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***Welcome to Apsara Resort, Koh Rong!***

*We are truly grateful for your choice to stay with us and are delighted to welcome you to the stunning island of Koh Rong. Our dedicated management team and associates are here to ensure that your time with us is nothing short of exceptional.*

*If there's anything we can do to make your stay more enjoyable, please don't hesitate to reach out to any of our staff, or feel free to contact me personally. We wish you a wonderful and memorable experience at Apsara Resort and a relaxing stay on this beautiful island.*

## **Information A-Z: Guest Service & Building**

The following A-Z information is provided for your convenience. Should you have any queries, please contact Reception at extension \_.

## *Welcome To Apsara Resort*

We are delighted to have you as our guest and wish you a memorable stay. Should you need any assistance during your time with us, please do not hesitate to reach out to our staff or contact Reception at extension \_.

### **CHECK-IN / CHECK-OUT**

- Check-In: 2:00 PM

- Check-Out: 12:00 noon

For late check-out requests, please contact Reception at extension \_.

### **KEY CARD**

Your key card is electronically encoded, and the room number is not indicated for security purposes. If lost, please inform Reception immediately. A new card will be issued, and the old card canceled.

### **SAFE / SAFETY DEPOSIT BOXES**

A personal safe is provided in each room. For security reasons, we recommend keeping your valuables in the safe. Additional safes are available at Reception.

## *Dining and Food Services*

### **APSARA RESORT RESTAURANT**

Located beachfront, Apsara Resort Restaurant offers buffet or à la carte meals, depending on demand.

#### Opening Hours:

Breakfast: 6:00 AM - 9:30 AM

Lunch: 11:30 AM - 2:00 PM

Dinner: 6:00 PM - 10:30 PM

For room service, fill out the breakfast order form in your room or dial Room Service at extension \_.

### **DIETARY REQUIREMENTS**

If you have any special dietary needs, please contact the Food & Beverage Manager at extension \_ or the General Manager at extension \_, who will be happy to assist.

## **ROOM SERVICE**

Available 24 hours a day. Dial extension \_ for assistance.

## **BANQUET AND CATERING**

Our restaurant and poolside are available for bookings for meetings, business dinners, weddings, or events. Please contact Reception at extension \_ to schedule a meeting with the Food and Beverage Manager or Chef Director.

## *Transportation and Tours*

### **TRANSPORTATION**

For any transportation needs, including car rentals, boat trips, or city tours, please contact Reception at extension \_. Koh Rong Island is 25 kilometers away, and speedboat arrangements can be made for your convenience.

### **CAR PARKING**

Parking is available in the front area of the hotel. For more details, please contact Reception at extension \_.

### **TOUR ARRANGEMENTS**

For sightseeing excursions, boat trips, or other tours such as fishing and snorkeling, please contact Reception at extension \_.

### **LIMOUSINE AND GUIDE SERVICES**

Limousine and tour guide services are available through Reception. Please contact extension \_ to arrange your tour.

## *Facilities and Recreation*

### **SWIMMING POOL**

Our outdoor swimming pool is open from 7:00 AM to 11:00 PM. Please review the safety regulations before use.

### **FITNESS ROOM**

The fitness room is available to guests from 6:00 AM to 10:30 PM. Please read the safety guide inside the facility before use.

## **STONE SPA**

Our spa operates from 9:00 AM to 10:30 PM. Please contact the spa reception at extension \_ to book an appointment.

## **FLORIST / FLORAL DECORATIONS**

Flower-folding lessons are available from 9:00 AM to 3:00 PM. For more information or to purchase/send flowers, please contact Reception at extension \_.

## *In-room and Guest Services*

### **HOUSEKEEPING**

Housekeeping services are provided daily. Should you need additional items such as extra bedding, pillows, shower caps, or sewing kits, please contact Housekeeping at extension \_.

### **DRY-CLEANING, LAUNDRY, AND PRESSING**

Laundry, pressing, and dry-cleaning services are available upon request. For same-day service, orders must be placed early in the morning. Contact Housekeeping at extension \_ or Reception at extension \_. An iron and ironing board can also be requested through Housekeeping.

