

# ***ROOM DIRECTORY***



# WELCOME

*A HOTEL SHOULD BE MORE THAN JUST A PLACE TO STAY AND RELAX. THAT IS WHY OUR TEAM OF ENTHUSIASTIC PROFESSIONALS IS DEDICATED TO MAKING SURE YOU RECEIVE ALL THE SERVICES YOU NEED.*

*THE ENTIRE TEAM OF THE PULLMAN PHUKET PANWA BEACH RESORT, A PULLMAN HOTEL JOINS ME IN WISHING YOU A VERY PLEASANT STAY WITH US.*

**VINCENT DELSOL**  
GENERAL MANAGER

# TABLE OF CONTENT

## **ARRIVAL** ..... 07

- SHA and ALLSAFE
- Hotel Regulations
- Dress Code
- Internet
- Local Customs
- Smoking Policy
- Religious Services
- Florist
- Meeting Rooms

## **F&B SERVICES** ..... 11

- Tamarind Awards
- Tamarind Restaurant
- Aqua Restaurant
- Edge Beach Club
- The Junction Bar
- In-room Dining

## **IN ROOM** ..... 15

### PHONE CORNER

- Operator
- Housekeeping
- Messages
- Wake-up Service
- Do Not Disturb
- Privacy Button

### REFRESHING CORNER

- Refreshing Center
- Coffee and Tea Facilities

- Ice
- Complimentary Drinking Water

### CLOTHES AND LAUNDRY SERVICES

- Clothes
- Dry Cleaning and Laundry
- Iron
- Laundry
- Repairs and Alterations
- Pillow Menu

### SAFETY CORNER

- Safe
- Safe Deposit Boxes

### OTHER

- Air-Conditioning
- Television
- Torch
- Umbrellas
- Maintenance
- Electric Current
- Emergency

## **FRONT DESK SERVICES** ..... 19

### AIRPORT AND GROUND TRANSPORTATION

- Airline Reservation and Confirmation
- Car Rental

### MAILING

- Stamps
- Mail and Packages

### SHOPPING/SIGHTSEEING

- Boutiques
- Shopping/Sightseeing
- Map
- Tourist Information
- Weather

### BUSINESS SERVICES

- Facsimile and Printing

### OTHER

- Newspapers
- Baggage Service and Storage
- Luggage
- Beauty Salon
- Check-out
- Lost and Found
- Currency Conversion
- Doctor/Dentist
- Gratuities

## **HOTEL ACTIVITIES** ..... 23

- Children's Activities
- Baby-sitting
- Fitness Center
- Pools
- Recreation
- Recreational Activities

