



WELCOME TO
SWANDOR
HOTELS &
RESORTS
CAM RANH

*Dear Guests,
Welcome to Swandor Hotels & Resorts Cam Ranh!
You can find all the important information about our hotel in this Hotel
Directory. For further information please contact Reception.
It's a pleasure to welcome you in our hotel, we wish you a pleasant holiday.*

*Best Regards,
Swandor Hotels & Resorts*



GENERAL INFORMATION

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SPA

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GENERAL INFORMATION

- Please feel free to contact our Reception in case you have any questions.
- The room key cards that are given to you during check in are also keys to activate the electricity system in your room. Please place your card into the socket near the door. Please don't leave your card in the socket while you are outside. We would like to inform you that the cards that are left in the socket will be removed and left on the table by the staff.
- In case that your key is not working or lost, please proceed to the reception with your ID. You can use your room card until 12:00 on the day you will check-out. After that time your card will not open your door. Please don't forget to return your room card when you check out, otherwise, card fee will be added to your room account.
- During your accommodation in case you wish to leave the facility please take your room card with you. When you enter the facility it will be necessary to show your card for security check.
- In all restaurants and bars beverages are served to the tables.
- According to Ultra All Inclusive Concept the details of free/extra food and beverages are shown in menus which can be found in every service area.
- According to Vietnamese law people under 18 are not served with alcoholic drinks and smoking is forbidden in closed areas.
- Our minibars are checked daily and consumed products are replaced once a day. Any request for additional minibar products will be added to your room account.
- If you are allergic to any food product please contact Reception.
- For health and safety issues, please don't bring any kind of food product from outside the hotel and please don't take any food or beverage from the hotel to outside.
- For general hygiene and your health, please don't feed animals like cat, dog etc. and don't maintain any food product inside the room except our catering supplies. Thank you for your understanding.
- Regarding your visitors, we would like to inform you that there are certain usage packages in our facility and you can receive further information regarding these packages from Call Center. For your visitors to not have any problem during entrance, please inform reception prior to their entrance.
- For your security and safety please read the information in "Safety and Security" section.
- Regrettably we must inform you that no pets are allowed at our facility.
- Swandor Hotels & Resorts reserves the right to apply changes or cancellation in services that are mentioned within this guide.

Check-in and Check-out

Room Check-in begins at 14:00. Check-out time is 12:00. Thank you in advance for showing your understanding to this matter. For late check-out requests please contact reception on the day of departure to ask availability. (Late Check-out requests are subject to charge) Our guests who came through agencies may learn their departure times from related agency representatives in the lobby.

Parking

We have a parking lot for all our guests. In reception related personnel will help you. We provide parking services for your vehicles at the facility. Hotel Management will not accept any responsibility in case of any damage to vehicles and its components, theft and injuries caused by third parties and/or damage caused by nature (rain, wind, storm,... etc.) within our parking area or whilst being parked by our authorized staff.



GENERAL INFORMATION

Room Features

Our rooms are furnished according to the high comfort standards, acknowledging all possible needs of our guests.

Air Conditioning: *Can be adjusted with the button at the entrance of the room. Please make sure that your balcony door is closed while adjusting your air conditioner. If your balcony door is open air conditioner will automatically shut down and after closing the door it will restart its operation. Besides, we would like to remind you that in a very hot weather cooling your room may be dangerous for your health.*

Technical Maintenance: *In our rooms 220 Volt - 50 hz power current is used. In bathrooms 110 Volt power current is used for shaving machines. For the condition improvement of your rooms periodically required maintenance is done. If you notice any malfunction and/or disorder, or if you need any help with technical operation please contact Reception (0).*

*** Tap water shall not be used as drinking water. We suggest you to use bottled water on the table.**

Internet: *You may benefit from our Wi-Fi network within the facility free of charge.*

TV: *You can watch satellite broadcasting and informative broadcasts regarding the facility on your TV.*

Housekeeping Services

Hotel Guest Amenities: *Some of the amenities are given daily and some are given only once upon arrival. Housekeepers will replace consumed amenities with new ones.*

Pillow and Blanket: *For additional pillow, blanket, clothes hanger and other requests please contact Reception (0).*

Stationery equipments: *Stationery equipments that you may need during your accommodation are placed in your room. For any additional stationery equipment request please contact Reception (0).*

***Textile products that are used in our facility are traced with chip system, if you wish to purchase any product you like please contact Reception for prices.**

If you don't wish to be disturbed: *Please hang the sign "Do not disturb" in front of your room's door. Please don't forget to take out it when leaving your room, otherwise your room will not be cleaned and your minibar will not be checked.*

Laundry Services

In order to use the laundry services please fill out the laundry form, put it into the laundry bag with your laundry and place it on your bed.