### **BABY-SITTING**

Babysitting services are available upon request. Please contact Housekeeping at extension \_ or Reception at extension \_.

### **HAIRDRYER**

All rooms are equipped with a hairdryer located in the bathroom.

### **EXTRA BED / PILLOWS / BLANKETS**

If you require an extra bed, additional pillows, or blankets, please contact Reception at extension \_ or Housekeeping at extension \_.

### **UMBRELLAS**

Umbrellas are available on racks in front of each bungalow. Please return them to the racks after use.

## *Communication and Technology*

### **INTERNET**

Wi-Fi is available in all rooms, as well as in the restaurant and lobby areas. For more information, please contact Reception at extension \_.

## **BUSINESS CENTER**

Our Business Center is located in the lobby and operates from 8:00 AM to 10:00 PM. For more details, contact the Business Center at extension \_.

## **MAIL SERVICES**

Reception can assist you with sending mail or parcels. For inquiries, contact Reception at extension \_.

## **PHOTOCOPYING SERVICES**

For photocopying needs, please contact Reception at extension \_.

## *Medical and Safety*

### **DOCTOR**

Medical services can be arranged through Reception. Please contact extension \_ for assistance.

### **FIRST AID KIT**

A first aid kit is available at Reception. In case of any medical emergencies, please contact Reception at extension \_.

### **EMERGENCIES**

In case of an emergency, dial the Telephone Operator immediately at extension \_ to report the type and location of the emergency.

### **LOST AND FOUND**

For lost or found items, please contact Housekeeping or Reception at extension \_.

## *Additional Guest Information*

### **CURRENCY EXCHANGE**

Currency exchange services are available at Reception. The local currency is the Cambodian Riel.

### **BANKING / ATM**

For information on banking facilities and ATMs, please contact Reception at extension \_.

### **DRESS CODE**

Please be aware that pajamas and loungewear are not permitted in the restaurant, pool, or fitness areas.

**KEY CARD**

Your key card is electronically encoded, and the room number is not indicated for security purposes. If lost, please inform Reception immediately. A new card will be issued, and the old card canceled.

**SAFE / SAFETY DEPOSIT BOXES**

A personal safe is provided in each room. For security reasons, we recommend keeping your valuables in the safe. Additional safes are available at Reception.

**SMOKING**

Smoking is permitted only in designated areas: the fountain, courtyard, and left side pool bar. Smoking is prohibited in guest rooms and public areas.

**WAKE-UP CALL**

Should you require a wake-up call, please contact Reception at extension \_.

**VOLTS / ELECTRICITY**

The electricity supply in Koh Rong is 220 volts (50 Hz). For adaptors or transformers, please contact Housekeeping at extension \_.



## **Rules and Regulations**

Here you will find essential guidelines for guest conduct, safety, and the proper use of resort facilities, including the spa, pool, and fitness room. This chapter emphasizes safety protocols and respectful behavior to ensure an enjoyable experience for all guests.

## *Internal Regulations*

All guests of Apsara Resort, Koh Rong are kindly requested to adhere to the laws of Cambodia. To ensure your stay is comfortable and enjoyable, please assist us by following these internal regulations:

### **REGISTRATION OF GUESTS**

As required by Cambodian regulations, all guests must officially register upon arrival. Guests are requested to provide their passport, current visa, and immigration papers (issued upon arrival to Cambodia) to the Reception.

### **REGISTRATION OF VISITORS**

All visitors of guests are required to register at the reception counter.

### **OVERNIGHT STAY**

Overnight stays for visitors are not permitted unless properly registered with the Reception prior to entering the room.

### **CHILDREN**

The conduct, behavior, actions, control, and supervision of children within the premises are the sole responsibility of their parents or appointed guardian.

## *Facilities*

For your safety and enjoyment, please observe the rules and regulations when using Apsara Resort's equipment and facilities. Each facility has a regulations board. Users of these facilities do so at their own risk, and the Management will not be liable for any injuries, accidents, or losses arising from their use.