## **SPA** ..... 27

- Talay Spa

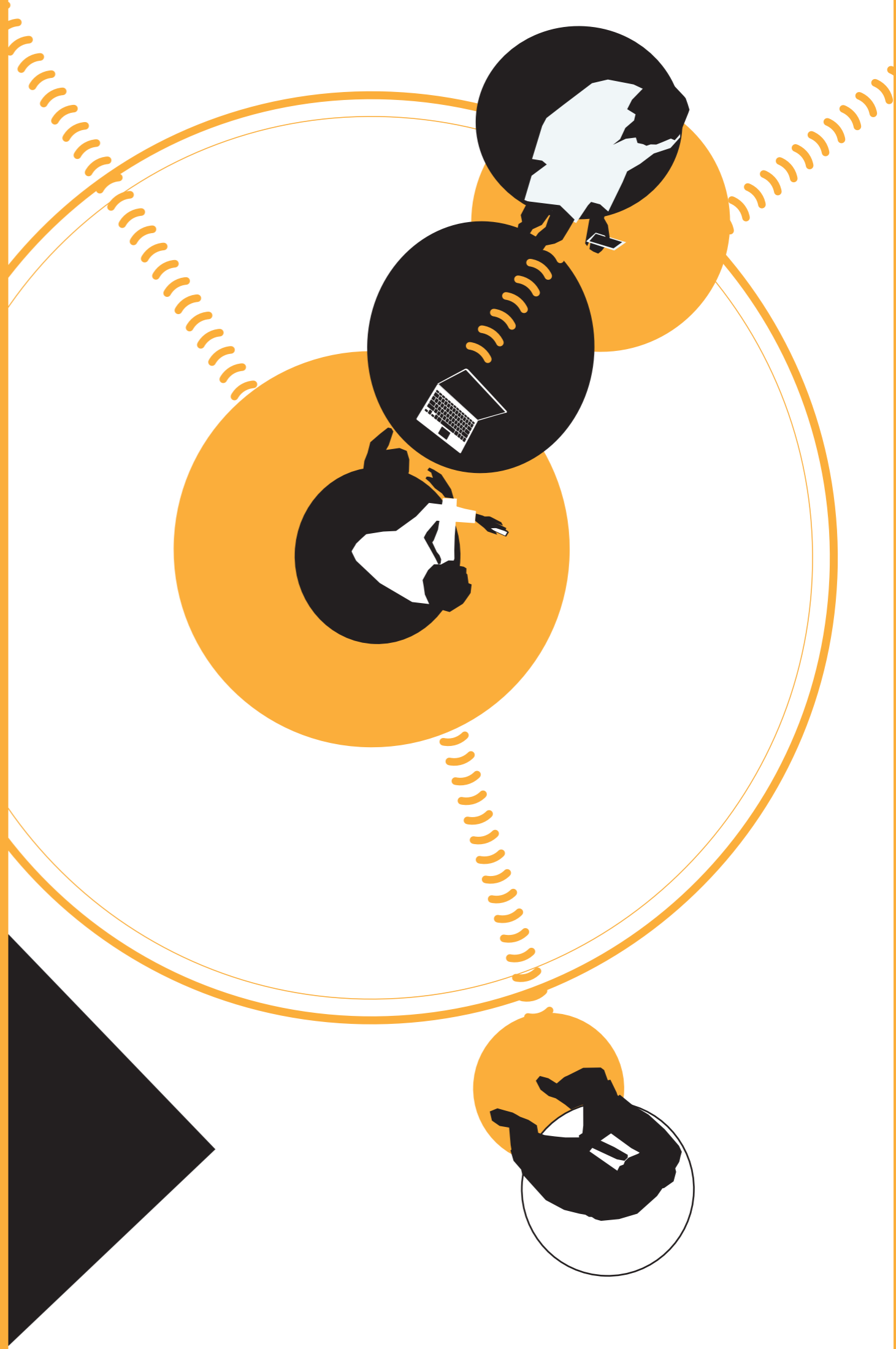
## **AROUND THE HOTEL** ..... 31

- Wild Creatures
- Beware Creatures
- Dangerous Creatures

## **INDEX** ..... 34

Check out our information and promotions, scan here.







### **PULLMAN PHUKET PANWA BEACH RESORT RECEIVED ALL SAFE LABEL BY BUREAU VERITAS**

Led by the General Manager, Pullman Phuket Panwa Beach Resort is the first Accor Phuket hotel to achieve the ALLSAFE label audited by Bureau Veritas, the world leader in testing, inspection and certification services, to ensure that all the processes and procedures in the hotel which have been implemented to manage the hygiene and social distancing risks in relation to COVID -19, have met the requirements of Bureau Veritas' Accor ALLSAFE label. Not only are we ALLSAFE compliant, we also received the Safety and Health Administration (SHA) Certificate, issued by the Tourism Authority of Thailand (TAT), to ensure that we have applied 'new normal' procedures with our high standards of hygiene and safety, to be ready to welcome guests back again for the ultimate relaxation at Pullman Phuket Panwa Beach Resort.



### **HOTEL REGULATIONS**

These regulations are written to help you enjoy a safe and comfortable stay with us and can be updated without further notice by Hotel Management to comply with requirements of area authorities.

Refer to the document available in room



### **DRESS CODE**

Resort style clothing is acceptable throughout the hotel. We recommend smart casual attire in the bars and restaurants in the evening.

Bathing suit are not permitted at the breakfast

### **INTERNET**

High speed wired and wireless internet services are provided free throughout the resort. To access this facility you will require a user name and password. Simply put your last name and room number.

### **LOCAL CUSTOMS**

Thailand is known as the "Land of Smiles" for its tolerance and gracious hospitality.

