



Sawasdee krab, a warm Thai greetings!

We are pleased that you have chosen to stay with us. We hope you will have a wonderful holiday in our little piece of paradise.

In order to enjoy our beautiful resort and get the most out of your stay with us, this Directory of Services provides you with information on our various facilities and services.

We are committed to doing our utmost to ensure you have the holiday of a lifetime. Please do not hesitate to contact us with any requests or inquiries as well as suggestions on going beyond your expectations. Nothing is too big or small for our guests.

On behalf of our team, we wish you a very enjoyable and pleasant stay.

Yours sincerely,

Santhiya Resorts & Spas Management Team

DRONE PROHIBITED REGULATIONS



Dear Guests,

To respect the privacy of our guests and staffs, **Santhiya Koh Phangan Resort & Spa** does not permit the operation of a drone in the following areas:

- Accommodation areas: Hotel Rooms and Villas
- Public areas: Swimming pools, overhead flying and flying over crowds.

The Resort Management would like to inform you that anyone who commits an offense shall be subjected to a fine of 20,000 THB.

Thank you for your kind understanding and cooperation.

Best regards,

Santhiya Resorts & Spas Management Team



YOUR SANTHIYA HOME

Welcome to your Santhiya Home. We are confident that you will enjoy the ambience and beauty of the Santhiya Koh Phangan Resort & Spa. We are certain that you will fall in love with the charm and hospitality that the island and its people have to offer, returning home well rested with fond memories of your time here with us.

We feel privileged that you have chosen Santhiya Koh Phangan Resort & Spa and invite you to be captivated by our natural fauna and flora surrounding our villas, rooms and picturesque beach. All these can be enjoyed whilst being catered to by our friendly personalized services. We have only one aim. To provide you with the ultimate holiday experience in terms of style and comfort so that the Santhiya Koh Phangan Resort & Spa will become, after all, a home away from home.

SANTHIYA KOH PHANGAN RESORT & SPA

Koh Phangan, the dream island in the Gulf of Thailand is the fourth largest island in Thailand. Its fantastic beaches makes every other postcard an idyll in the shade. The most beautiful shoreline of Thong Nai Pan Beach is on the north-eastern coast, the luxurious refuge attracts its guests into a tropical forest.

Santhiya means 'natural beauty'. The resort is located across a generous 18 acres of a tranquil tropical forest that envelops the bay of Thong Nai Pan Noi. The 150 meter beach with its beautiful natural rock formations separate it from the nearby beach and provide privacy from pedestrians and traders.

The architecture of Santhiya Koh Phangan Resort & Spa is inspired by its traditional Thai style incorporating golden teakwood structures of intricate carved wood. The hotel opened for its first guest on July 3, 2006 marking the occasion of the birthday of our founder, President Khun Komsan Chantaravisoot.

The 61 Villas are scattered throughout the Resort area with 2 buildings being situated among the sides of hillsides and at the summit.

KOH PHANGAN INTRODUCTION

The Bronze Drum of Dongson Culture (500BC - 100BC) was founded in 1977, evidencing the early settlement of civilisation on Koh Samui, Koh Phangan and their islets from more than two thousand years ago. Some historians and archaeologists believe that the first group who migrated to Koh Phangan were the Muslim sea Gypsies who travelled by boat from the Malay Peninsula. However, nowadays there are only a paucity of Muslims who live on the island. The name of Koh Phangan is derived from the word 'Ngan', the southern dialect meaning 'sand bar', since there are many sand bars offshore around the island. Koh Phangan has been a long-time favourite destination of



Thailand's past kings. Specifically this includes Rama V (King Chulalongkorn) who visited Koh Phangan 14 times during his reign.

ATTRACTIONS

As a natural paradise island within the Southern Gulf of Thailand, Koh Phangan is often seen as a getaway retreat where one can relax on its many secluded beaches which includes the beautiful Had Khuat, Than Sadet, Ban Tai, Ban Khai, Haad Yao, Haad Salad, Haad Son and the Mae Haad beach. A variety of activities are available for all to participate in such as snorkelling, diving lessons at the well-known island of Koh Ma or at Sailrock with whale sharks. The island also provides an experience to venture in the footsteps of the Thai Royal family at the Than Sadet National Park which is steeped in history and culture. In addition, the island can offer an exciting sight-seeing adventure at the nearby Ang Thong National Marine Park. The Marine Park is composed of over 40 islands endowed with pristine beaches, natural caves and the tranquil Tha Laem Nai.

