



RAYAVADEE
KRABI / THAILAND

DIRECTORY OF SERVICES



RAYAVADEE
FACILITIES & SERVICES



ACTIVITIES

We offer a full range of land excursions to the area's most interesting sites as well as half and full-day trips aboard our luxury speedboats to the surrounding islands. Whether you are interested in cultural activities, outdoor pursuits or relaxing in gorgeous natural surroundings while enjoying a gourmet picnic on the beach, we have a programme or activity to suit your needs. Our Activities Centre is located just behind Guest Services next to the library. You can visit from 08:00 hrs. until 20:00 hrs. daily or dial extension 5 for more information. Our Activities staff will be more than happy to help you plan a memorable trip.

ADAPTORS

All pavilions/villas are equipped with 220V and multi-pin sockets. If you require further adaptors, universal adapter or extension cords, kindly dial Guest Services on extension 3.

AFTERNOON TEA

Afternoon tea is served in our Raya Dining Restaurant three times a week on Tuesday, Thursday and Saturday from 16:00 hrs. until 17:00 hrs. In addition to tea, coffee and a selection of sweet and savory snacks, you can learn about Thai culture with our staff through a variety of interactive activities on offer.

AIR-CONDITIONING

All pavilions/villas are air-conditioned and have individual controls to regulate the temperature for your comfort and convenience.

AIRLINES

Airline reservations and flight confirmations can be made through Guest Services. Kindly dial extension 3.

AIRPORT TAX

Kindly note that airport tax for passengers on international flights departing from Krabi Airport, Suvarnabhumi Airport, Bangkok and Phuket Airports, is normally included in the airline ticket.

BABY CARE ITEMS

Items such as cribs and cots are available through Guest Services. Diapers and other baby care items are chargeable and can be purchased from the mainland by one of our staff.

Please make inquiries at Guest Services on extension 3 who will be happy to assist you with your request and have the items delivered to your pavilion/villa.

BABYSITTERS

We would be glad to arrange a babysitter for you during your stay. We would appreciate 24 hours advance notice. Kindly note that our babysitters are permitted to mind a maximum of two children at one time in order to ensure their safety and best possible care. For more information or to reserve a babysitter, please contact Guest Services on extension 3.

BANKS

Krabi town has branches of most major Thai banks. Banks are open from 08:30 hrs. until 15:30 hrs. Monday to Friday. Kindly note banks are closed on Public Holidays. ATM machines are available on the peninsula. For directions, kindly contact our Guest Services on extension 3.

BARBECUE





We offer set menu barbecues at The Grotto with a wonderful choice of meats, seafood and vegetables. We will be more than happy to cater the menu to your taste. Kindly contact Guest Services on extension 3. Please place your order with us by 15:00 hrs.

BEACHES

Rayavadee is bordered by three beaches, Nammao to the east, Railay to the west and Phranang beach to the south. All are lovely and have their own character, but Phranang Beach has been consistently recognized as one of Thailand's most beautiful. As all of the beaches belong to the National Park, sun-chairs and loungers are not permitted. Kindly note, that beaches in Thailand are public, not private property.

FLAG COLOUR DIRECTIONS

Please take note of the coloured flags which indicate whether or not it is safe for swimming. They are located at the entrance to West Railay Beach and Phranang Beach.

-  Red - High surf and / or strong currents, not considered safe to swim or participate in water sports.
-  Yellow - Moderate surf and / or currents, considered safe but caution should be observed.
-  Blue - Jellyfish and sea urchin may be present.
-  Green - Calm conditions, exercise caution.

BEAUTY SALON

Located in the Rayavadee Spa, the Beauty Salon offers a number of beauty services. To make an appointment, please call the Spa on extension 7. The Beauty Salon is open daily from 10:00 hrs. until 20:00 hrs.

BLANKETS & PILLOWS

Extra blankets and pillow selection (feather, cotton or foam) are available through Guest Services. Kindly dial extension 3.

BOAT HIRE

Private boat charters can be arranged through our Activities Centre. For more information, dial extension 5.

BOUTIQUE

Our Boutique is a treasure trove of unique jewellery, clothing and home décor items. Inspired by traditional Thai craftsmanship and design, most pieces are sourced in Thailand or from the surrounding region. The Boutique can also arrange for international shipping services. Located just behind Guest Services, the Boutique is open daily from 08:00 hrs. until 20:00 hrs. To contact, kindly dial extension 2871

BREAKFAST

Breakfast is served daily from 07:00 hrs. until 10:30 hrs. at “Raya Dining” next to Guest Services, where you can enjoy a delicious continental buffet and order a selection of International, Asian and healthy dishes from the menu.