- The King, Queen and the Royal Family are genuinely respected by the Thais.
- A smile is an appropriate response to acknowledge a Wai or greetings of small children, and with resort and restaurant staff.
- It is considered disrespectful for anyone to put their feet on the table while sitting.
- When visiting a temple, please remove your shoes before entering. In addition, wearing shorts or other revealing clothing is not permitted.
- Thais regard the head as the purest part of the body. Refrain from touching or patting the head in a friendly gesture, as it is considered impolite.
- It is not proper to lose one's temper.

### **SMOKING POLICY**

Thank you for supporting our efforts for a healthier tomorrow. Smoking is permitted in designated areas only. Ashtrays will be provided in smoking accommodation's balconies and select areas for your convenience.

Smoking is allowed on balconies and designated areas throughout the Hotel. Smoking inside the room is prohibited. A violation fee of THB 10,000 per time shall be applied.

### **RELIGIOUS SERVICES**

Please contact the Front Desk Service for a full list of religious services and locations.

### **FLORIST**

The Front Desk Service will assist you with a florist that can create arrangements for all occasions.

### **MEETING ROOMS**

The resort's meeting rooms: Sri Trang Ballroom, Ton Koon Meeting Room, Payoong Meeting Room and Ton Son Meeting Room are located near the main entrance.



Check out our food & beverages menus, scan here.



### **TAMARIND RESTAURANT – MAKHAM, AUTHENTIC SOUTHERN THAI CUISINE**

#### **WORLD LUXURY AWARDS GUARANTEE**

Thai Restaurant **Tamarind** has received Global Win in Best Authentic Thai Food 2020 by Hotel Luxury Awards. Tamarind is located on the first floor of Pullman Phuket Panwa Beach Resort, the beachfront hotel in Cape Panwa area, an absolute paradise for tropical island retreat and tranquility of nature. This Thai restaurant in Phuket was named from the bay of hotel location which is Makham Bay or Tamarind in English. Makham Bay is filled with an abundance of nature and various kinds of plants, whether vegetables or herbs which can be found only in Southern of Thailand. This is the history of the name Tamarind Restaurant, a distinctive Thai restaurant in the authentic Southern Thai style menu.

#### **TAMARIND RESTAURANT**

Our Signature Thai Southern authentic cuisine restaurant is located near the beach and offers an extensive wine selection. It offers indoor and outdoor seating with community table, for neophyte or the hedonists amongst us.

Opens Daily from 6 – 10.30 pm

  
**Tamarind**  
Authentic Thai Cuisine

#### **AQUA RESTAURANT**

Aqua opens for breakfast, lunch and dinner located below the main lobby area. It features Euro-Asia buffet and à la carte breakfast, a pizza oven and a private dining room.

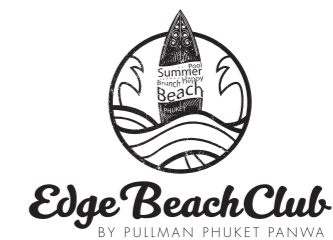
Opens daily from 6 am – 10.30 pm

**AQUA**  
RESTAURANT

#### **EDGE BEACH CLUB**

A swim-up pool bar which serves light lunches, pizza, cocktails and daily specials.

Opens daily from 10 am – 6.30 pm



#### **THE JUNCTION BAR**

The lobby lounge offers light fare; an exciting array of cocktails; and a spectacular view over the Andaman Sea.

Opens daily from 10 am – 11.30 pm

**junction**  
THE  
LOBBY BAR

#### **IN-ROOM DINING**

In-room dining is available in the comfort of your guest room. Please refer to the In-room Dining section to make your selection and contact our Pullman Touch. They can also arrange for your tray to be removed when finished.







## PHONE CORNER

### OPERATOR

To contact the operator, please press number "0".

### HOUSEKEEPING

Housekeeping services are offered daily. Please contact our Pullman Touch for any special requests that you may have or items that we can provide to make your stay more comfortable.

### MESSAGES

Messages can be left and accessed through your in-room voice-mail system. Press the red button on your room phone and follow voice instructions. All other messages taken by the resort operator will be delivered to your guest room.

### WAKE-UP SERVICE

Please contact our Pullman Touch should you desire a personalized wake up call.

### DO NOT DISTURB

Messages can be left and accessed through your in-room voice-mail system. Press the red button on your room phone and follow voice instructions. All other messages taken by the resort operator will be delivered to your guest room.

