

TELEPHONE CALLING GUIDE

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Domestic Call	9 + Area Code + Number
International Call	9 + 001 + Country Code + Area Code + Number
Operator, Wake-up Call	0

INTERNATIONAL DIRECT DIALLING

- 1) Your telephone is equipped with International Direct Dialling (IDD) function. This facility enables you to make overseas calls without operator's assistance.
- 2) To connect an overseas call, please dial in sequence:
 - 9 (For access) then, please wait for the dial tone before proceeding.
 - 001 (International Code)
 - Country Code
 - Area Code (if any)
 - Telephone Number
 - Allow 45 seconds for ring

For example:

If you wish to call New York at telephone number 1234 5678, please dial:

Access	International Code	Country Code	Area Code	Telephone Number
9	001	1	212	1234 5678

- 3) Please have the full telephone number sequence ready before making your call.
- 4) For calls within Thailand, dial "9" for access and follow by the appropriate City Code (include prefix "0") and then, the telephone number you wish to dial.

For example:

If you wish to call Chiang Mai (City Code 053) at telephone number 123 456, please dial:

Access	City Code	Telephone Number
9	053	123 456

- 5) A service charge of Bath 100 plus applicable VAT to all reverse calls, collect calls, toll free calls, credit card calls and person-to-person calls.

- 6) Please replace the handset firmly when the call is completed and lift the same again to ensure there is a dial tone.
- 7) The management accepts no responsibility for bad connections and will not refund or discount charges incurred by the residents.
- 8) If you require any assistance, please touch “0” for the Operator.

INTERNATIONAL DIRECT DIALING (IDD)

	Country	Code	Country	Code
Africa	Algeria	213	Tanzania	255
	Kenya	254	Uganda	256
	Libya	218	Zambia	260
	Morocco	212	Zimbabwe	263
	South Africa	27		
Asia	Brunei	673	Malaysia	007-60
	Cyprus	357	Maldives	960
	China (PRC)	86	Mongolia	976
	Hong Kong	852	Myanmar	95
	India	91	Nepal	977
	Indonesia	62	Pakistan	92
	Japan	81	Philippines	63
	Korea (ROK)	82	Singapore	65
	Laos	007-856	Srilanka	94
	Macau	853	Taiwan	886
Australia	Australia	61	New Zealand	64
Europe	Austria	75	Netherlands	31
	Belgium	32	Norway	47
	Bulgaria	359	Poland	48
	Czechoslovakia	42	Portugal	351
	Denmark	45	Romania	40
	Finland	358	Spain	34
	France	33	Sweden	46
	Germany	49	Switzerland	41
	Gibraltar	350	Turkey	90
	Greece	30	United Kingdom	44
	Hungary	36	USSR	7
	Ireland	353	Yugoslavia	38
	Italy	39		
Pacific Ocean	Fiji	679	Papua New Guinea	675
	Guam	671		
Middle East	Bahrain	973	Oman	968
	Iran	98	Qatar	974
	Iraq	964	Saudi Arabia	966
	Israel	972	Syria	963
	Jordan	962	Yemen (Arab Republic)	967
	Kuwait	965		
	Lebanon	961		
North, Central & South American	Argentina	54	Mexico	52
	Brazil	55	United States	1
	Canada	1	Venezuela	58

***For more information, kindly call our telephone operator at extension 0*

CITY CODE FOR DOMESTIC CALLS

Bangkok	02
Petchaburi	032
Ratchaburi	032
Prachubkirikhan	032
Nakhonpratom	034
Samutsongkharm	034
Khanchanaburi	034
Ayuthaya	035
Suphanburi	035
Angthong	035
Saraburi	036
Lopburi	036
Singburi	036
Prajeenburi	037
Nakhonnayok	037
Chonburi	038
Rayong	038
Chachoengsao	038
Chantaburi	039
Trad	039
Udontahni	042
Nangkai	042
Nakhonphanom	042
Mukdahan	042
Sakolnakhon	042
Loei	042
Khonkaen	043

