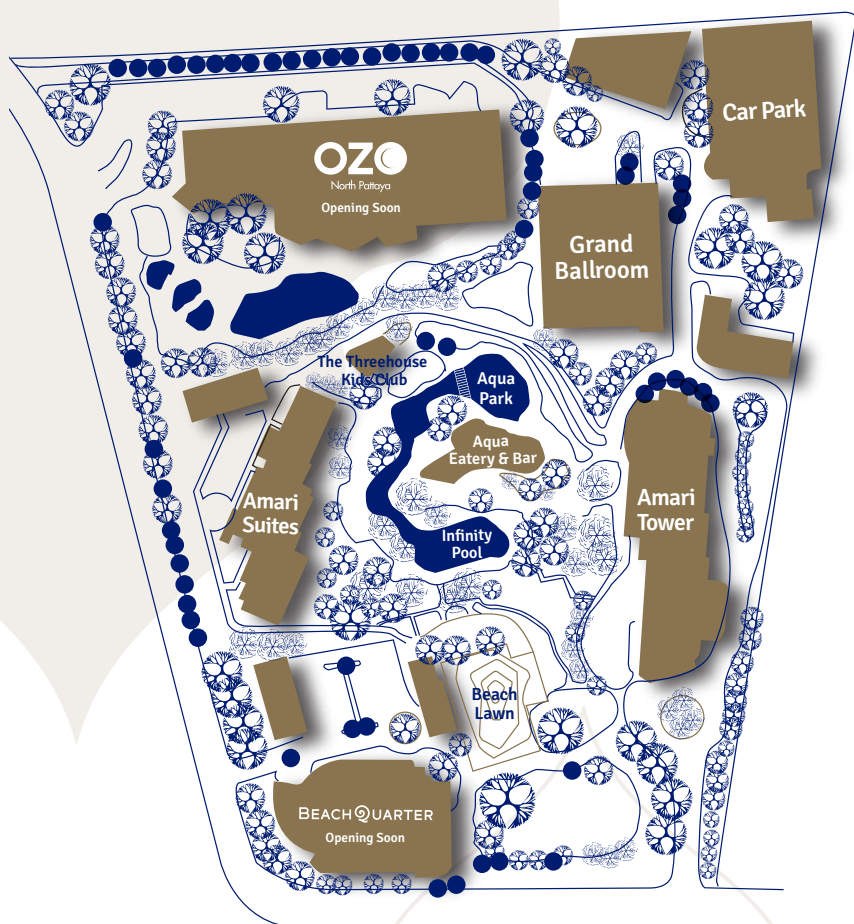




GUEST SERVICES

Welcome to Amari Pattaya



TELEPHONE EXTENSIONS

Please consult your Guest Services Directory for a comprehensive list of services and facilities.

EMERGENCY :	Dial One Call Service
Front Desk at Amari Tower :	652, 653, 654, 655
Front Desk at Amari Suites :	3000, 3001, 3002
Concierge :	659
Housekeeping :	666
In-room Dining :	836
Limousine Service :	848
Wake - up Call via Operator :	Dial One Call Service
Manager on Duty :	Dial One Call Service

DIALING INSTRUCTIONS

Room to Room :	For 3-digit number : 43 + room number For 4-digit number : 4 + room number
Domestic Call :	Dial 0 + Number
International Call :	Dial 0 + 001 + Country Code + City Code + Number

Adaptors

Adaptors are available for your use. Please dial One Call Service.

Air Conditioning

All rooms are equipped with individual air conditioning control. Please insert your key card into the energy-saving box next to the door as you enter the room.

Air Ticket Reservations

Our Front Office team members can assist you to book or amend flight tickets. Tour group members should contact their tour leader for assistance with flight amendments. Please dial One Call Service.

Baby Cots

Baby cots are available free of charge from Housekeeping. Please dial One Call Service.

Babysitting

A babysitting service is available. Please give advance notice of at least five hours. Please dial One Call Service.

Baggage Handling

For baggage and related services, please dial One Call Service.

Breakfast

Served at Amaya Food Gallery from 07:00 to 11:00.

Car Rental

Our Front Office team members will be pleased to make arrangements for car rental. Please dial One Call Service.

Chromecast

Chromecast is available for use in the room. Chromecast is a streaming media adapter from Google that allows users to play online content such as videos and music on a digital television.