### PRIVACY BUTTON

We respect your privacy, when the "Do Not Disturb" button has been pressed. Please contact our Pullman Touch to arrange a suitable time to delivery your laundry or service your room.

## REFRESHING CORNER

### REFRESHING CENTER

Due to the Covid-19 pandemic, our minibar service has been limited. You can order through our room service.

### COFFEE AND TEA FACILITIES

All rooms are provided with complimentary tea and coffee making facilities. Should you require an additional supply, please contact our Pullman Touch.

### ICE *(Additional charge will be applied)*

For delivery of ice to your room, please contact our Pullman Touch.

## COMPLIMENTARY DRINKING WATER

The resort provides complimentary bottles of drinking water in guest rooms for your convenience.

A set of 2 bottles per person per day. If you need an extra bottles, please contact our Pullman Touch to know the conditions

## CLOTHES AND LAUNDRY SERVICES

### CLOTHES

Please refrain from hanging your wet clothes on the balcony railing. Kindly use the drying rack on the balcony wall.

### DRY CLEANING AND LAUNDRY

Requests can be made through our Pullman Touch. Please complete the laundry form and place the laundry in the bag provided. Contact our Pullman Touch for collection and further information in regards to dry cleaning and laundry.

### IRON

Please leave your iron upright when hot and not in use. Do not lay the iron flat on top of the ironing board at any time. Kindly allow to cool before storing again in the holder.

### LAUNDRY

Please refer to the Dry Cleaning and Laundry section and call our Pullman Touch to collect.

### REPAIRS AND ALTERATIONS

Minor clothing repairs can be done for you by our resort seamstress. Please contact our Pullman Touch for more information.

### PILLOW MENU

Let's stay in bed, nothing beats a good night's sleep. Scan here to see Pullman Pillow Menu.



## SAFETY CORNER

### SAFE

Each guest room has a personal safe located in the wardrobe. As a precautionary measure for your valuables, we recommend you place them in your in-room safe. On your departure day, please ensure you empty your safe. If assistance is required, please contact our Pullman Touch.

### SAFE DEPOSIT BOXES

For larger items, safe deposit boxes are located at the Front Desk. Please see the reception for assistance.

## OTHER

### AIR-CONDITIONING

An individual control is placed above the bedside table. For further assistance, please contact our Pullman Touch.

### TELEVISION

For your viewing pleasure, a selection of channels is offered. Please refer to the TV program list in your room.

### TORCH

Every accommodation has a torch located next to the safety deposit box in the dressing area.

### UMBRELLAS

For your convenience, umbrellas are located in your guest room closet and are also available through the Bell Desk.

### MAINTENANCE

For all inquiries regarding Engineering, please contact our Pullman Touch for assistance.

### ELECTRIC CURRENT

The resort's electric Current is 220 volts AC, 50 HZ. Please contact our Pullman Touch for adaptors and electrical converters.

### EMERGENCY

Please see the Safety section of this compendium for emergency procedures.



To contact the operator, please press number "0".



### **AIRPORT AND GROUND TRANSPORTATION**

We will be delighted to assist with arranging your preferred method of transportation.

Transportation services to other destinations are available for a nominal fee.

### **AIRLINE RESERVATION AND CONFIRMATION**

For assistance with your flight arrangements, please contact our Front Desk Service.

### **CAR RENTAL**

Please contact our Front Desk Service, for assistance in arranging a rental car.

### **MAILING**

#### **STAMPS**

Postage stamps are available at the Boutique located in resort's retail shop section.

#### **MAIL AND PACKAGES**

Please contact our Front Desk Service for assistance.

### **SHOPPING/SIGHTSEEING**

#### **BOUTIQUES**

The Resort boutiques are located on the Lobby level and offer a wide selection of souvenir items and necessities.

Bella: Prêt a porter, beach wear, ladies accessories, and souvenirs.

Next Suit: Custom made suits, jackets, pants and skirts.

#### **SHOPPING/SIGHTSEEING**

For a detailed shopping guide and a variety of sightseeing options, please contact the Front Desk Service or please refer to local attraction section.

#### **MAP**

Maps of Phuket Island are available at the Front Desk and Bell Desk.

#### **TOURIST INFORMATION**

Information on off-property excursions is available at the Front Desk Service.