Maharakham	043
Roiet	043
Kalasin	043
Nakhonratchasima	044
Chaiyaphum	044
Burirum	044
Surin	044
Yasothon	045
Sisaket	045
Ubonratchatani	045
Chiengmai	053
Lumphun	053
Maehongsorn	053
Chiengrai	053
Lampang	054
Phrae	054
Nan	054
Phayao	054
Phitsanulok	055
Uttraradit	055
Sukhothai	055
Kamphaengphet	055
Tak	055
Nakhonsawan	056
Uthaithani	056
Chainat	056
Phetchaboon	056
Phichit	056

Yala	073
Phatani	073
Narathivat	073
Songkhla	074
Satun	074
Phatthalung	074
Nakhonsrithammarat	075
Trang	075
Khabi	075
Phuket	076
Phangnga	076
Suratthani	077
Ranong	077
Chumphon	077

EMBASSIES & FOREIGN DIPLOMATIC LIAISON OFFICES

Argentina	(02) 259 0401; (02) 259 9198
Armenia	(02) 661 8477
Australia	(02) 287 2680
Austria	(02) 287 3970-2
Bangladesh	(02) 392 9437-8
Belgium	(02) 679 5460; (02) 679 5454
Bhutan	(02) 267 1722; (02) 630 1192
Brazil	(02) 679 8567
Brunei Darussalam	(02) 204 1476-9
Bulgaria	(02) 391 6180-1
Cambodia	(02) 254 6630; (02) 253 7967
Canada	(02) 636 0540
Chile	(02) 260 3870-2
China	(02) 245 7043-4
Croatia	(02) 238 5112
Cuba Consulate	(02) 391 9673
Czech	(02) 255 3027; (02) 255 5060
Cyprus	(02) 661 2319-22
Denmark	(02) 213 2021-5
Dominican Republic	(02) 522 0675; (02) 521 3445
Ecuador	(02) 295 1991 Ext.343
Egypt	(02) 262 0236; (02) 661 7184
Estonia	(02) 690 3779
Ethiopia	(02) 583 3993
European Union	(02) 255 9100
Finland	(02) 256 9306-9
France	(02) 266 8250-6

Germany	(02) 287 9000
Greece	(02) 679 1462-4
Honduras	(02) 231 0567 Ext.110
Hungary	(02) 661 1150-2
Iceland	(02) 638 0303
India	(02) 258 0300-6
Indonesia	(02) 252 3135-9
Iran	(02) 259 0611; (02) 258 9322
Iraq	(02) 278 5335-7
Ireland	(02) 361 9111
Israel	(02) 204 9200
Italy	(02) 285 4090-3
Japan	(02) 259 0444; (02) 259 0725
Jordan	(02) 391 7142
Kazakhstan	(02) 630 1800; (02) 630 1811
Korea (North)	(02) 319 2686-7
Korea (South)	(02) 247 7537-41
Kuwait	(02) 636 7451-5
Laos	(02) 539 6667; (02) 539 6679
Latvia	(02) 266 5931
Liberia	(02) 290 0125 Ext.7135
Luxembourg	(02) 260 4838-40
Malaysia	(02) 679 2190-9
Mali	(02) 254 1490-7
Malta Consulate	(02) 235 9423-4
Mexico	(02) 285 0995
Monaco	(02) 662 3023-6
Mongolia	(02) 278 5792-3

