang, Khao Saming, Laem Ngop, Khlong Yai and Bo Rai, and the sub-districts of Koh Chang and Koh Kut.
- Local Surroundings
 - **Ampher Muang** (Provincial or Town District) is where the central administration office sits. It is the capital of the province. Here is where most transactions take place
 - **Khlong Yai** . Along Highway No. 318 (Trat-Khlong Yai) are several white clean beaches including Hat Ban Chuen at Km. 59 of Highway No. 318
 - **Ban Hat Lek** is the furthest border village in Trat. It is on highway No. 318 within Khlong Yai district about 16 kilometres from the district town, or 89 kilometres from the provincial capital. After the conflict ended in Cambodia, it has become a channel for Thai-Cambodia trading.
 - **Ao Tan Khu** is a bay with a fine sandy beach popular with local people during holidays. It is 4 kilometres off Highway No. 3156 (Ban Saen Tung - Laem Ngop).
 - **Koh Chang Yutthanawi** Memorial at Laem Ngop commemorates the Franco-Thai naval engagement on January 17, 1941. There is also the Statue of Prince Chumphon father of the Thai navy and a warship shaped museum displaying old equipment and armament of the fleet with exhibits on the Koh Chang naval battle.
 - **Koh Chang Islands National Park** covers the Chang island and other smaller isles within Trat territorial waters. All these sites are lovely and pleasant and some are coral habitats. Koh Chang the largest among the 52 islands of Trat, is also the second largest of the country after Phuket. Covering an

area of 429 square kilometres, it features fine beaches, coral ranges and plentiful marine life. It is also rich in natural resources such as hills, forests and streams, the latter an important freshwater source. They also create several beautiful waterfalls. Fruit orchards dot the island.

- **Koh Mak** is located to the south of Koh Chang, and is about 60 kms. from the mainland. About 20 kms. north of Koh Mak is Koh Kood. Chinese immigrants to Thailand were the first people to originally settle on the island, about 100 years ago. Koh Mak is the third largest island in the seas of Trat, and covers an area of approximately 16 km². It is about 10 km. long and 5 km. wide and has a 27 km. coastline. About 80% of the island is flat, with occasional coconut and rubber plantations. Although the island has a local community, it still retains much of its natural environment. Most of the area supports forests and coconut plantations, though with little development. It is a tranquil island suitable for relaxation, quite different from Koh Chang. At present, there are approximately 15 resorts on the island.

- **Climate**

Thailand has a tropical climate with three seasons

- From May to October the southwest monsoon blows. During this period the west coast can be wet and stormy.
- From November to early May the weather is very safe because there are less rain and strong winds.
- April is the hottest month, as with most parts of Thailand when the temperature hits an average high of 32.9 c but can reach as high as 38 c. Towards the end of May till October is the wet season, when you can expect more rain, although not all the time.

Temperature change is rather minor between the seasons.

Temperatures : Average monthly temperatures

Months	C
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Jan	21
Feb	27
Mar	30
Apr	33-38
May	33
Jun	31
Jul	31
Aug	31
Sep	30
Oct	30
Nov	27
Dec	27

- Dress Code in the Restaurants

In some of our restaurants & bars a minimum dress code is recommended particularly during dinner times. If you are unsure, please call our call centre by dialing "0" for clarification.

- **IN ROOM ENTERTAINMENT GUIDE**

We have selected a wide variety of International TV channels for your viewing pleasure.

CHANNEL	PROGRAMME
1	Thai Channel 3
2	Thai Channel 5
3	Thai Channel 7
4	Thai Channel 9
5	TGN (Thai Global.com)
6	Cartoon Network
7	Hallmark
8	Discovery
9	True Sports 1
10	True Sports 2
11	National Geographic
12	Star Movies
13	AXN
14	BBC world

TELEPHONE SERVICES

RESORT

Telephone Number	66 39 521561-70
Fax Number	66 39 521563
Email Address	cct@chr.co.th
For Room to Room	Dial (2) + (Room Number)
For local calls	Dial (9) + (039) + (the number)
For IDD Calls	Dial (9) + (001) + (Country Code) + (Area Code) + (the number)
Internet Connection	Dial (9) + (001) + (Country Code) + (Area Code) + (the number)

EMERGENCY NUMBERS

Police Emergency	191
Overseas Operator Assistance	100
Directory Assistance	1133
Tourism Authority of Thailand	1672
Tourist Police	1155
Highway Police	1699

Hospital

Trat Hospital	039-511040-1
Bangkok Trat Hospital	039-522555
Klong Yai Hospital	039-581116
Laem Ngop Hospital	039-597040
Laem Ngop Immigration Office	039-597261
Bus Station	039-511986/039-511062 039-511587/039-511481
Bangkok Airways	039-525777-83 or 1771

TELEPHONE CHARGES

The price for a local call is ten (10) baht per call.

The telephone charges are according to the call area plus 100 % surcharge and 7% VAT.

We use computerized timing for each call, therefore, please secure the hand set firmly after use.

Telephone Charges

We use computerized timing for each call, therefore, please secure the handset firmly after use. Please note that there is a minimum charge of one minute for each call.

Country	Code	Charge per minute	Time Differential Approx. Hours
Australia	61	100	+1 to +3
Austria	43	120	-6
Canada	1	100	-12 to -15
China	86	75	+1
Denmark	45	120	-6
France	33	120	-6
Germany	49	120	-6
Hong Kong	852	75	+1
Italy	39	120	-6
Japan	81	75	+2
Korea	82	75	+2
Malaysia	60	75	Same as Thailand
Netherlands	31	120	-6
New Zealand	64	100	+5
Norway	47	120	-6
Singapore	65	75	+1
Spain	34	120	-6
S'Africa	27	125	-5
Sweden	46	120	-6
Switzerland	41	120	-6
Taiwan	886	75	+1
United Kingdom	44	120	-7
USA	1	100	-10.30 to -16

INSTRUCTION IN CASE OF FIRE EMERGENCY

In the event of an emergency, please contact the emergency hotline extension 0.

EMERGENCY PROCEDURES

Please familiarize yourself with the following emergency procedures:

PREPARE

Locate the exits in your room. Fire extinguishers are located near to the entrance of your room. Please familiarize yourself with these locations.

SURVIVE

If you unable to leave your room.

Report the emergency immediately by dialing extension 0. Stay in the middle of the room, keep a wet cloth over your nose and mouth. Place wet towels and sheets around the doors.

Stay calm, remember we know where you are and help is on the way.

ACT

If you should discover a fire in your room.

Report the emergency immediately by dialing extension 0

Leave your room, taking your key with you. Close the door upon leaving. Proceed to the Resort Lobby.

DO NOT RUN