#### **WEATHER**

Weather forecast information is available through the Front Desk.

### **BUSINESS SERVICES**

Our Front Desk team will be able to assist you with all of your business service needs.

For your convenience computers with internet access are available in the lobby.

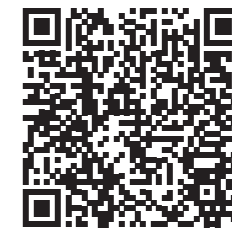
### **FACSIMILE AND PRINTING**

A facsimile and printer are available in the Front Desk Service.

### **OTHER**

#### **NEWSPAPERS**

Check out online newspapers, scan here.



### **BAGGAGE SERVICE AND STORAGE**

For pick-up or storage, please contact our Pullman Touch.

#### **LUGGAGE**

Please contact our Pullman Touch for assistance with your luggage.

#### **BEAUTY SALON**

Our Pullman Touch will be pleased to provide a list of beauty salons available.

#### **CHECK-OUT**

Check-out time is 12 pm noon. For late check-out requests, please contact the Front Desk and every effort will be made to accommodate you as long as possible.

#### **LOST AND FOUND**

Please contact our Pullman Touch for assistance with any items that have been lost or found.

#### **CURRENCY CONVERSION**

The Front Desk Service will assist with all conversion transactions.

#### **DOCTOR/DENTIST**

Please contact our Front Desk Service for a preferred list of Doctors and Dentists. For Emergency services, please touch Emergency on your telephone.



### CHILDREN'S ACTIVITIES

Our Sapparot Club is designed for children 4 to 12 years of age and offers supervised fun-filled interactive and educational activities including: games, local arts & crafts and adventure programs. The kids club also features an outdoor children's swimming pool with water slide. Sapparot Club opens daily from 9 am – 6 pm.

### BABY-SITTING

Our Pullman Touch will be pleased to provide you with information regarding child minding and nanny services.

### FITNESS CENTER

The resort's lifestyle fitness center, Form, is located beside the Sapparot Club in the building nearest the Landside Pool. Opens daily 24 hrs.

### POOLS

We have 3 free-form swimming pools as well as a children's pool.

Towels and beach activity supplies are provided poolside. Please be advised that children under the age of 14 require adult supervision.

### RECREATION

For a complete list of daily recreational activities throughout the resort, please contact our Front Desk.



### RECREATIONAL ACTIVITIES

At Pullman Phuket Panwa Beach Resort, you can create every moment memorable as you restore health, balance and beauty to life. Let start the day fresh with our morning yoga class and aqua exercise. During the high tide, boost your energy under the sunny sky and sea breeze with our water activities such as kayaking, paddle board, wind surfing or Hobie wave sailing. Low tide you can enjoy marine walk activities with our local guide to explore marine life at Panwa beach, the only beach in Phuket that you can find marine life! The exciting introductory course in Thai Boxing, Ping Pong, Pétanque, and some work with a fit ball, with trainer, will keep you fit during a relaxing stay.

Check out more of our activities detail, scan here.



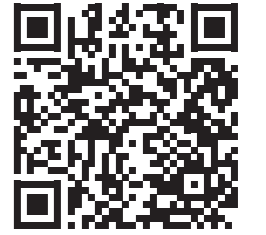


**TALAY SPA**

Talay Spa is located near the beach and at the far end of the Pool Villa 8033. Please refer to the Spa section in your guest room directory for more details on booking your spa experience.



Check out our spa detail and Menu, scan here.







Let's get to know who they are "Nature's Talk", scan here.



## **WILD CREATURES**

NOT DANGEROUS: PLEASE RESPECT THEM.

### **MONITOR LIZARD**

Thailand has a large population of monitor lizards. The large reptiles can be spotted in ponds, rivers, lakes, mangroves, and swamps.

They can swim and run fast. Monitors are carnivores, eating rodents, snakes, fish, birds, and other small creatures.

### **LIZARD or CHAMELEONS**

Chameleons are a distinctive and highly specialized clade of Old World lizards with 202 species. These species come in a range of colors, and many species have the ability to change color.

### **GECKO**

Geckos are lizards belonging to the infraorder Gekkota, live in warm climates throughout the world. Found on trees or under the roof to be seen at night.