1. Facilities are for registered guests and members only.
2. Children under the age of 16 must always be accompanied by an adult.
3. Smoking is not permitted.
4. Spitting or misconduct is prohibited.
5. Please refrain from loud conversation or boisterous behavior.
6. Proper attire must be worn inside the Fitness Centre.
7. Seek medical advice before engaging in vigorous exercise.
8. Children under the age of 16 are not allowed to use gym equipment.
9. Do not use the pool or gym after a heavy meal or under the influence of alcohol, drugs, or medication.
10. Discontinue use of the pool or gym if you experience discomfort, nausea, or other physical issues.
11. Pets are not allowed.

## *Stone Spa*

### **CHECK-IN**

Members/guests must check in at the Spa's reception. Employees may request photo ID, and a security check may be conducted on bags or personal items.

### **HOURS OF OPERATION**

9:00 AM - 10:30 PM. Please call the spa reception to make reservations or cancel within 2 hours of your appointment.

### **HEALTH AND SAFETY**

Guests are responsible for knowing their own medical/health conditions. Spa staff are not qualified to diagnose or treat medical conditions, and all activities are done at the guest's own risk.

### **CHILDREN**

Guests under 16 must be accompanied by a guardian or provide a consent form. The Spa reserves the right to refuse entry to those posing health or safety risks.

### **BODY SCRUB AND MASSAGE**

This involves physical contact, so members/guests are fully responsible for alerting the therapist to any conditions or discomfort.

### **UNIFORM AND LOCKERS**

Guests will be provided with a Spa uniform. Lockers are available, but the Spa is not responsible for lost or stolen items. No glass containers, hair dyeing, bleaching, or shaving is permitted at the Spa.

### **PERSONAL CONDUCT**

Members/guests must follow staff instructions. Disturbances or interference with others' enjoyment of the Spa will result in removal without a refund. No smoking, gum-chewing, or outside food/drinks are allowed.

### **ALCOHOL AND DRUGS**

Guests under the influence of alcohol or drugs will be denied entry. Guests are advised not to use Spa facilities while under medication, and the Spa reserves the right to refuse service.

## *Swimming Pool*

For your safety, please observe the following regulations for the swimming pool:



### **NO LIFEGUARD ON DUTY**

Guests swim at their own risk. Hours: 7:00 AM - 7:00 PM.

### **POOL USE**

The pool is for Apsara Resort guests only. Persons with medical conditions should consult a doctor before using the pool. No alcohol, narcotics, or drugs should be used prior to swimming.

### **CHILDREN**

Children under 16 must be accompanied by an adult at all times.

### **ATTIRE**

Proper swimwear is required. Please shower before entering the pool.

### **PROHIBITED BEHAVIOR**

No running, playing, or diving is allowed around the pool. Glassware is not permitted, and no smoking or eating is allowed in the pool area.

## *Fitness Room*

For your safety, please observe the following regulations:

### **NO TRAINER ON DUTY**

Guests use the Fitness Room at their own risk. Hours: 7:00 AM - 10:00 PM.

### **DRESS CODE**

Athletic shoes and shirts are required. Midriff tops are not allowed.

### **SAFETY CODE**

Weights must be returned to their proper places. Safety collars must be used on barbells. Running and horseplay are not allowed.

### **POLICIES**

The Fitness Room is for Apsara Resort guests only. Children under 16 must be supervised by an adult. Alcohol, drugs, and tobacco products are not permitted. Guests are advised not to use the Fitness Room after a heavy meal or under the influence of alcohol or medication.

## **Safety & Security**

Here you will find important safety information, including fire prevention guidelines and emergency procedures. This chapter provides clear instructions on what to do in case of a fire and how to ensure your safety during your stay at the resort.

## **SAFETY AND SECURITY – IN CASE OF FIRE**

Apsara Resort is constructed according to stringent fire safety standards and is equipped with advanced fire prevention systems. All rooms and public areas have fire prevention equipment. Please familiarize yourself with these instructions to be prepared for any emergencies.