Morocco	(02) 653 2444-6
Myanmar	(02) 234 4789; (02) 233 2237
Nepal	(02) 391 7240; (02) 390 2280
Netherlands	(02) 254 7701-5
New Zealand	(02) 254 2530
Nicaragua	(02) 262 0975
Nigeria	(02) 391 5197; (02) 712 0811-3
Norway	(02) 261 0230-5
Oman	(02) 639 9380-2
Pakistan	(02) 253 0288-9
Panama	(02) 237 9008-9
Peru	(02) 260 6245
Philippines	(02) 259 0139-40
Poland	(02) 251 8891-3
Portugal	(02) 234 2123
Romania	(02) 279 7902
Russia	(02) 268 1169
Saudi Arabia	(02) 639 2999
Singapore	(02) 286 2111; (02) 286 1434
Slovak	(02) 285 0220
Slovenia	(02) 234 2481; (02) 237 8485-6
Solomon Islands	(02) 361 9113-5
South Africa	(02) 253 8473-6
Spain	(02) 252 6112; (02) 252 8368
Sri Lanka	(02) 261 1934-5
Sweden	(02) 263 7200
Switzerland	(02) 253 0156-60
Syria	(02) 251 4517; (02) 255 9271-2

Taiwan (Far East Trade Office)	(02) 670 0200-1
Tanzania	(02) 939 9115-8
Tunisia	(02) 692 5071-2
Turkey	(02) 274 7262-3
United Arab Emirates	(02) 639 9820-2
United Kingdom	(02) 305 8333
United Nation	(02) 288 1234
United States of America	(02) 205 4000
Uruguay	(02) 225 3718-9
Uzbekistan	(02) 712 8883
Vatican City	(02) 212 5853-4
Vietnam	(02) 251 7202; (02) 251 5836-8
Yugoslavia	(02) 391 9091

EMERGENCY SERVICES NUMBERS

Hospitals

Ambulance – Samitiwet Hospital (02) 382 2000

Bumrungrad Hospital (02) 667 1000

Tourist

Tourist Assistance Centre (02) 282 8129; (02) 281 5051

Police

Tourist Police 155; (02) 281 5051

Lumpinee Police Station (02) 252 2280-1; (02) 252 6905

Crime Suppression Division 195; (02) 513 3844

Metropolitan Mobile Police 191; 123; (02) 247 7087-88

Fire

Fire Brigade (Sukhumvit 22) 199; (02) 258 2093; (02) 258 2094

SERVICES AND GENERAL INFORMATION

Adapter & Multi-plug

Touch 3

Adaptors and multi-plugs are available from Housekeeping.

Air-conditioning

The air-conditioning in your suite is linked to a central cooling system. Air circulation in your suite is regulated by individual controls located on your bedside control panel.

Airline Arrangements

Touch 2

Please contact the Guest Services Manager for flight schedules, booking of air tickets, re-confirmation of air tickets, etc.

Airport Transfers

Touch 2

Please contact the Guest Services Manager to arrange for limousines and taxis.

Bellmen

Dial 7718

Please contact the Guest Services Manager should you require help to check out your luggage or for storage of luggage.

Boardroom*Touch 4*

The Boardroom sits 14 and is fully equipped with audio-visual equipment including 42" plasma TV and projection screen. Booking of Boardroom can be made at the Business Centre

Location: Lobby level

Business Centre*Touch 4*

Full secretarial services and booking of meeting room are available.

Location: Lobby level

Opening Hours: Daily from 7.00am to 10.00 pm. For services outside these hours, please contact the Guest Services Manager (*Touch 2*).

Car & Limousine Rental*Dial 7718*

Please contact the Bell Captain for rental of limousines and cars.

Carpark

A private carparking facility is available at the rear of the property along Sukhumvit Soi 13.

Cashier*Touch 1*

Cashier is located at the Reception Desk and offers foreign currency exchange and traveler's cheque cashing.

Check-out Time*Touch 1*

The normal check-out time is 12 noon.

Please contact the Reception Desk if you wish to extend your check-out time. Subject to availability of suites, the check-out time may be extended to 6.00pm at half the suite rate. Alternatively, the bellmen would be happy to store your luggage for you.

Courier*Touch 4*

Please contact the Business Centre for assistance.

Credit Cards*Touch 1*

Please contact the Reception Desk for assistance. Personal cheques are not accepted unless approved by the General Manager.

