

# NOVOTEL

PHUKET RESORT

***WELCOME HOME!***

**At Home in your Novotel Phuket Resort**

Friends come from far, isn't it delightful?  
Confucius

## **WELCOME**

Novotel Phuket Resort is nestled on a hillside overlooking Patong Bay on eight acres of tropical landscaped gardens, just a short stroll from Patong Beach, the island's nightlife and shopping center. Relax in the three-tiered pool with a view, savor the local cuisine, then take in the sunset on the terrace. At Novotel Phuket Resort, everyone can enjoy life's simple pleasures.

### **Novotel Phuket Resort**

282 Phrabarammee Road, Patong,  
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[www.novotelphuket.com](http://www.novotelphuket.com)

[accorhotels.com](http://accorhotels.com)

## TELEPHONE EXTENSIONS

### **Operator**

EXT. 0

### **Guest Services**

EXT. 5

### **Assistant Manager / Duty Manager / Manager on Duty**

EXT. 5

### **Room to Room**

Dial 8 + Room Number

### **City Calls**

Dial 9 + telephone number

### **Domestic Calls**

Dial 9 + area code + telephone number

### **International Calls**

Dial 9 + country code + area code + telephone number

### **V-Lounge**

Dial EXT. 6

### **In-Room Dining**

Dial EXT. 6

### **Reception**

Dial EXT. 5

### **Le Spa**

Dial EXT. 2133

## NOTE

Should you require information about a specific country code or domestic area code, please touch "0" to speak to the Hotel Operator.

## CAUTION

Please be advised that, all answered telephone calls (local as well as international) may be automatically charged once the telephone call is answered. This is due to Thai official telephone policy.

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Airport  
Airlines and Airport Transfers  
Assistant Manager

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Banks  
Beach Access  
Bell Service  
Birthday Celebrations  
Breakfast  
Business Centre

**C**

Car Rental  
Cashier  
Check In / Check Out  
Courier / Mail Service  
Credit Card

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Damage  
Do Not Disturb  
Doctor  
Dress Code  
Drinking Water

**E**

Electricity Supply  
Emergency  
Extra Bed

**F**

Facsimile  
Fire  
First Aid  
Fitness Centre  
Flowers  
Food

**H**

Hairdryer  
Housekeeping and Maid Service  
Housekeeping Extra Supplies

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Ice  
Internet Access  
Interpreter  
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Ironing

**K**

Key Card  
Kid's World

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Limousine  
Lost and Found  
Luggage

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Visitor

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Wake-Up Call  
  
Price List

## **Accommodation | Dial 0**

### **114 Superior Rooms (37 m2)**

A mix of traditional Thai décor, modern comfort with private balcony overlooking a tropical garden/generic view, air-conditioning, 32" flat screen TV, desk, satellite TV, shower & bathtub is subject to availability, complimentary tea and coffee making facilities, safety deposit box, bathrobes & slippers, laundry service, hairdryer, iron, room service, free Wi-Fi internet by own guest's devices.

### **5 Deluxe Rooms (37 m2)**

37 sqm of traditional Thai décor, modern comfort with private balcony overlooking a tropical garden view, air-conditioning, 32" flat screen TV, desk, satellite TV, shower & bathtub is subject to availability, complimentary tea and coffee-making facilities, safety deposit box, bathrobes & slippers, laundry service, hairdryer, iron, room service, free Wi-Fi internet by own guest's devices.

### **18 Deluxe Family Rooms (55 m2)**

Enjoy a beautiful experience in our modern Deluxe Family room mixed with Thai traditional décor, 1 Double & 1 Bunk bed, private balcony offering fine generic view, high-end facilities like air conditioning, 32" Flat Screen TV, satellite TV, desk, complimentary tea and coffee-making facilities, safety deposit box, shower & bathtub is subject to availability, bathroom amenities, bathrobes & slippers, laundry service, hairdryer, iron, room service, free Wi-Fi internet by own guest's device.

