

# A-Z services

## Activities

Sawaddi Patong Resort & Spa by Tolani offers a variety of daily activities for your enjoyment. Among the activities available to you are swimming, jogging/fitness trail, windsurfing, sailing, canoeing, cycling, fishing, bowling, horseback riding, golf, shopping, Bangla night entertainment, Simon Cabaret, Phuket Fantasea and more.

## Baby Cot

Please contact Front Desk for delivery to your room free of charge.

## Baby Sitting

Available by appointment through our Front Desk for which a normal hourly fee applies. Please allow a minimum of 24 hours notice and kindly select the package required as follows:

Hourly rate per child From 08.00 hrs. to 23.00 hrs.	Hourly rate per 2 children From 08.00 hrs. to 23.00 hrs.	Hourly rate per child From 23.00 hrs to 01.00 hrs.  (Additional charge for staff transfer at THB 300.-)
250 baht	400 baht	350 baht

## Baggage Service

Luggage assistance and luggage store are available. For enquiries, please contact the Front Desk.



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## Beach-Patong Beach

Swimming and the use of the water activities are at your own risk. Look for these flags to help identify the sea conditions. Some areas of 500 meters the beach are not patrolled by lifeguards.

Green - safe

Yellow - caution must be taken

Red - no swimming

Hotel Shuttle Bus Service to Patong Beach - For details, timetable and charges, please contact front desk. (Please help us keep our beaches clean and tidy)

## Breakfast

Breakfast is served at Roydi Restaurant located on the Lobby Level serving . from 6:30 a.m. to 10:30 a.m.

## Car Rental

Chauffeur or self-drive, air conditioned and fully insured cars can be rented and booked please contact the tour desk located in the lobby.

## Cashier

Cashier transaction area available at the Front Desk. The hotel accepts the following major credit cards: Visa, Master, JCB, Ali Pay, WeChat and Bank transfer. Personal Checks are not accepted.

## Check-Out Time

Our check-out time is at noon. However, if this time is inconvenient for you, please contact the Front Desk and every effort shall be made to accommodate your request. Depending on hotel's occupancy, a half day or full day charge may apply.



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## Doctor

If you would like to see a doctor, dentist or for medical emergencies, please contact Front Desk by dialing 0.

## Drinking Water

The water from the taps is from the local water supply and is not drinkable. We provide 2 bottles of drinking water per day and these bottles are placed in your Room on a complimentary basis. The water in the restaurants and bar is safe to drink as this is all bottled water.

## Dietary

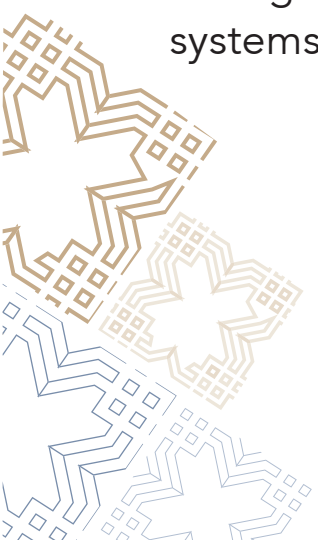
On arrival, please discuss any special dietary requirements with Guest Relations. Our Chef will then prepare a menu for you on a daily basis, and additional charge may be applied.

## Dress Code

For dinner and evenings at restaurants we kindly request smart casual or evening wear. At lunch, casual clothes or sportswear is appropriate. We courteously request that guests refrain from wearing bathrobes, singlet or swimwear at breakfast.

## Emergency Plan

Evacuation instructions are located on the back of each guest rooms door. Please take a moment to familiarize yourself with this important information and the nearest fire exits. In the unlikely event of an emergency, announcements will be made by the an annunciator systems.



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## Fitness Centre

The Fitness Centre offers the latest technology in cardiovascular machines and strength-building equipment. Guest can have personal access to their own individual life fitness exercise program.

- 24 hours access
- Self-Service, please call front desk for any assistance
- Complimentary towels
- During the pandemic we are ask our guest to register at front desk 1 day before

## Golf

For information and tee-off time, please contact Tour Desk in the Lobby.

## Housekeeping

Housekeeping is available 24 hours daily to meet your needs and requests for extra pillows, blankets, and additional supplies. Your room will be serviced between 8:00 a.m. to 5:00 p.m. If you would like your room serviced a specific time please contact front desk by dialing 0.

## In Room Dining

For a complete menu, please refer to the Room Service Menu section.

Opening hours From 06.30 a.m. to 11.00 p.m. last order 10.30 p.m.

should you have to leave the hotel before room service opens please inform our front office team who will arrange a breakfast box for you.