Delivery Arrangements*Dial 7718*

Please contact the Bell Captain for assistance on delivery of packages either locally or overseas.

Do Not Disturb

Touch 0

For privacy, please press the “Do Not Disturb” button on the bedside control panel.

To stop all calls to your suite, please contact the Operator. Please note that the message light on your telephone will light up and stay lighted until normal service is reinstated at your request.

Doctor / Dentist

Touch 1

Please contact the Reception Desk for assistance.

Dress Code

Residents and guests are requested to be properly attired when in the public areas.

Electricity

All power outlets provide 220 volts with the exception of a 110/220 volt shaver outlet in the bathroom.

Emergency

Touch 0

Please notify the Operator.

Every suite has a smoke detector. Please study the fire escape plan that is affixed to the main door of your suite. In case of fire, please do not use the elevators.

For detailed advice, please refer to Section “ Fire Safety “

Entertainment System

For your personal viewing and listening pleasure, a state-of-the-art entertainment system is provided, complete with 42” plasma TV, DVD / VCD / CD and VCP player.

Executive Office

The General Manager’s office is located near the Reception Desk on the lobby level.

Guest Services <i>Touch 2</i>	Please contact the Guest Services Manager for assistance with airport transfers, car rentals, restaurant reservations, and travel arrangements, delivery of mail and parcels, and general information. Location: Near the Reception Desk
Hairdryer	A hairdryer is located in the bathroom.
Hot Water Kettle	A hot water kettle is located in the pantry.
Housekeeping Services <i>Touch 3</i>	Please contact Housekeeping if you require extra pillows, blankets, foldaway bed, steam iron and ironing board, etc.
Facsimile <i>Touch 1 or 4</i>	Please contact the Reception Desk (<i>Touch 1</i>) or Business Centre (<i>Touch 4</i>) for assistance.
International Direct Dialing	Please refer to Section “International Direct Dialing” or contact the Operator (<i>Touch 0</i>) for assistance.
Laundry Services <i>Touch 3</i>	Laundry received before 0900 am will be returned the same day between 0700 pm and 0830 pm. Express service (six hours) is also available. Dry Cleaning, laundry forms and bags are located in the wardrobe.
Lock	For added security, please double-lock your room door and secure the security chain upon retiring.
Lost & Found <i>Touch 3</i>	If you have misplaced a personal item, please contact Housekeeping.
Mail & Parcels <i>Dial 7718</i>	Please contact the Bell Captain for assistance.
Messages	When the message light on the telephone lights up, please touch “0” to retrieve the message or contact the Operator for assistance.
Pets	We regret that pets are not allowed in the property.
Restaurant & Bar	For room service or restaurant reservations, please touch

5.

For room service, please refer to Section “Room Service” for the room service menu.

Dining Room

All-day dining

Location: Mezzanine level

Opening Hours: Daily from 6.30am to 11.30pm

Lounge

Location: Lobby level

Opening Hours: Daily from 11.00am to 11.00pm

Safety Deposit Box

A personal electronic safe is located in the wardrobe.

Please ensure that your valuables are stored in the safe.

Storage of Luggage

Please contact the Bell Captain for storage of luggage.

Dial 7718

Swimming Pool

Changing and locker facilities are available at the pool. As pool towels are provided at the pool, residents and guests are requested not to use the towels in the suites.

Location: Mezzanine level

TV & Movies

Round-the-clock programs are available for your viewing pleasure. A program schedule is located by your TV. Also, please refer to Section “TV & Movies Channels” in this directory.

Tipping

An applicable value added tax (VAT) and a 10% service charge is added to your account. Additional tipping is not required unless you wish to show your appreciation to the staff.

Visitors

Visitors to the rooms are allowed only with the authorization of residents. Please note that police regulations require that all visitors register at the Reception Desk should they wish to stay overnight. Visitors may be required to sign a declaration form along with a copy of I.D. card or passport.