### **UPON ARRIVAL**

- ➔ When entering your room, locate the nearest fire exits.
- ➔ Memorize the number of doors between your room and the fire exit.
- ➔ Locate and confirm the position of the fire alarm and fire extinguisher on your floor.

### **IF YOU DISCOVER A FIRE**

1. Stay calm and avoid panicking.
2. Activate the nearest fire alarm.
3. If possible, close all doors around the fire area to contain the spread.
4. Report the emergency to Reception at extension \_.
5. Only attempt to fight small fires with a fire extinguisher.
6. Avoid large fires and leave the building immediately.
7. Always take your room key card with you. You may need it to re-enter your room if escape routes are blocked by fire or smoke.

### **IF YOU HEAR A FIRE ALARM**

1. Evacuate if instructed. Take your room key card with you.
2. Check the door to the hallway by using the back of your hand to test if it is warm or cold.
  - a. If the doorknob is cool, open the door slowly.
  - b. If the hallway is filled with fire or thick smoke, close the door immediately.
3. If the hallway is clear, proceed to the nearest exit.
4. If the hallway is smoky or dark, stay low to the ground and move along the wall towards the exit.
5. Always check the exit door before opening it.
6. Do not use the elevator. Use the stairwell to reach the ground floor.

### **IF THE EXIT IS BLOCKED**

- ➔ If the stairwell fills with smoke or becomes unsafe, return to your room immediately
- ➔ Call Reception at extension \_ to inform resort staff of your location.

### **IF YOU CAN NOT LEAVE YOUR ROOM**

1. Stay calm. Your room is the safest place if evacuation is not possible.
2. Call extension \_ to inform Reception of your location.
3. Fill the bathtub with water. Use wastebaskets to carry water if needed.
4. Push wet towels under the door and into air vents to block smoke from entering.
5. Remove all drapes from windows to prevent them from catching fire.

**PREVENTING FIRE IN YOUR ROOM**

- Do not smoke in bed, and never empty ashtrays into wastebaskets.
- Ensure that all electrical appliances are turned off after use.
- Exercise caution when using matches or candles.

## **Telephone Guide & International Dialing Codes**

Here you will find instructions for using your room telephone, including how to make local and international calls. This section also provides important dialing codes for Cambodia and its provinces to help you connect easily during your stay.



## TELEPHONE GUIDE AND INTERNATIONAL DIALING LIST

Your room telephone has International Direct Dialing (IDD) capabilities, allowing you to make direct calls within Cambodia and overseas without the need for assistance from Reception or the Operator.

### Country Code for Cambodia: 855

To make an international call using the IDD facility, please follow these steps:

1. Hotel Access Code: Dial \_
2. International Access Codes: Dial "177" or "189"
3. Country Code
4. Area Code (if applicable)
5. Local telephone number

### Example of an International Call

If the telephone number is (+855) 17 964 888, you should dial:

Hotel Access Code \_ + 177 or 189 + 855 + 17 964 888

### Example of a Local Call

If the telephone number is (0) 962 200, you should dial:

Hotel Access Code \_ + 063 + 962 + 200

### Area Codes for Cambodia's Provinces:

Province	Area Code	Province	Area Code	Province	Area Code
Banteay Meanchey	54	Kampong Thom	062	Poipet	054
Battambang	53	Koh Kong	35	Siem Reap	063
Kampong Cham		Phnom Penh	023	Sihanoukville (Koh Rong Island)	34

### Important Notes:

- Please dial without pausing between digits to ensure the call connects properly.

## *Apsara Resort*

- After completing the dialing, it may take up to 45 seconds for your call to connect. Do not hang up until you are certain that at least 45 seconds have passed.
- Place the receiver firmly back on the phone once your call is completed.
- If you require assistance or further information, please contact Reception at extension \_.

### **Disclaimer**

The management accepts no responsibility for bad or faulty connections and will not refund or discount any applicable charges incurred due to connection issues.