### **59 Deluxe Sea View Rooms (37 m2)**

Indulge in 37 sqm of traditional Thai décor, modern comfort with private balcony overlooking the Andaman Sea. The Room offer a 32" flat screen TV, air-conditioning, desk, satellite TV, shower & bathtub is subject to availability, complimentary tea and coffee-making facilities, safety deposit box, bathrobes & slippers, laundry service, hairdryer, iron, room service, free Wi-Fi internet by own guest's devices.

### **14 Deluxe Pool Access Rooms (37 m2)**

Treat yourself to the ultimate feeling of freedom and enjoy a large 38 sqm room with direct access to a 5 x 60-meter pool. The room's spaciousness and well-designed interior décor mixes Thai and modern styles together, for one of the best Pool Access room options available in Phuket.

Every deluxe pool access room features 1 King bed and 1 day bed, 43" flat screen TV, satellite TV, desk, complimentary tea and coffee-making facilities, safety deposit box, shower, bathrobes & slippers, air conditioning, laundry valet service, hairdryer, iron, room service, complimentary Wi-Fi internet by own guest's devices.

### **5 Family Suites (102 m2)**

Parents in our family rooms and family suites can enjoy the comfort of peace and privacy, knowing that their kids are safe, secure, and well entertained. A mini-kitchen, flat-screen TVs with satellite TV, shower with Jacuzzi, safety deposit box, and plenty of other features will keep the whole family occupied and happy throughout their stay.

The colourfully decorated kids' bedroom includes a full lounge area next to the two twin beds – with a creative layout that is perfectly suited for kids to have fun and relax.

### **2 Suites (102 m2)**

102 sqm, King Bed with big sofa in living room, 43" flat Screen TV, satellite TV, closet and bathroom, dinner table, mini bar corner with counter, complimentary tea and coffee-making facilities, safety deposit box, mini kitchen, shower, bathtub with Jacuzzi, bathrobes & slippers, big private balcony offering fine generic view, air conditioning, laundry service, hair dryer, iron, room service, complimentary Wi-Fi internet by own guest's device.

\* For the comfort of all our guests, please be advised that Novotel Phuket Resort is a non-smoking hotel. However, to equally observe the comfort of our smoking guests is well looked after, we have provided designated smoking areas. Kindly be advised that a THB 2,000 cleaning fee will be applied to your guest room invoices in the event that cigarette is prominent in your guest room.

### **Adapter I Dial 0**

Adapters and transformers are available. Please contact our Housekeeping Department.

### **Air Conditioning I Dial 0**

There are individual thermostatic control switches in all guest rooms.

### **Airport Transfer I Dial 0**

For private regular sedan or private van, please contact our Transportation Desk.

### **Airport**

Phuket International Airport is 40 minutes, 32 kilometers from the Hotel, offering flights throughout Thailand and other major cities in South-East Asia and in the world.

### **Airlines and Airport Transfers I Dial 0**

Our Transportation team will be pleased to assist you with airlines reservations, changes, reconfirmation, and airport transportation arrangements.

### **Assistant Manager I Dial 0**

For special services or assistance at any hour, please touch "0" to speak to the Hotel Operator and ask for the Assistant Manager on duty.

### **Baby Cot I Dial 0**

Our housekeeping team will be delighted to place a baby cot in to your room, subject to availability.

### **Banks**

Various banks are located in Patong. Regular opening hours are from Monday to Friday between 08:00 to 16:00. Cash machines are available throughout Patong.

### **Beach I Dial 0**

Patong Beach is easily accessible by taxi or our scheduled shuttle service. Please call Guest Relations for assistance.

### **Bell Service I Dial 0**

Please contact the Guest Relations team if you require delivery to or pick up from your room of any items or luggage.

### **Beach Access | Dial 0**

Phuket is known for its outstanding beaches. With over 30 of them around the island, Patong Beach and Kalim Beach are within easy walking distance from the hotel. For more details, please contact our Guest Relation Desk.

### **Business Centre | Dial 0**

The Business Centre from our Mac computers is located at V-Lounge. For any business service requirement, please contact our Guest Relation Desk.