Wake-up Call

You may set your own wake-up alarm by programming the bedside control panel.

If you require further assistance, please contact the Operator (*Touch 0*).

TV & MOVIE CHANNELS

<u>Channel</u>	<u>Selection</u>
AV1	DVD / VCD / CD / VCP
1	Channel 3 (THAI)
2	Channel 5 THAI)
3	Channel 7 (THAI)
4	ITV
5	HBO
6	Star Movies
7	Super Sport Gold
8	Super Sport
9	ESPN
10	Star Sport
11	UBC Series
12	Discovery
13	MTV
14	CNN
15	BBC
16	CNBC
17	NHK
18	Deutsche Welle TV (German)
19	Dubai Business Channel
20	CCTV
21	TV 5 (French)
22	ABC TV1 (Australian)
23	RAI International
24	Dubai Sport Channel
25	Channel 9 (THAI)
26	Channel 11 (THAI)
27	NHK (C-Band)
28	Dubai Business Channel

RULES & REGULATIONS

Kindly review the following guidelines that are prepared to ensure the safety of guests and staff, and to upkeep the property for your enjoyment.

Your Room

- Only registered guests are allowed to occupy the rooms.
- Gambling and other illegal activities are not permitted in the rooms or any part of the property.
- Pets are not allowed inside the building premises.
- Windows should be kept closed and locked.
- Please place all garbage in garbage bags and disposed them in proper receptacles provided in your room. No litter or other articles shall be discarded from windows of the suite or kept along the corridor.
- No alteration, material or otherwise, is permitted in the room nor holes drilled on the walls, ceilings, or any part of your room.
- No object may be erected or projected outside from the windows or balconies nor clothes be hung outside the windows or balconies. Washed clothes can be hung on the clothesline provided .
- No air-conditioning or other electrical systems or apparatus shall be installed in the room without prior written approval from the management.
- Dangerous or explosive substances shall not be kept inside the room or any part of the property.
- Locks on the doors or other parts of the room shall not be changed.
- Please inform the management immediately regarding any damage or malfunctioning of any part of the facilities within your room. A Maintenance Order is kept in your stationary folder, which upon completion may be handed over to the Reception Desk.
- Please keep your valuables in the personal safety deposit box provided in your wardrobe. However, the management shall not be liable, criminally or otherwise, for any loss from the safe or the room.

- Your room will be serviced by the housekeeping staff regularly. Additional servicing is available at nominal charges. Please contact the Reception Desk (*Touch 1*) or Housekeeping (*Touch 3*).
- Please respect the privacy of other guests by refraining from playing loud music and by limiting the noise level at all times. The management reserves the right to take necessary steps to curb any disturbance.

Fire Safety

- Please do not smoke in bed.
- Cigarettes must be properly extinguished and only in ashtrays.
- Please study carefully the fire exit plan affixed behind the main door.
- Please observe the fire safety rules at all times.
- In case of fire, please proceed to the nearest fire staircase or exit. Contact the Operator (*Touch 0*) immediately.
- Fire practice drills are held regularly for residents, guests and staff.

Swimming Pool

Registered Guests are allowed complimentary use of the swimming pool

- Please note that there are no lifeguards on duty at the swimming pool and guests are solely responsible for their own safety. All young children must be accompanied by adults.
- Pool towels are provided at the pool. Please do not bring or use the towels provided in the rooms when you enjoy the pool facilities. Please return the towels after use.

Security

- Visitors or non-registered guests are not allowed to the rooms after 10.00pm unless authorized by the guests by way of signing the Visitor's Declaration Form at the Reception Desk along with a copy of ID card/Passport.
- The management reserves the right to turn away individuals who are creating a nuisance or posing a threat to the safety of guests and staff.

Decorum

- Guests must be properly attired at all times when in the public areas or when using the pool facilities.
- To ensure a peaceful ambience for the enjoyment of fellow guests, please refrain from loud conversations or playing loud music.