BUGGIES

In order to fully appreciate Rayavadee's natural setting and to preserve the resort's peaceful atmosphere, we try to keep the use of electric buggies to a minimum and encourage you to explore the resort on foot. If you do require an electric buggy at any point during your stay, dial extension 3 for Guest Services and we will be happy to arrange one for you.

CAR HIRE

All of our cars are chauffeur-driven, air-conditioned and fully-insured. For more information or to make a booking, please contact Guest Services on extension 3.

CASHIER

Located at Guest Services, the Cashier can exchange foreign currency and provide details on your account. The Cashier is open 24 hours a day. For information kindly contact Guest Services on extension 3.

CHECK-OUT TIME

Check-out time is 12:00 noon. If you require a late check-out, please contact Guest Services on extension 3 and we will do our best to accommodate your request.

CHEQUES

We regret that due to local banking regulations we are unable to accept personal or company cheques.

COOKING CLASS

Learn the secrets of preparing perfect Thai curries, stir-fries and salads with our experienced instructor. Our classes are hands-on and you can enjoy the delicious meal you've prepared yourself for lunch afterwards. Kindly contact the Activities Centre on extension 5 for more information or to make a booking.

CREDIT CARDS

We accept the following major credit cards: American Express, JCB, Master Card, Visa and Union Pay.

CURRENCY

Guest Services can exchange foreign currency and provide you with the daily exchange rate listing. The Thai currency is the Baht. 1,000, 500, 100, 50, and 20 Baht notes are available while coins come in 10, 5, 1, .50 and .25 Baht denominations. Kindly note Thai currency can only be exchanged for foreign currencies at banks and international airports.

DIETARY REQUIREMENTS

We would be happy to cater to any dietary requirements or special requests you may have. Gluten free, vegetarian and vegan options are available and there is a Children's Menu available at all restaurants. To discuss your needs, please contact the Food and Beverage Coordinator on extension 2806 or via the operator by pressing '0'.

DRESS CODE

Dress at the resort is relaxed and casual. We would kindly request smart casual attire in the restaurants in the evenings and that you refrain from wearing bathrobes, singlets or swimwear to breakfast, lunch or dinner. We thank you for your kind understanding.

DVDS

Our library has a selection of DVDs which you may enjoy in the comfort of your pavilion. All DVDs and Music CDs are complimentary. Kindly return borrowed items to the library. The library is open daily from 24 hours. To borrow any DVDs or Music CDs after 20:00 hrs. kindly contact Guest Service.

ELECTRICITY

All pavilions/villas are equipped with 220V. We would ask for your kind support in conserving energy whenever possible. If you require adaptors, universal adaptor or extension cords, please contact Guest Services on extension 3.

EMBASSIES & CONSULATES IN BANGKOK

Kindly contact Guest Services on extension 3 if you would like the telephone number or address of an embassy in Bangkok.

EMERGENCIES

Our staff have been trained to respond to emergency situations. Should you find yourself confronted with an emergency, remain calm and dial extension 0 or walk to the nearest public area for assistance.

ENVIRONMENT

At Rayavadee we are surrounded by nature and have a vested interest in preserving our pristine environment. We use recycled water to tend to our gardens as well as organic fertilizer made on-site. If you have any comments or feedback on how we might take better care of the environment, we would very much like to hear from you.

FACSIMILES

Guest Services will assist you with sending and receiving faxes. The resort's facsimile number is +66-75-817-631. All faxes will be delivered to your pavilion/villa upon receipt.

FIRE

- a) Please do not smoke in your pavilions.
Ashtrays are provided for smoking outdoors only.
- b) Never smoke in bed.
- c) Please do not put cigarette butts in wastebasket.

If you smell or find smoke or a fire

Please inform Guest Services on extension 3 or a hotel staff member immediately.

When fire breaks out

If you discover a fire in your pavilion/villa stay calm, exit the pavilion/villa immediately and do not attempt to take your belongings with you. Once you are out of harm's way, seek the assistance of a hotel staff member. All pavilions/villas are equipped with fire extinguishers.