### **Car Rental | Dial 0**

Please contact our Transportation Desk.

### **Cashier | Dial 0**

The cashier is located at the Front Desk should you have any need for account information. We recommend that you settle your account prior to retiring on your last evening with us.

### **Check-In / Check-Out | Dial 0**

Check In Time 14:00 hrs

Check Out Time 12:00 hrs

In the event that your arrival is prior to 14:00 hours or your departure is scheduled at 12:00 hours, we offer complimentary luggage storage and access to our Fitness Centre facilities upon request for yours freshen up. Late check out can be guaranteed with payment and it subject to room availability. Only registered guests are allowed in guest bedrooms. Unregistered guests are the sole responsibility of the registered guest for this reservation. Registered guests are fully responsible for the safety and security of their families and/or their dependents/accompanied children in the hotel and around all pool areas and hotel facilities. The hotel, its management and its owners are not liable or responsible for the safety and security of children in the hotel premises which is the sole responsibility of the registered guest/s. The hotel is not responsible/liable for items or services consumed outside of the hotel premises and/or unrelated to the hotel's product and service offer.

### **Courier / Mail Service | Dial 0**

Our Guest Relations team will be pleased to assist you with courier and mail services.

### **Credit Cards**

Visa, MasterCard, and JCB credit cards are all accepted.



**Damage | Dial 0**

In efforts to ensure all our current and future guests are well looked after, please note that the hotel reserves the right to apply applicable charges to damaged or lost items found during the servicing of your guest room. Please contact the hotel's reception for any questions or concerns you may have with regards to this policy.

**Do Not Disturb | Dial 0**

Your privacy is of permanent importance to us, so to ensure your privacy, please hang the Do Not Disturb sign on your outside main door handle. If you wish to have your calls screened or wish not to be disturbed with telephone calls, please contact the Hotel Operator.

**Doctor | Dial 0**

For medical assistance, please contact our Duty Manager or Telephone Operator.

**Dress Code**

We encourage the wearing of casual attire in all restaurants, bars and public areas.

**Drinking Water | Dial 0**

We do not advise you to drink tap water. For your convenience, purified drinking water is available in your room with our compliments 2 bottles per room per day.

**Electricity Supply | Dial 0**

The local voltage is 220 V. Transformers are available from our Housekeeping team.

**Emergency | Dial 0**

In the event of an emergency, please contact the manager on Duty or Hotel Telephone Operator.

**Extra Bed | Dial 0**

Please contact Housekeeping team for an extra bed at nominal fee.

**Facsimile | Dial 0**

Facsimile can be arranged upon request.

**Fire | Dial 0**

Hotel emergency procedure are posted on the back of each guest room door. Please take a minute to check the closest exit from your room. In case of fire or emergencies, please contact the operator and remain calm.

**First Aid | Dial 0**

For emergency and/or first aid, please contact the Manager on Duty or Telephone Operator.

**Fitness Centre**

Fully equipped GYM with changing rooms and sauna. Opening Hours are daily 24-hour and need to

**Flowers | Dial 0**

Flowers for every occasion are available through our Housekeeping Department with 48-hour advance reservation.

**Food**

Please refrain from taking durian fruit and mangosteen inside the Hotel or your room. For the comfort of all our guests, we will charge for a cleaning fee of THB 2,000 should we find these kinds of fruits in your room or terrace.

**Hairdryer | Dial 0**

A hairdryer is provided for your usage during your stay with us and is located in the desk drawer.

**Housekeeping and Maid Service | Dial 0**

Housekeeping service is provided once daily, once between the hours of 08:30 and 17:00. If you prefer us to service your room at a specific time during your sojourn, please contract our Housekeeping Department.

**Housekeeping Extra Supplies | Dial 0**

Extra pillows, blankets and additional room supplies are available from our Housekeeping Department, subject to availability.

**Ice | Dial 6**

Ice is provided upon request in your room. Please contact in room-dining.

