

## **GENERAL INFORMATION**

### **ACCOUNTS**

To avoid delay, please notify Reception when you will be ready to view your account. All major credit cards accepted (AMEX, VISA, MASTERCARD, DINERS, JCB). Personal cheques are not accepted.

### **ADAPTORS**

220 Voltage power supply is used throughout the hotel. Adaptors and electrical converters are available at our Reception.

### **AIRLINES**

Guest Relations will gladly assist with any information on air travel, reservations and confirmations.

### **ANIMALS**

All of animals are not allowed.

### **BABYSITTING**

Babysitting can be arranged given sufficient notice (6 hours notice is required). Cost of US\$ 7.00++/hour up until 10pm. The prices are subject to change without notice.

### **BANKS**

ATM's are located right in front of our resort and many are installed along the street. Full banking services are available in Phan Thiet city. Please contact Reception for further details and assistance with these services.

We can assist with most business requirements e.g. internet access, printing, photocopying and faxing. For rates, please contact Reception.

### **BICYCLE FOR RENT**

Please contact with our Reception **8900**

### **CHECK-OUT TIME**

Please check-out before 12:00 pm. Otherwise, we also have the luggage store for late departures.

### **DOCTOR OR DENTIST**

Should you require medical attention, please contact Reception for details. A Poly Clinic is located near Palmira Resort and is opened daily 24 hours.

### **EXPRESS SERVICE**

Worldwide express service can be arranged through Reception.

### **FLOWER SERVICE**

Our resort is willing to serve on any your requests. A complete list of floral arrangements with pictures and pricing is available at Reception. Please make a reservation at Reception.

## **FOOD & BEVERAGE**

The resort does not permit bring from outside. We request that you consume any of these items within the confines of the room that you are registered to.

## **FUNCTION ROOM**

We have a function room available for meeting or functions. For further information please contact Reception **8900**

## **CURRENCY EXCHANGE**

A foreign currency is exchange service into Vietnamese Dong available, for exchange rates, please contact Reception.

## **GOLF**

Golf course facilities are available at Ocean Dunes Golf Club and Sealinks Golf Country Club. Please contact reception for course fees and club hire charges.

## **GUESTS**

Please inform to Reception for your room transferring or add more person into the same room. Guests are required to notify the Reception desk in case of room change or additional person(s) in the room. Due to local regulations, only registered guests are allowed throughout the resort.

## **HOUSEKEEPING**

For extra pillow or other items for your comfort in the room, please contact Reception **8900**.

## **WI-FI**

Wi-fi is available throughout our resort, make sure you choose the nearest hotspot.

## **KEYS**

For your security and safety, please leave your key at Reception. In case you lose your key, please contact with Reception Desk immediately. Lose of keys will be charged to your room with US\$20.00/key.

## **LAUNDRY SERVICES**

We offer a same day laundry service, including Sundays and Public holidays. Full details can be located with the laundry bags provided in the wardrobe. Laundry handed in before 9:00 am will be returned by approximatery 5:00pm. Dry cleaning service is not available. Please refer to the Guest Laundry price list in your room for applicable charges for this service.

## **LOCAL INFORMATION**

Please contact Reception for any information you may require regarding local services and places that's at your interest.

## **LOST & FOUND**

Found item(s) will be stored at Housekeeping for 3 months. For information, please contact the Reception **8900**.

## **MAILING**

Mails, messages and parcels are handled by the Concierge.

## **MASSAGE**

Service and information is available at Sun Spa. Please contact massage parlor for reservation.

## **NEWSPAPERS AND MAGAZINES**

Local newspaper are available in the lobby with a selection of international front page headlines and novels.

## **NON-SMOKING ROOMS**

All rooms are non-smoking. If you require a smoking room, please contact the Housekeeping.

## **PACKING & WRAPPING**

Packing & wrapping assistance available, please contact Reception.

## **PARKING**

Complimentary parking is available at the 2 entrances of the resort. Security is on duty around the clock however cars are parked at owner's risk.

## **PICNIC**

A packed lunch is available for you to enjoy on your excursion or if required for your onwards journey. Please contact Reception for arrangements.

## **POOL TOWELS**

Pool towels are provided in your bathroom and refreshed daily when servicing your room. Any unaccounted for towels will be charge to your room account at US\$45.00/towel. Should you require any change of towel during the day, please contact our Housekeeping.

## **PRIVACY**

Should you not require your room to be services, please hang your "Do Not Disturb" sign on the outside of your room doors. If you do not wish to receive telephone calls, please notify the operator by dialing **8800**.

## **RELIGIOUS SERVICES**

If you wish to attend religious service, please contact Reception for details.

## **RESERVATIONS**

Should you wish to make a reservation for your next stop or visit, transportation pick-up... please contact Reception.

## **SAFETY BOX**

For your convenience, in-room safe are located in each guestroom's wardrobe. Safety deposit box for your values is also available at Reception. The Resort is not responsible for any loss unless articles are stored in the safety deposit box at Reception.

## **SOUVENIR SHOP**

It is located next to Reception and is opened daily. Some essentials items such as personal grooming and hygiene, camera batteries, sun lotion, cloth, hats, bags, film etc are available from the shop.

## **SPORTS & RECREATION**

Please contact Reception for arranging recreational options for tennis, squash, fitness centre, table football and golf driving range at a local resort in Mui Ne.

## **SWIMMING POOLS**

- Please take the pool towels from the wardrobe in your room when you wish to go swimming at the beach or resort swimming pool.
- Please wear swimsuit while swimming.
- Please clean your body before swimming.

*\*All children under the age of 12 must be supervised at all times by a parent or guardian either on the beach or within the resort pool area.*

## **TELEVISION**

For your in-room entertainment, the resort is equipped with international cable television. For airing times and channels, please refer to the movie channel program in your room.

## **TRANSPORTATION AND EXCURSIONS**

Reception can assist in making necessary forward travel arrangements. We can also arrange a series of daily excursions for you.

## **DRINKING WATER**

Two bottles of mineral water, tea, coffee of complimentary are provided daily in your room. Additional water maybe purchased from our hotel minibar. Do not drink tap water.

## **WAKE-UP CALLS**

Please inform our Operator **8900**.