If surrounded by fire or smoke

- a) Please cover your nose and mouth with a wet towel or handkerchief and try not to inhale smoke.
- b) Please move in the opposite direction of the smoke, moving alongside the wall and staying as low as you can.

FITNESS CENTRE

The Fitness Centre is located on the pathway leading to Railay Beach not far from the Spa. It is open daily from 08:00 hrs. until 20:00 hrs. There are cardiovascular machines, free weights, a squash court, two tennis courts and table tennis available for your use. For further information, contact the Activities Centre on extension 5.

FLIGHT RECONFIRMATION

Please contact Guest Services on extension 3 if you require any assistance with your flight reconfirmation.

FLOWERS

Flowers for every occasion are available through Guest Services. Kindly dial extension 3, 24 hours notice is usually required.

HAIR DRYER

Your pavilion/villa is equipped with a hair dryer, which is located in the drawer of the vanity table in your bedroom.

HEALTH

Your good health is key to ensuring a happy and memorable holiday. The sun in Southern Thailand can be surprisingly strong. Please be sure to wear sunscreen at all times when outdoors. Watch out for sharp rocks and coral underfoot while swimming. Jelly fish inhabit these waters and are more frequently encountered during the months of May through October. If you are stung, you should stay calm, leave the water, rinse with vinegar and seek the help of one of our staff.

We recommend you use mosquito repellent if you are out around sunset or dining outdoors in the evening. Lastly, we are located on the edge of Krabi Marine National Park and Wild animals can be seen and heard throughout the resort. There is rich birdlife and you may also encounter monkeys, gibbons, langurs and lizards in your travels around the grounds. They are delightful to see, but at no time should you attempt to feed, touch or get too close to them. Wild animals can be unpredictable and a bite or scratch from one of them could ruin an otherwise perfect holiday!

INTERNATIONAL DIRECT DIAL (IDD)

Each pavilion is equipped with International Direct Dial access. In order to place an IDD call you need to first access an outside line (dial 9) followed by the IDD access code (001), the country code and the party's number. Please call the operator on extension '0' if you require any assistance in placing an international phone call.

INTERNET

Complimentary internet and wireless access is available in the Library 24 hours a day. Wireless access is also provided on a complimentary basis in your pavilion. Our Guest services will provide you with a password upon arrival.

IRON & IRONING BOARD

Kindly contact Guest Services on extension 3 if you would like to have an iron and ironing board delivered to your pavilion/villa.

ISLANDS TOURS

The Activities Centre offers a number of half and full-day excursions aboard our speedboats to outlying islands. Take along a picnic and spend the day snorkeling in the sea or kayaking through a mangrove forest. For more information, kindly dial extension 5. The Activities Centre is open daily from 08:00 hrs. until 20:00 hrs.

JEWELLERY

Please note that jewellery and other valuables should not be left unattended and should be kept in your safe at all times. The resort cannot be held responsible for any valuable items lost in the guest's room or in and around the resort.

KEYS

For your convenience, kindly keep your electronic keycard with you throughout your stay.

LAUNDRY

Same day laundry service, pressing and dry cleaning are available. If handed in before 10:00 hrs. Laundry will be picked up with the daily housekeeping service. If you require a faster service, please call Guest Services on extension 3.

LIBRARY

The library offers a selection of books, DVDs and CDs that you can enjoy in the comfort of your pavilion/villa. Internet and wireless access is also available in the library which is open 24 hours a day. The library is located just behind Guest Services and next to the Boutique.

LIGHTING

Lighting on the pathways has been kept to a minimum to preserve the natural ambience. Rechargeable torches/flashlights are available in your pavilion/villa in the wardrobe. May we suggest you take one with you when you go out for dinner in the evening.

LOST & FOUND

For assistance in tracing misplaced items, kindly contact Guest Services on extension 3.

MEDICAL ASSISTANCE

There is a resident nurse on site 24 hours a day, 7 days per week. In the event of a more serious illness or accident, we will transfer and accompany you to a hospital on the mainland. Please contact Guest Services on extension 3.

MESSAGES

Please call Guest Services on extension 3 if you are expecting a message or wish to leave a message for incoming callers. Any message taken in your absence will be automatically delivered to your pavilion/villa.

MINI-BAR

Your mini-bar is located in the cupboard under the bar on the ground floor level of your pavilion/villa and is refilled on a daily basis. Kindly contact Guest Services on extension 3 should you require any additions or refills.