**Internet Access | Dial 0**

Wireless access is available throughout the hotel. Should you require any assistance, please contact the mobile Business Centre or press "0" for assistance from our Guest Relations team.

**Interpreter | Dial 0**

Our Business Centre staff will be pleased to arrange an interpreter for you.

### **In-Room Dining | Dial 6**

Contact in-room dining if you require cuisine in your room.  
In-room dining is available 24hrs. service.

### **Ironing | Dial 0**

A pressing service is available through our laundry service at nominal fee.  
For your convenience and comfort, iron and ironing board are provided in your room.

### **Key Card**

The loss of your key card is chargeable at THB 300 per piece to your account upon departure.

### **Kid's World | Dial 4**

Fully supervised chargeable daily Kid's Activities Program for children 5-12 years of age.  
Reservations should be made 24 hours in advance. Please contact Guest Relations Desk.  
Opening hours: 10:00 to 16:00

### **Laundry | Valet | Dial 0**

Laundry price lists and bags are in your closet. Please contact the Housekeeping team for pick-up service.

### **Limousine**

Novotel Phuket Resort may arrange sedans of different styles to meet every need. Limousines are available for both airport arrival and departure with 24 hours in advance reservation. They are also available at an hourly or daily rate in accordance with your needs. Our Guest Relations team will be pleased to arrange your booking.

### **Lost and Found | Dial 0**

Please contact our Lost and Found Department.

### **Luggage | Dial 0**

For any matters relating to your luggage, please contact our Bell Counter.

### **Mail/Mail Box | Dial 0**

Please contact our Guest Relations Desk.

### **Maintenance | Dial 0**

If there is anything in your room that you find unsatisfactory, please call our Housekeeping Department.

**Massage | Spa Service | Dial 2133**

Please inquire at Spa Counter.

**Meeting Room | Dial 6**

For private meeting room facilities, please contact our Food & Beverage team.

**Message | Dial 0**

Please contact our Guest Relations Desk.

**Mini Bar | Dial 0**

Our minibar is empty. For the enjoyment of all our guests, an intensive room service menu is available via QR code, contact our Guest Relations Desk.

**Night Club | Dial 4**

For details, please contact our Tour Desk.

**QR Code Payment | Dial 0**

Thai QR code are accepted.

**Parking**

Parking for motorcars is available at the Hotel's Car Park. Please lock your car doors or motorbike. The hotel is not liable for any theft and/or damage.

**Pets**

We regret that no pets are allowed on Hotel premises.

**Privacy | Dial 0**

When you do not wish to be disturbed, please hang your "Privacy Please" sign outside your room and request our Operator to screen telephone calls.

**Religious Service | Dial 0**

For information and directions to locations, please speak with our Guest Relations team.

## Restaurant and Bar

### Coffee House

Breakfast Buffet  
06:30 to 10:30

### Pinnacle Sky Bar (Restaurant)

All Day Dining  
11:00 to 24:00  
Last order food: 23:00  
Last order beverage 23:30

### V-Lounge

The Lobby Bar  
11:00 to 24:00  
Last order food: 23:00  
Last order beverage 23:30

### Herring Bar

Pool Bar at Fun pool  
10:00 to 18:00  
Happy Hour 15:00 to 17:00

Discover the cozy atmosphere with wonderful sea views of the Andaman Sea, a perfect spot to watch amazing sunsets. Enjoy the Thai and Western specialties from our a la carte menu. Our chef and our restaurant captain will be delighted to advise you about this experience. For your enjoyment and comfort, we will serve exotic cocktails, juices, and many other beverages from our QR-coded menu at V-Lounge in areas i.e. the swimming pool, and in the privacy of your room.

### Room Service | Dial 6

Room Service is available 24hrs. Please referring to the Food & Beverage menu from the QR code list in your room. Contact Food & Beverage for assistance.

### Safety Deposit Box

A safety deposit box is available for your convenience at the Front Desk. The Hotel is not responsible for articles or valuable items placed in the room safe. Use of the room safe does not extend the hotel's liability under any applicable laws or regulations.