Damages

- Please exercise care when you use the amenities and facilities provided for your enjoyment in your room and in the public areas. The management reserves the right to charge guests for any damages and/or loss of property in the rooms and in the property.

SAFETY & SECURITY

Phi Phi is an exciting place and the Thai people are well known for their hospitality. Whether you are here on business or leisure, we are confident that you will leave Bangkok with happy memories and wonderful buys.

However, as in all islands, you need to be mindful of your personal safety and belongings. Here is some useful advice to ensure that your stay is a pleasant one.

Personal Health

If you have a medical condition, please inform the Guest Services Manager (*Touch 2*) who will then make the necessary arrangements to give you peace of mind during your stay.

Use Your Personal Safe

1. Be sure to keep valuables and large amounts of cash in the personal safe located in your wardrobe.
 - Do not write down your personal safe access code on any paper in the room.
 - After you have locked your personal safe, give the door a gentle tug to ensure that it is properly secured.
2. Whenever you leave the room, please keep your room door key safely with you or drop at the front desk.

Be Wary Of Pickpockets

3. When you need to visit crowded places, wear attire with button-down pockets to secure your wallet, purse or belongings.
4. Do not wear excessive jewellery.
5. For ladies, please remember to close your handbag as soon as you have used it. Also, avoid carrying open or wide-mouth bags or loose sling bags as they attract unwanted attention.
6. Do not leave your shopping bags or belongings lying on the floor or on top of shop counters unattended.

Purchases

7. Buy jewellery or precious stones from reputable retailers, as there are shops that pass off imitations or poor quality items as genuine items.
8. Where possible, use traveler's cheques when you are shopping, as they are more convenient and safe.
9. Avoid small businessmen who carry their merchandise around with them and offer them to you at incredibly low prices.
10. If you plan to make an important purchase, buy from reputable dealers.
11. If you arrange to have your purchases delivered to room, ask for them to be delivered to the Reception Desk and not to your room. Never give your room number to strangers.

Pubs & Bars

12. When alone, refrain from patronizing pubs and bars located in entertainment districts.
13. Do not leave your drinks unattended.
14. Do not accept offers of pills or cigarettes from strangers.

Airport

15. When leaving Bangkok, do not accept parcels or items from any one who approaches you to carry the items on his behalf.

We wish you a pleasant and memorable stay in Phi Phi the Beach.

FIRE SAFETY

To encourage our guests to develop good safety habits, the management offers you the following suggestions:

Familiarisation

1. Review the safety features of the room such as:
 - Fire escape plan that is affixed to the main door of your room
 - Key lock system
 - Security door chain
 - Bedside control panel
 - Mini fire extinguishers that is located in the pantry
 - Personal safety deposit box that is located in the wardrobe
2. Familiarise yourself with the location of your room and the nearby fire staircases.
3. Know how to get around your room and the property even when under personal adverse conditions.
4. Know how to switch off your air-conditioning system, entertainment system, etc.

Fire Marshals

5. To promote fire safety, our staffs are trained to handle emergencies. Select staffs are trained as fire marshals that will handle emergencies and organize evacuation. Please follow the instructions of fire marshals.

Fire Practice Drills

6. Involving guests, staffs and even the fire brigade, fire practice drills are conducted regularly.

Actions When A Fire Occurs

1. If there is a fire, notify the Operator immediately (*Touch 0*) and the location of fire.
2. Extinguish your lighted cigarette.

3. Switch off all electrical appliances in your room, including the air-conditioning and entertainment system, etc..
4. Should there be a fire in the corridor or outside your room, check the fire condition by lightly touching the metal doorknob. If the doorknob is hot, do not open the door, as the fire may spread into your room.
5. When you leave your room, lock the door, take your room door key and go to the nearest fire exit. When there is smoke, keep your head down, as smoke rises and leaves air below for breathing.