MOBILE PHONES

Out of consideration for other guests, we would ask you to kindly refrain from speaking loudly when using your mobile phones in the restaurants and library. We thank you for your understanding. Mobile phones are not allowed to be used in the Spa, except for emergency calls only.

MONKEYS

Wild monkeys, such as the Macaque and Spectacled Langur frequent the resort. They are both interesting and amusing. We would strongly recommend, however, that you refrain from feeding them or getting too close as their behavior can be unpredictable and they are inclined to squabble over food and even snatch unguarded items. Please remember not to leave your pavilion door open to avoid unexpected guests.

MOSQUITOES

As a precaution, we recommend you use a mosquito repellent when dining outdoors in the evening. A mosquito repellent burner is supplied in your pavilion/villa. Do take care to close your doors and windows to prevent mosquitoes and other insects from entering. A Mosquito net and Ars mat machine can be provided upon request from Guest Services. Mosquito spray is available for your use in all of our restaurants and pavilions/villas.

NEWSPAPERS

We would be glad to deliver a complimentary copy of Bangkok Post or E-Newspaper of The International New York Times to your pavilion upon request. Newspapers are delivered to the resort at 14:00 hrs. Kindly dial extension 3 to let Guest Services know if you would like one.

PARCEL SERVICE

The Boutique will be happy to pack and post your parcels to any destination by air or surface mail, in accordance with your instructions.

PRIVACY

In order to ensure your privacy, kindly hang the 'Do Not Disturb' sign outside your pavilion/villa on the wooden hook on the wall next to your door. For Spa and Hydro Pool Pavilion guests, you may want to hang the sign on your exterior garden door to ensure your privacy while using the pool or deck area.

PRIVATE DINING

Private Dining is available 24 hours a day. To place an order, kindly dial extension 4. The Private Dining Menu is located in the "Private Dining" section in the Directory.

RESTAURANTS & RESERVATIONS

For opening hours and information on our restaurants, please dial Guest Services on extension 3. For restaurant reservations, please call the restaurants directly.

Krua Phranang	ext. 2825
Raitalay Terrace	ext. 2820
Raya Dining	ext. 2816
The Grotto	ext. 2822

Our restaurants are usually busy during 20:00 hrs. – 21:00 hrs. To avoid any delay to your service we recommend you go earlier or later than those times.

SAFE DEPOSIT BOX

There is a safe located in the bedroom of every pavilion/villa. We recommend you keep all of your valuables in your safe. We regret that we are unable to accept responsibility for items not kept in your safe.

SHOESHINE SERVICE

Please dial Guest Services on extension 3 if you would like to have your shoes shined at any time during your stay.

SMOKING

All of our pavilions/villas and restaurants are non-smoking. For your convenience, an ashtray and matches are placed on the table next to the telephone on the ground floor for you to smoke outdoors at your terrace. There are designated smoking areas outside of our Restaurants. Please ask the staff and they will gladly show you the areas. Cigarettes are available for purchase in the Boutique and in the restaurants.

SPA

The Rayavadee Spa offers a complete menu of rejuvenating therapies to de-stress and bring balance to your mind and body. Our treatments emphasize the restorative powers of traditional Thai herbs and plants such as turmeric, lemongrass, plai (a member of the ginger family) bergamot and tamarind leaves to name just a few. Applied skillfully in the hands of expert therapists, you'll be rubbed, wrapped and scrubbed back to a state of utter calm and well-being in no time at all.

There is a treatment menu in your pavilion/villa and we invite you to stop by the Spa to discuss which program would be best for you. The Spa is open daily from 10:00 hrs. until 22:00 hrs. The Beauty Salon is also located in the Spa and is open daily from 10:00 hrs. until 20:00 hrs. For more information or to make a booking, please dial extension 7.

SPECIAL OCCASIONS

We would be happy to create a memorable event to mark a special occasion for a birthday, anniversary, engagement or anything else you would like to celebrate. To discuss your arrangements, please contact our Guest Services on extension 3.

SQUASH

The resort's squash court is located next to the Fitness Centre and is open daily from 08:00 hrs. until 20:00 hrs. Racquets and balls are provided on a complimentary basis. To enquire for hourly rates for a squash partner, please contact the Activities Centre on extension 5.