Your laundry bag will be taken by Housekeepers.

Laundry and Ironing services are subject to charge.

Standard Service: *Laundry given after 16:00 will be returned next day until 16:00*

Express Service: *Laundry given between 10:00 -12:00 in the morning will be returned at 18:00 the latest on the same day. Express service charges are %50 percent more than standard service charges.*

Please contact our Reception (0) to benefit from this service.

You can find laundry bags inside the wardrobe in your room.

For tailor services please contact our Reception.



GENERAL INFORMATION

Luggage Services

For luggage carrier service please contact Reception. Our bellboy will shortly come to your room. Therefore, we kindly ask you to wait in your room until our bellboy comes. Please ask for a Luggage check receipt when registering your luggage and show your receipt when receiving your luggage.

Our hotel refuses to take any responsibility for the luggage which was not registered.

Telephone Services

You can make domestic and international calls from your telephones in your rooms. An extra cost may be applied for the telephone call and will be added to your room account.

Internal Call: Directly dial the phone number

Room to Room Call: Directly dial the room number.

Area and Country Codes

Please contact our Front Office (0) or Guest Relation Officer - 5555

Special Services

Special Organization requests

For organization of special days (birthday, wedding anniversary, honeymoon, etc.) and requests like, special package programs, private transfer, private trips etc. please contact Guest Relation Department.

Wake Up Service

In order to use the Wake up service please contact Reception.

Mail stamp, Cargo, messenger service

For sending a Letter, Postcard or Cargo please contact Guest Relation Department.

For more information please contact Guest Relation Department.

Special Services for Babies

For Baby stroller, Baby bed and Babysitting service please contact Reception. The services are subject to pre-reservation and charge. Staff and stocks are limited.



GENERAL INFORMATION

Special Services for Handicapped Guests

In the facility we have special rooms designed for our Handicapped Guests. Besides, in case of necessity we have a certain number of wheelchairs. For further information please contact Reception (0).

Bank Services / ATM

There are different bank offices available in Cam Ranh and Nha Trang. Working hours of Bank Offices are between 09:00-17:00. ATM's of various banks can be found in Cam Ranh area.

Payment and Credit Cards

You can pay your room and extra bills or shopping expenses from stores with TL, foreign currency or with various credit cards like; Mastercard, Visa. For detailed information please contact Reception (0). Prices of all services include VAT.

Privacy

If you wish your accommodation information to be kept private please inform reception.

Lost & Found

Please directly contact Guest Relations if you lost your belongings or found someone else's belongings. Lost belongings of the guests will be kept in a safe place. Please inform Guest Relations Department about the lost property.

Beach towel

*Beach towels can be received at the towel desk with a towel card. Price for a non-refunded towel or card will be charged to your room account.
* Please do not take white towels in your room to the beach and pools.*

Complaints, Suggestions, Comments

You may apply to Guest Relations for any complaint, suggestion or comment or you may fill the survey forms that will be sent to your email prior to check-out (in case the email address was provided).

Your opinions will be a great help for us in improving our customer-satisfaction oriented service perception.

Health Care

In our facility 24 hours medical. In any emergency situation that might occur you can contact Reception and Clinic. You may contact Guest Relation Department for any medicine request.



GENERAL INFORMATION

What is done to save the environment?

Dear Guests,

We are pleased to share with you that we are protecting the environment within our facility.

Within this scope we determine possible risks that may occur after any activity and prevent them.

We perform waste sorting within the facility enable recycling.

We regularly monitor water and electricity consumption in order to keep the natural resources sustainable.

We are using movement sensors for light and systems that disable usage of air conditioner when you are out of the room in order to decrease the consumption of the electricity.

In order to decrease the use of chemicals we continuously train our staff about the chemicals usage limits.

We give priority to biological methods in gardening and use drip irrigation system for lawns.

We regularly organise emergency situation training with our Emergency response team in order to prevent emergency situations and disasters.

We fulfil the criteria of our Blue Flag Award which is the symbol of clean, sustainable, healthy and safe beach.

We protect the endemic plant species and all living creatures living at the Sea, Beach, Garden, General Living Areas, and help to protect the natural life.