Check-out Time

Check-out Time is 12:00 noon on the day of departure. Should you require a later check-out, please let us know in advance and we will do our best to accommodate you. Please dial One Call Service.

Cheques

Traveller's cheques and most foreign currency notes can be exchanged at Reception. We regret that personal cheques cannot be accepted.

Concierge

For general information, enquiries and assistance, please contact the Concierge or dial One Call Service.

Credit Cards

All major credit cards are welcome.

Departure

Should you wish to change your departure date, kindly contact Reception or dial One Call Service.

Doctor

English-speaking doctors are on call 24 hours. Please contact Reception for any medical assistance required or please dial One Call Service.

Do Not Disturb

Should you wish to not be disturbed, simply switch on the 'Do Not Disturb' sign located by your door. If you do not wish to receive any telephone calls, please dial One Call Service.

Drinking Water

Complimentary bottles of drinking water are provided, and these are replenished daily. Additional requests are charged. The tap water is not recommended. In the restaurants, we serve only purified water.

Dry Cleaning Service

A dry cleaning service is available. Please dial One Call Service for information and collection of items.

Electricity

The hotel's electricity is 220V.

Emergency

In case of an emergency, please dial One Call Service.

Facsimile

Stationery is provided in your room. To send a fax, please contact Reception. All faxes addressed to you, received by the hotel, will be forwarded to your room immediately.

Fire

In case of fire:

- Activate the fire alarm.
- Call the Hotel Emergency Centre by dial One Call Service on any in-house phone.
- Leave the building using an emergency exit. Elevators are not to be used if there is a fire.
- If you are unable to reach an emergency exit, return to your room.

In order to minimise risk, guests are requested not to smoke in bed or to light any candles. All rooms are equipped with smoke and heat detectors. Please refer to the Safety & Security section of this directory.

Fitness Centre

Located on the 4th floor of Amari Tower. Open 24 hours.

Foreign Exchange

Most foreign currencies and traveller's cheques can be exchanged at Reception. Please present your passport.

Golf

We are able to offer guests special green fees at a local golf course. For more information, please contact the Concierge by dialling One Call Service.

Hairdryer

All guest rooms are equipped with a hairdryer located in the wardrobe drawer.

Housekeeping

Should you need assistance to make your room more comfortable or require extra towels, blankets or pillows, please contact Housekeeping by dialling One Call Service.

In-room Dining

In-room Dining is available 24 hours. For menu selection, please refer to the In-room Dining section of this directory. Please dial One Call Service.

Fruit-cutting Service

Fruit-cutting service is available with a service charge of 200 THB net. Please dial One Call Service.

International Calls

Please refer to the Telephone Extensions Guest Service Directory section of this directory. Please dial One Call Service.

Ironing Board

· Amari Tower

Deluxe Room : Ironing boards and irons are available in your room upon request.
Executive Club Room : Complimentary pressing, please dial One Call Service.

· Amari Suites

Ironing boards and irons are available in your suite.

Key Cards

All guest room doors operate on a key card entry system. Please note that after check-out, the key card code is automatically cancelled, and the card will no longer open the guest room door.

Kids Club

The hotel has a wide range of activities to keep your children entertained, catering from infants to young teens. Located beside the swimming pool. Open from 09:00 to 17:00.

Laundry

Laundry, pressing and dry cleaning lists and bags are provided in your room. We offer a same-day service if the articles are handed in before 09:00. An express laundry service is available subject to a surcharge. Please dial One Call Service.

Limousine Service

Please contact the Limousine Counter in the Lobby or dial One Call Service for assistance.

Lost and Found

Housekeeping provides assistance in tracing lost belongings. Please dial One Call Service.

Lunch Box

If you require a lunch box for your sightseeing trip, please place your order a day prior. Please dial One Call Service.

Mail

Stamps are available from Reception. Please dial One Call Service.

Manager on Duty

A Duty Manager can be contacted through the Operator at all times. Please dial One Call Service.

Messages

Any messages left for you during your absence are forwarded to your room on a confidential message document.

Minibar

The minibar is replenished on a daily basis and consumptions are charged daily to your account. Please indicate your last day's consumption upon check-out to ensure prompt service.