STAMPS

Postage stamps and postcards are available for purchase from our Boutique.

SUNBATHING

Please note that topless sunbathing is not in keeping with local laws and customs. It is therefore not permitted in our resort.

SUN LOUNGERS

Sun loungers are available at the swimming pool and at the Umbrella Tree Court on Phranang Beach. Out of consideration for all of our guests, they may not be reserved in advance or held for long periods in your absence if other guests would like to use them. Kindly note that sun loungers are not permitted to be placed on the beach in accordance with Thailand's National Park Authority regulations.

SUNSET CRUISE

A romantic sunset excursion around the outlying islands aboard our speed boat is the perfect way to begin or end a holiday at Rayavadee. Sangria and tapas are served as you cruise through the spectacular scenery past Poda & Chicken Islands. To book your place, kindly call the Activities Centre on extension 5.

SWIMMING POOL

Our free-form, infinity pool overlooks Railay Beach with gorgeous limestone cliffs for a backdrop. The pool is open daily from 08:00 hrs. until 19:00 hrs. Beach towels and cool water are provided, food & drink can be ordered from the pool menu or you may choose to enjoy your meal or enjoy lunch at our poolside restaurant, Raitalay Terrace. There is no lifeguard on duty at the Pool. Parents are responsible for the care and safety of their children at all times.

The depth of the pool is 140 cm. at the shallow-end and 154 cm. at the deep-end.

The depth of children pool is 70 cm.

The depth of jacuzzi is 97 cm.

TENNIS

The resort's two tennis courts are located next to the Fitness Centre and are open daily from 08:00 hrs. until 20:00 hrs. Racquets and balls are provided on a complimentary basis. To enquire for hourly rates for a tennis partner, please contact the activities centre by dialling extension 5.

TIPPING

The 10% service charge that is added to your bill is distributed evenly amongst all resort employees at the end of every month. You are free to tip members of the staff who have offered you outstanding service at your complete discretion.

TOURS & SIGHTSEEING

We will be happy to arrange a host of interesting cultural and 'active' excursions for you ranging from private boat charters to temple visits, to Thai cooking classes and elephant sanctuary, to name just a few. You can visit the Activities Centre, located just behind the Guest Services or dial extension 5 for more information.

TSUNAMI EVACUATION

Our staff have been trained to respond to a tsunami alert and a contingency plan is in place. On hearing the first warning signal, please remain calm and make your way to the Tennis Courts. Staff will be visible to help and give you directions. On hearing the second warning signal, please remain calm and go immediately to the Reverse Osmosis (RO) site, which is located on the main walkway at Nammao Zone 2. Staff will be on hand to assist and escort you to the RO site and guide you to higher ground.

UMBRELLAS

Umbrellas are provided in the box located just outside your pavilion/villa door. As well as at Guest Services and at all restaurants.

UMBRELLA TREE COURT

The Umbrella Tree Court, a deck with sun loungers, is located at Phranang Beach next to the Grotto Restaurant. Open daily from 08:00 hrs. until 18:00 hrs., beach towels and cold water are provided while food and beverage may be ordered from the Grotto Restaurant during opening hours.

WAKE-UP CALLS

For a wake-up call, please call Guest Services on extension 3.

WATER

Swimming pool, bath, cleaning and laundry water is supplied from deep wells located throughout the property. Tap water is clean and filtered but is not recommended for drinking. Complimentary bottled water is provided in your pavilion/villa.