YOU CAN HELP US SAVE THE ENVIRONMENT

Recycling your garbage

Inform the staff if there is a water leakage in your room

State your opinions and comments regarding the environmental protection in our survey form

FOOD AND BEVERAGE SERVICES



There is a dress code in our A'la Carte Restaurants and Main Restaurant. We kindly ask you not to enter restaurant with swim wear and thank you for your sensitivity to this subject.

A La Carte restaurant reservation is extra and can be done at the Guest Relations Desk.

Room service and Gazebo reservations are extra. Contact our Guest Relations Desk for detailed information.

**You can learn the opening-closing times of Food and Beverage units in related areas. Place and time of the Food and Beverage services may change according to seasonal conditions and number of the guests.*

FOOD CONCEPT

<i>Breakfast</i>	<i>07.00-10.00</i>	<i>Swan Restaurant</i>
<i>Late Breakfast</i>	<i>10.00-11.00</i>	<i>Swan Restaurant</i>
<i>Gazebo</i>	<i>09.00-18.00</i>	<i>Beach (extra)</i>
<i>Snack</i>	<i>11.00-18.00</i>	<i>Snack Restaurant</i>
<i>Lunch</i>	<i>12.30-14.30</i>	<i>Swan Restaurant</i>
<i>Dinner</i>	<i>18.30-21.00</i>	<i>Swan Restaurant</i>
<i>Late Night Dinner / Early Breakfast</i>	<i>21.00-07.00</i>	<i>Swan Restaurant</i>
<i>Mini Club Lunch</i>	<i>11.30-13.00</i>	<i>Rino Kids Club</i>
<i>Mini Club Dinner</i>	<i>18.00-19.00</i>	<i>Rino Kids Club</i>
<i>Room Service</i>	<i>24/7</i>	<i>Extra</i>
<i>A'La Carte Dinner</i>	<i>19.00-21.00 Mon, Wed, Fri</i>	<i>Ocean Restaurant (Extra and Reservation Necessary)</i>

BAR SERVING TIMES

<i>Lobby Bar</i>	<i>09.00-24.00</i>	<i>Alcoholic and Soft Drinks</i>
<i>Pool Bar</i>	<i>09.00-01.00</i>	<i>Alcoholic and Soft Drinks</i>
<i>Snack Bar</i>	<i>09.00-18.00</i>	<i>Alcoholic and Soft Drinks</i>
<i>Xone Night Club</i>	<i>23.00-02.00</i>	<i>Alcoholic and Soft Drinks</i>



XONE NIGHT CLUB



Our animation team is consisted of specially chosen, educated people who can cheer up guests and accompany them while experiencing the ultimate entertainment. They organize various games and sports activities during the day which will make your accommodation unforgettable.

**You can receive information about day-time and night entertainment program from animation info board or guest relations department.*

SHOW ARENA

Get ready to experience the unforgettable sound-light, decor and visual shows at Main Pool Stage Area.

XONE NIGHT CLUB

If you love to dance you can continue the party at the Xone Night Club.

** Activity programs may change according to weather conditions and participation of guests.*

Xone

RINO KIDS CLUB



Rino Kids Club is a specially designed entertainment centre for our little guests to let them feel special during their holiday. Our kids' club animators organise different activities for children 4 – 12 years old between 09:00 and 22:00. An indoor and outdoor playground area is available. Rino kids club has a kids' restaurant which serves according to seasonal and occupation conditions. Right next to our Rino Kids Club an outdoor playground is available.

Accompanied by our experienced animators; different sport activities, competitions and creative activities are organised every day for our little guests in the kids' club. We also have a mini disco and a mini-stage where we can discover talents of our little guests

RINO
KIDS CLUB

The logo for Rino Kids Club, featuring the word "RINO" in large, colorful letters (R: pink, I: green, N: orange, O: purple) and "KIDS CLUB" in smaller, green letters below it. A green dinosaur head is integrated into the letter "O".

EGNA
SPA



egna
spa

Leave yourself to the mysterious and epic atmosphere of Egna Spa where you will leave stress and difficulties of daily life. Get ready for a voyage which you will never wish to end. Reservation Tel: 5039

Egna Spa offers massages and treatments for guests to refresh and relax both physically and mentally. Egna Spa Centre with a modern and authentic architectural structure consists of specially designed rooms, standard and VIP massage rooms, indoor swimming pool, Turkish bath, sauna, relaxation areas and a fitness centre.