No DURIAN

DURIAN is not allowed in the hotel or in guest rooms.

Operator

Should you need assistance to place a telephone call, please contact the Operator by dialling One Call Service.

Safe Deposit Boxes

The hotel is not liable for the loss of personal valuables. Guests are strongly advised to place all such items in the safe, which is available in all guest rooms.

Security

Security personnel are on duty 24 hours. However, we do recommend that you double-lock your door before retiring. Please note that all hotel team members wear name badges for easy identification.

Sightseeing Tours

For all travel and sightseeing arrangements, please contact the Concierge. Please dial One Call Service.

Swimming Pool

Outdoor swimming pool is open daily from 06:00 to 19:00.

Towels are provided at the pool.

Towels

Pool towels are available at the pool. Please do not take towels from your room.

Visitors

In the interest of hotel security, all visitors need to be registered. Non-registered visitors are not allowed in the guest rooms.

Wake-up Call

For an automatic wake-up call, please refer to the telephone guide located next to your bed or contact the Operator by dialling One Call Service.

Wi-Fi

Wi-Fi internet access is available on a complimentary basis in public areas and in your room. For assistance, please contact our team members by dialling One Call Service.



CULINARY

The following dining options are available at the hotel :

Amaya Food Gallery

All-Day Dining Asian and International Cuisine

Showcasing fresh Asian and international cuisine in a contemporary dining environment. We offer an array of Asian and international cuisine inspired by local flavours for you to connect, explore and be inspired.

Located on 3rd Floor, Amari Tower

For reservations, please dial 838

Breakfast : 07:00 to 11:00

À la carte : 11:00 to 21:00 (last order at 20:30)

Aqua Eatery & Bar

Sip, Snack and Swim

Whilst the kids play in the treehouse-themed waterpark, parents can relax at Aqua Bar, enjoying the cool breeze, refreshing cocktails, mocktails and diverse snack options from club sandwiches to pizzas.

Located on 3rd Floor, in the Aqua Park

Operation times : Friday and Saturday from 12:00 to 19:00



BREEZE SPA

Welcome to Breeze Spa

Whether you're a lifelong spa devotee, a newcomer to wellness or just someone looking to recharge or unwind, we look forward to showing you how fun it is to feel good.

Here at Breeze Spa, we believe that happiness is one of the key foundations for wellness – and that's what our treatments are all about.

Feel the breeze – and discover the brighter side of life.

The soothing treatments delivered by the hands of our skilled therapists combine healing techniques from East and West to ease the everyday stresses of your life. An unhurried schedule and peaceful atmosphere will leave you feeling refreshed and rejuvenated, with a sense of well-being.

Your Choices of Treatments

Pattaya Refreshing Package :

Jasmine & Mint Body Scrub, Muay Thai Massage and Crystal Fresh Facial

Signature Mood Massage :

Dreamy, Serene, Rejuvenated, Invigorated and Energised

Siam Sabai :

Muay Thai Massage, Siamese Jade Stone Massage, Siamese Foot Massage, Siamese Back Tension Relief, Siamese Head Massage and Crystal Fresh Facial

Body Treatments :

Jasmine & Mint Body Scrub, Mango Sticky Rice Body Scrub and Sun Soother Body Wrap

Facial Treatments :

Hydration Facial Treatment, Sensitive and After-Sun Facial Treatment, Deep-Cleansing Facial Treatment, Brightening Facial Treatment and Anti-Ageing

Facial Treatment Packages :

Body Glow, Super Stress Relief, Essential Body Revival and Head Over Heels

Operation times : Friday from 12:00 to 20:00

Saturday and Sunday from 08:00 to 20:00

For reservations, please dial 840

Spa Etiquette

Arrival

So many things in life are rushed and we would like to make sure your treatment is not one of them. That's why we ask that you arrive about 15 to 20 minutes early for your appointment.

Consultation

Our Spa Manager and Spa Receptionist are passionate about helping our guests to look and feel their best. To make this even easier, we invite you to fill in the consultation form provided (don't worry - there are no wrong answers).

Special Attention

Please tell our receptionist if you are pregnant, have any injuries, are suffering from high blood pressure, have any allergies or have had recent cosmetic surgery.

Valuables

The Spa is a place to leave the world behind - and that includes your valuables! We recommend that you leave your jewellery, cash, watches, mobile phones and other valuable items back in your room for safekeeping.