### **HOUSE GECKOS**

House Geckos, hiding during the day and foraging for insects at night. They can be seen climbing walls of houses and other buildings.

### **HOUSE CENTIPEDES**

The body of a centipede is usually yellowish to dark brown in color, sometimes with darker stripes or markings. House centipede are not considered dangerous to humans.

## **BEWARE CREATURES**

NOT DANGEROUS BUT DON'T TOUCH AND REPORT TO RESORT STAFF.

### **CENTIPEDES**

Centipedes have a rounded or flattened head, bearing a pair of antennae at the forward margin. They have a pair of elongated mandibles.

### **PYTHONS**

The Python are a family of non-venomous snakes found in Africa, Asia, and Australia. Among its members are some of the largest snakes in the world.

### **GOLDEN TREE SNAKE**

Golden Tree snakes are non-venomous snakes found in the garden, average length 1 – 2 meters

## **DANGEROUS CREATURES**

STAY AWAY AND IMMEDIATELY REPORT TO RESORT STAFF.

### **RED-TAILED GREEN SNAKE**

The appearance is like a green snake, but different in the end of the tailed are red, they are powerful snake, with wide smooth scales on its belly that are ideal for climbing trees and across branches.

### **COBRA**

Naja is a genus of venomous elapid snakes known as cobras. Members of the genus Naja are the most widespread and the most widely recognized as "true" cobras.

### **KING COBRA**

The king cobra's skin is olive green with black and white bands on the trunk that converge to the head. If you see all these details, you are too close, run away and inform the team immediately.

# INDEX

## **A**

Air-Conditioning.....	17
Airline Reservation and Confirmation .....	21
Airport and Ground Transportation.....	21
Aqua Restaurant.....	13
Around the Hotel.....	31
Arrival.....	07

## **B**

Baby-sitting.....	25
Baggage Service and Storage .....	21
Beauty Salon .....	21
Beware Creatures .....	33
Boutiques.....	21
Business Services .....	21

## **C**

Car Rental .....	21
Check-out .....	21
Children's Activities .....	25
Clothes .....	17
Coffee and Tea Facilities .....	16
Complimentary Drinking Water .....	17
Clothes and Laundry Services.....	17
Currency Conversion .....	21

## **D**

Dangerous Creatures .....	33
Do Not Disturb.....	16
Doctor/Dentist.....	21
Dress Code.....	08
Dry Cleaning and Laundry .....	17

## **E**

Edge Beach Club.....	13
Electric Current.....	17
Emergency.....	17

## **F**

Facsimile and Printing .....	21
Fitness Center.....	25
Florist .....	09
Front Desk Services.....	19

## **H**

Hotel Regulations.....	08
Hotel Activities .....	23
Housekeeping .....	16

## **I**

Ice.....	16
In-room Dining .....	13
Internet.....	09
Iron .....	17

## **J**

The Junction Bar .....	13
------------------------	----

## **L**

Laundry .....	17
Local Customs .....	09
Lost and Found.....	21
Luggage .....	21

## **M**

Mail and Packages .....	21
Mailing.....	21
Maintenance.....	17
Map.....	21
Meeting Rooms .....	09
Messages .....	16

## **N**

Newspaper.....	21
----------------	----

## **O**

Operator .....	16
Other .....	17,21

## **P**

Phone Corner.....	16
Pillow Menu .....	17
Pools .....	25
Privacy Button .....	16

## **R**

Recreation .....	25
Recreational Activities .....	25
Refreshing Center .....	16
Refreshing Corner.....	16
Religious Services .....	09
Repairs and Alterations.....	17

## **S**

Safe .....	17
Safe Deposit Boxes .....	17
Safety Corner .....	17
SHA and ALLSAFE.....	08
Shopping/Sightseeing.....	21
Smoking Policy.....	09
Spa.....	27
Stamps .....	21

## **T**

Talay Spa .....	17
Tamarind Awards.....	13
Tamarind Restaurant .....	13
Television .....	17
Torch.....	17
Tourist Information .....	21

## **U**

Umbrellas .....	17
-----------------	----

## **W**

Wake-up Service .....	16
Weather .....	21
Wild Creatures.....	33



**pullman**  
HOTELS AND RESORTS

[www.pullmanphuketpanwa.com](http://www.pullmanphuketpanwa.com)