WATER SPORTS

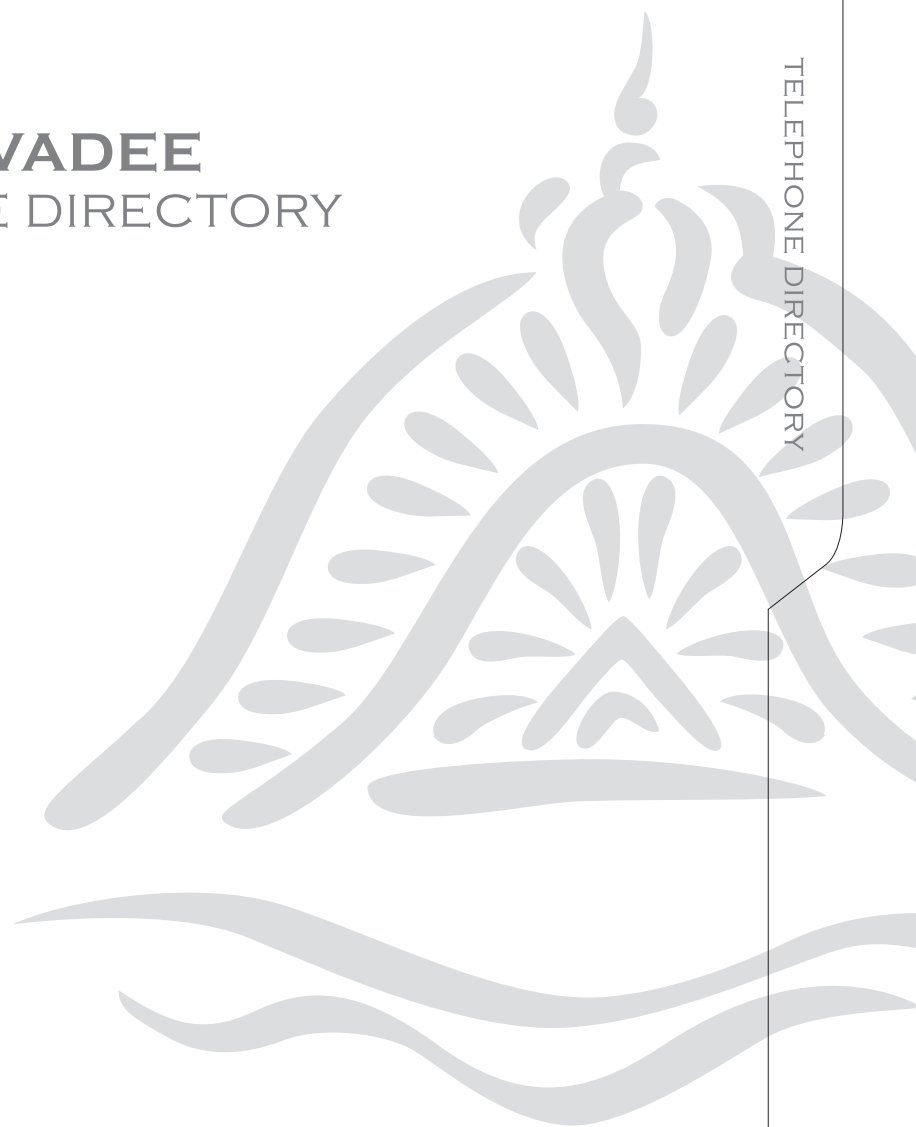
Our Water Sports Centre is located at Phranang Beach, offers complimentary use of sea kayaks, windsurfing, paddle board, hobie cat and snorkeling equipment.

WEDDINGS

Rayavadee is the perfect place to celebrate a honeymoon, wedding, renewal of vows or commitment ceremony. You can say 'I do' under an archway of palm fronds with the sun glittering off the sea behind you or experience a traditional Thai wedding ritual. Kindly contact our Events & Sales Service Manager via the Guest Services (dial extension '3') to request more information.

RAYAVADEE
TELEPHONE DIRECTORY

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International Calling Codes

Argentina	54	India	91	Philippines	63
Australia	61	Indonesia	62	Poland	48
Austria	43	Ireland	353	Portugal	351
Belgium	32	Israel	972	Russia	7
Brazil	55	Italy	39	Singapore	65
Cambodia	855	Japan	81	South Africa	27
Canada	1	Kazakhstan	7	South Korea	82
China	86	Kuwait	965	Spain	34
Czech Republic	420	Laos	856	Sweden	46
Croatia	385	Latvia	371	Switzerland	41
Denmark	45	Malaysia	60	Taiwan	886
Finland	358	Mexico	52	Thailand	66
France	33	Myanmar	95	Turkey	90
Germany	49	Netherlands	31	UAE	971
Greece	30	New Zealand	64	United Kingdom	44
Hong Kong	852	Norway	47	USA	1
Hungary	36	Pakistan	92	Uzbekistan	998

HOW TO MAKE A CALL

For International Access

Dial 9 + 001 + country code + area code + number

For Domestic Calls

Dial 9 + area code + number

For Pavilion to Pavilion Calls

Dial 8 + Pavilion Number

Kindly note that telephone calls are charged by units of one minute.
Please contact the Telephone Operator on extension '0' if you require assistance.