Clothing

This is one place where you won't have to worry about a dress code! Just come as you are, and we will provide you with a robe, slippers and disposable underwear in your treatment room.

Younger Guests

Guests under 16 years of age will need to be accompanied by a parent; and a guardian's consent form must be signed.

Ensuring Tranquillity

You have probably come here to get away from it all, and so have your fellow guests. That is why we kindly ask that if you have brought your mobile phone or tablet, that they remain switched off. We also ask that you refrain from smoking while you're here.

Cancellation

We know that things do pop up, so we offer you the freedom to cancel your reservation at no charge for up to four hours before your appointment time. After that, we must apply a cancellation fee of 50% of your treatment cost. However, for cancellations with less than one hour's notice, including missed appointments, the full price of your treatment will be charged.



SAFETY & SECURITY

Dear Guest,

Your personal well-being is our primary concern and we strive to do everything we can to make your stay with us as safe and secure as possible. We also ask that you kindly take a moment to familiarise yourself with some of the basic information and procedures regarding safety and security outlined below.

Emergency Exits :

The emergency exits on your floor are marked by an illuminated green sign. Each guest room door features an exit plan, displaying all necessary information about evacuation routes. Please note that in the case of a fire, heavy smoke may prevent you from easily locating these exits. Therefore, it is important that you take a few minutes to remember where the closest emergency exit is located and where the fire extinguishers and alarms are placed in your corridor.

Evacuation Procedure :

- Upon hearing the fire alarm, please calmly start evacuating the building by proceeding to the nearest emergency exit.
- If you are in your room, feel the door handle with the back of your hand. If it is cool, carefully open the door, while remaining ready to close it immediately if necessary. If the door handle is hot, do not open it.
- If smoke is present in the corridor, stay as close to the floor as possible.
- If the emergency exit is blocked, please immediately notify the Hotel Emergency Centre by dialling One Call Service on any hotel telephone and await instructions.
- In case of fire, elevators are not to be used under any circumstances.

If you must stay in your room or return there :

- Remain calm.
- Switch off the air-conditioning unit.
- Immediately fill the bathtub with water, as water pressure may drop quickly after a fire starts.
- Inform the Hotel Emergency Centre of your location by dialling One Call Service on your room phone.
- Soak towels and sheets and place them around door seals and air vents.
- Check the walls and floor of the room. If hot, use the ice bucket or the waste bin to pour water over these hot spots.
- Remove drapes from the window.
- If smoke enters your room, use a wet blanket to form a tent over your head.
- If the air becomes too heavy with smoke, open or break a window. Do not attempt to open/break a window if smoke or flames are visible from a lower floor.
- Once the window is open, hang a sheet or some brightly colored article of clothing outside the window as a signal to firefighters that the room is occupied.

If you detect a fire :

- Activate the fire alarm.
- Call the Hotel Emergency Centre by dialling One Call Service on any in-house phone.
- Leave the building using an emergency exit. Elevators are not to be used if there is a fire.
- If you are unable to reach an emergency exit, return to your room.

If a fire starts in your room :

- Do not take any unnecessary risks by trying to extinguish the fire.
- Immediately evacuate your room.
- Close the door behind you.
- Activate the fire alarm.
- Proceed to an emergency exit.

Special Assistance

If you require special assistance in the case of an evacuation, please dial One Call Service.



SOCIAL
RESPONSIBILITY

Amari Cares

Recognising the importance of being a good Corporate Citizen, we have aligned our values and our business practices with a sense of connection to the environment and by giving back to the communities in which we live and work.

Our 20/20 Green Vision helps us to continually strive to broaden the scope of green practices we undertake. Our initiatives include introducing and promoting environmentally sustainable values and practices amongst our team members and our guests, and raising awareness of environmental issues through community activities such as beach and street cleaning, and essay and painting competitions.



Baht for a Better Life

Founded in 1995, this fund-raising programme aims to support and provide educational opportunities for underprivileged children in the less developed districts of Bangkok and in rural areas across Thailand, through the construction or renovation of local schools, the provision of essential learning tools and scholarships, and scope for on-the-job training and employment.

Should you wish to support this programme, please place your contribution in the envelope found within this directory and place it in the donation box located in the Lobby.