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## Ironing/Pressing

Iron and ironing board may be obtained free of charge by contacting front desk. For pressing service available from 8:00 a.m. to 6:00 p.m. section by dialing 0.

## Keycard

For your security, your room keycard is electronically programmed exclusively for your room. Should you misplace your keycard, please contact Front Desk to arrange a replacement keycard. Lost keycard will be charged at 100 baht.

## Laundry & Dry Cleaning

Open 7 days week on a 24 hours basic. For a same day service, please have your laundry collected before 10:00 a.m. and it will be returned within same day. Forms and bag are located in the closet in your room. Please note any special instruction in on the form and call front desk for collection by dialing 0.

## Limousine

The Hotel can provide chauffeur-driven limousines, with English speaking drivers that are available for hire either by hour or day.

## Lost and Found

For lost and found items please contact front desk by dialing 0.

## Massages

Please refer to the Vara Spa.



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## Motorcycle

Please contact the Guest Relations for bike rental and information on bike tours.

## Non-smoking Room

For obvious reasons, please do not smoke in your room. Kindly refrain from smoking in the guestrooms. Your kind cooperation is highly appreciated.

## Ploendi Pool Bar / Baijai Pool Bar

The poolside bar and lobby lounge serve a wide range of soft drinks, alcoholic beverages and coffees. If you're looking to unwind by the pool let our poolside staffs serve your choice of drink and treat yourself to a snack or full lunch from our Menu. Take a moment to smell the fresh aromas of coffee brewing at the lobby lounge, before leaving for a day out or on returning. If it is a quiet pre-dinner drink or a cold beer while.

from 11:00 a.m.- 8:00 p.m.

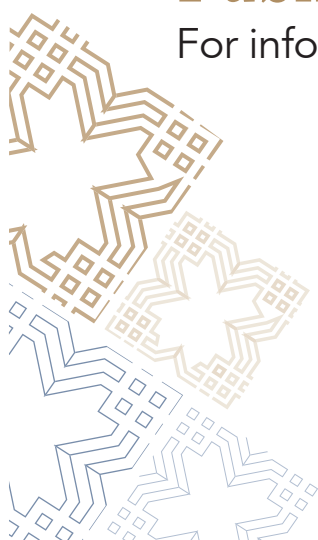
## Ploendi Bar & BBQ

Waiting for friends, enjoy the pleasant surrounds of the lobby lounge and bar as you sit and take in the sights and sounds of Patong coming to life in the early evening.

from 11:30 a.m. - 11:00 p.m.(last order 10.30p.m.)

## Public Transportation

For information about public transportation please contact front desk.



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## Restaurant Reservations

The hotel is proud to offer you a range of dining and entertainment opportunities. For restaurant reservations or recommendations for local restaurants, our Guest Relations Officer will be pleased to assist you. Please refer to the "In-house Facilities & Activities section".

## Safety Deposit Box

Located in the closet in each guest room is your own personal safe. The hotel management recommends you to use for safe keeping of your valuable belongings. Please note that the management is not liable for loss of personal items left in your room. The hotel can provide additional safety deposit boxes located at front desk free of charge, subject to availabilities.

## Security

Management encourages all guests to double lock and to use the door viewer prior to opening your room door, (In any matter please contact Front Desk)

## Sun Beds

Sun Beds are available at the swimming pool. For the convenience of all guests, we do not offer a sun bed reservation service; sun beds are available on a first come first serve basis.

## Sightseeing & Tour

For recommendations or booking assistance on many exciting sightseeing opportunities in Phuket or Thailand, the Sawaddi Tour Desk in lobby or Front Desk staff will be more than willing to assist you.



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## Swimming Pools

Ploendi pool is Located on the 1st floor, the pool opens from 8:00 a.m. to 8:00 p.m. Please note that no lifeguards on duty. Towels are available in your room.

Baijai pool is Located on the 1st floor south wing building, the pool opens from 8:00 a.m. to 8:00 p.m. Please note that no lifeguards on duty. Towels are available at the pool.

## Taxi Service

Apart of the limousine service provided by the hotel, the local taxi services provided around the hotel or across the island are operated independently. Phuket taxis are actually organized in the different geographic areas on the island. Each taxi group set their own rates.

Please be aware that local taxi drivers can be very territorial and at times could create unpleasant experience if you would like to use another driver from another area. Prices for a local taxi from Patong are estimated as display on front desk in lobby. These prices are subject to change by the local taxi.

Sawaddi Patong Resort & Spa by Tolani acts only on the reservation for local taxi and shall not liable for any losses, damages, delays and claims whatsoever incurred from any failure by local taxi.

## Torch Light

A Torch light is available in every room and can be found in the wardrobe.

## Visitor

For your personal safety it is recommended that your visitors register at the front desk.



by Tolani