**Egna Spa is a trademark of Swandor Hotels & Resorts.*

WATER WORLD



POOLS AND BEACH

Our pools are closed after 19:00 due to the cleaning process. For your safety lifeguards are working at the pool area, beach. Children under 16 years old can't use adult pools without supervision of their parents. Sunbeds and umbrellas are given at the beach and pools free of charge. We kindly ask you not to reserve sun beds. Our hotel isn't responsible of belongings that are left on sunbeds.

Beach

Our sand beach is approx. 250 meters long.

GAZEBO



*We have gazebo service at our Beach (Subject to charge).
Please contact the Guest Relations Department for reservation.*



SECURITY AND SAFETY

SECURITY AND SAFETY

Please read carefully for your own safety

All hotel staff is trained thoroughly in order to provide your security and safety. Please keep your room doors closed. In case you lose one of your room keys proceed to reception.

Sparing a few minutes to read the information below may be of great help in case of an emergency.

Usage of Candles: *Candles are not allowed for safety reasons.*

Security Measures

- After entering your room, see the closest emergency exits and shortest paths.*
- Emergency exits on your floor are signed clearly*
- Determine the nearest emergency exit.*
- Check the location of fire extinguishers, pipe and alarms on your floor.*
- Learn about air conditioner working system*

In Case of Fire

- Activate the nearest alarm.*
- Immediately call the Call Center and inform about the fire.*
- Use the nearest emergency exit and evacuate building.*
- Close the door against the fire and please take your room cards with you.*

Protection From Fire and Emergency Exits

Our hotel rooms and general areas are equipped with fire alarms and are under control of intervention systems. In case of a fire, fire extinguishing system in your room will automatically be activated. In this case close door and windows in order to stop air flow when you leave your room. In order to respond to a fire required teams and fire extinguishers are located in various parts of the hotel. To avoid injuries please don't panic while leaving the building. On room doors is hanged an "Emergency Exit Plan" sign. There you can see what needs to be done in case of emergencies. In case of a fire please leave the building, following emergency exit doors or EXIT signs and wait in safe areas that are shown in Emergency Exit Plan.



SECURITY AND SAFETY

Evacuation of Hotel

Any emergency situation that requires evacuation of the hotel will be announced by necessary means.

- *Take your room cards with you and wait precautionary.*
- *Touch the door handle with your hand. Don't open if it is hot.*
- *If door handle is not hot, open carefully but be ready to close immediately.*
- *If there is smoke in the corridor, bend as much as possible and crawl if necessary. Note that most of the casualties are caused by inhalation of poisonous gases.*
- *Move towards the nearest emergency exit.*
- *Don't use the elevators.*
- *Attendants will direct you to the closest gathering area and will provide you the necessary logistic and medical aid.*

If you have to remain in your room;

- *Be calm*
- *Close the air conditioner in your room*
- *Fill the bathtub in your bathroom. You might use it for protection inside.*
- *Remove the curtains from windows*
- *If smoke is leaking inside from any hole, close the hole with a wet towel or bed sheet.*
- *If there is smoke inside cover your head with a wet towel and create a breathing area.*
- *Avoid opening the windows. If necessary open after making sure there is no fire or smoke rising.*
- *Don't hide in wardrobe or anywhere else.*

Handicapped, Ill or Elders

In case of a evacuation if you need help with carrying handicapped, ill or elders please immediately contact Call Center. So, you will receive primary help.

Valuable Articles

In addition to personal digital safes in our rooms there are extra special locked safes in reception building. Our hotel is not responsible for valuable articles that are not kept in safes and left in the rooms or in open areas.

** We kindly ask you to check your safes and leave them open prior to check-out.*

Thank you for your attention and cooperation in advance, we wish you a pleasant holiday.

**Please Contact Call Center for missing information that you could not find in this Hotel Guide.*

www.swandorhotels.com

HOTEL PLAN



- 1 - Parking lot
- A - Building A**
 - Lobby
 - Lobby Bar
 - Ocean Restaurant
 - Swan Restaurant
 - Meeting Room
 - Xone Night Club
- 2 - Gym
- 3 - Egna Spa
- 4 - Shop Houses
- 5 - Aerial Yoga Area
- 6 - Basketball Area
- 7 - Table Tennis Area
- 8 - Main Pool Bar
- 9 - Main Stage
- 10 - Main Pool
- 11 - Gazebo
- 12 - Snack Restaurant
- 13 - Relax Pool
- 14 - Rino Kids Club
- B - Building B**

Be here

each moment matters at Swandor!