### Security | Dial 0

Hotel Security is provided 24 hours. Please remember for your own safety and protection, to keep your door double-locked while in your room and to identify any visitors before admitting them. Should you require special security service at any time, please contact the Assistant Manager for assistance.

### Shuttle Service | Dial 0

Please contact our Guest Relations Desk.

### **Spa | Dial 2133**

Located on the ground floor, Le Spa offers a wide range of pampering and rejuvenating services, including signature treatments, massages, facials, and body treatments. Please call the Spa Reception to book an appointment or inquire about our services. Spa hours are from 10:00 to 20:00. The last available appointment is at 19:00 hours.

### **Swimming Pool**

Open daily from 07:00 to 19:00 and the Pool Bar is open from 10:00 to 18:00. Please use pool towels provided at pool area. All children must be supervised by an adult. Extreme care should always be taken when using our pool, as we do not have a lifeguard on duty.

### **Taxi Service | Dial 0**

Please contact our Transportation Desk.

### **Telephone | Dial 0**

Please refer to the Telephone Guide in this directory for information on how to dial Country Codes and City Codes. Further assistance can be obtained through our operator.

### **Television Channel**

TV channels available for your enjoyment.

### **Tour Information and Booking | Dial 4**

Tour counter s located in the lobby. Information on tours, sight-seeing and leisure activities is available from our helpful and qualified leisure and tourism staff.

### **Visitor | Dial 0**

Unregistered visitors are requested to leave the guest room by 23:00. Outsides are not allowed into the guest accommodation floors unless accompanied by our registered guests. For overnight visitors, registration is required at an additional charge. Please contact guest relations for more information.

### **Wake-Up Call | Dial 0**

Please contact our Operator.

## PRICE LIST

For the comfort of all guests, items in the hotel and guest room are treated with care. A minor fee applies to missing and damaged units.

DESCRIPTION	PRICE (THB)	DESCRIPTION	PRICE (THB)
Aroma Bath Salt	200	Internet Access point	37,500
Bath Mat	250	Ironing Board	4080
Bath Robe with Logo	2,400	Kettle Set	4,690
Bath Towel	1,150	Key Card	300
Beach bag	750	Mattress King Size	54,375
Bin (bathroom)	2,190	Mattress Twin Size	22,500
Bin (living room)	1,560	Make Up Mirror	10,520
Coffee Cup	210	Minibar Fridge	28,125
Coffee Spoon	125	Others to be confirmed upon damage or missing	
Coffee machine	15,000	Pillow Case (Flap2") (dark blue)	660
Down Pillow Soft Big	2,200	Pillow Protector with Zipper	525
Down Pillow Soft	1,300	Pool Towel (Plain)	2,050
Draw Sheet with Mattress Protector King	8,150	Remote Control	750
Draw Sheet with Mattress Protector Twin	6,250	Rock Glass	79
Duvet Cover King (134"x102") (Bag Design)	5,950	Satin Hanger	449
Duvet Cover Twin (87"x102") (Bag Design)	4,600	Slipper with Closed Toe with Logo	500
Duvet Insert King	8,100	Sofa Pillow (blue)	3,150
Duvet Insert Twin	6,250	Sofa Pillow (Stripes)	3,150
Eating Durian in the Room	2,000	Smoking in the Room	2,000
Elephant doll	2,500	Sunbed in pool access	15,000
Face Towel	110	Telephone	7,300
Flat Sheet King (140" X 124")	4,000	Tissue Box	625
Flat Sheet Twin (93" X 125")	2,800	Topper King	15,000
Flashlight	940	Topper Twin	10,000
Hair Dryer	3,690	TV 43"	79,375
Hand Towel	270	Umbrella Logo 30"	1,000
Hanger with Clip	300	Umbrella Logo 24"	520
Hanger without Clip	50	Wet Amenity Bottle (price per bottle)	350
Hi Ball Glass	170	(Shower Gel, Shampoo, Hand Wash, Lotion)	
Iron	4,500		