It is the simple beach life in Koh Phangan which continues to attract visitors each year, along with the island's reputation for full moon parties and a hedonistic approach to life. Backpackers, budget tourists and captivated bloggers are becoming more of the mainstay visitors to the island compared to the traditional mainstream tourists with recent development of the island's scenic beaches. The full moon party has more than ten thousand visitors on the beach during high season. Travellers from all over the world still flock to the world's biggest beach party every month. Other events such as the Half Moon Party and Black Moon Party also attract large crowds. It is possible however, to visit the island during these times and still enjoy total seclusion and privacy from these celebratory events.

RELIGION AND CULTURE

Thailand is a Buddhist country and there are many temples around the island. The local temples represent an integral part of the community being taken care of by the people of the community in many ways. In the early morning, monks can be observed wandering the main town holding large alms bowls, with the community offering food and other essential items that meet the monk's daily needs.

You may be fortunate to experience a procession with palm stems with small trees are embroiled in money. These are carried through the community to the temple as offerings. After the procession has passed around the temple a total of three times, the money will be donated to the temple. The community also participate in maintaining, expanding and sometimes rebuilding the temple.



Buddhism is an important part of daily life for many Thai people. Should you have an interest in learning more, please let us know and we will be more than happy to introduce you to some monks from one of the local temples.

DO'S AND TABOOS

The 'Wai' is a sign of greeting or mutual recognition and respect. It is made by raising both hands, palms joined to a position lightly touching the body, somewhere between the chest and the forehead. There are complicated rules for the giving and receiving of a Wai and the Thai's do not expect foreign guests to return a Wai.

There are basic rules of etiquette which foreign visitors should observe in order to avoid offending local sensibilities.

1. Nudity should be avoided in public places. Topless sunbathing offends Thai people.
2. Affection between the sexes should not be displayed in public.
3. Anger will get you nowhere with the Thais. Patient dialogue and a smile to even the most frustrating problem is the best approach.
4. The head is the most important part of the body and the feet are the lowest, and considered unclean. Feet should be kept under control, not put on the table and certainly not pointing at anyone. Avoid touching the head or the hair of a Thai person.
5. Women should avoid touching a monk even accidentally.
6. Pointing with the finger is acceptable for objects and animals but not for people.
7. Please do not crook your finger, clap, snap your fingers or hiss to attract the attention of waiters or anyone you wish to talk to. Extend one arm in front of you, palm down and signal with your fingers pointing down.
8. When visiting temples, please dress respectfully. Do not wear shorts, short skirts, sleeveless tops or swimwear.
9. Always remove your shoes when entering a Temple or a private home.

The Thais will forgive your many breaches in etiquette because you are a foreigner, but they will really appreciate any efforts you make to understand their culture.



A-Z DIRECTORY OF SERVICES

A comprehensive guide to services within the hotel including important hotel information and advice you may find helpful are all conveniently listed in alphabetical order. Please bear in mind, if you do not find the information you require listed here, please contact our Guest Service Line which can be reached by pressing the pre-programmed button on the hotel phone. This service is in operation 24 hours a day.

ADAPTOR

Plug in adaptors are provided in all rooms. They are compatible with several shapes & sizes but they do not convert input electrical voltage. Note that the electricity voltage in Thailand is 220V.

AIR-CONDITIONING UNITS

Every room is equipped with an air-conditioning unit plus an individual thermostat with remote control. Please do not leave the door opened while the air-conditioner is on as flooring and walls may get wet and slippery from condensation. We advise that the optimal temperature setting ranges from 22-25°C. Lowering below this range may cause a disturbance to normal operation, causing machines to freeze due to high humidity levels. In respect of the environment, please be reminded to switch off the air-conditioner before leaving the room.

BEACH

Santhiya Koh Phangan Resort & Spa is located on an idyllic beach ensuring optimal privacy. However, please be aware that the depth of water can vary substantially depending on the season and prevailing weather conditions. Therefore, please observe our flag colours and practice safe swimming based on the following:

Red flag: Swimming is dangerous

Yellow flag: Caution/ seek for an advice

Green flag: Safe for swimming

Remember: Be careful; swimming can be an enjoyable experience, but there are some hidden dangers. We cannot take responsibility for guests who swim in the sea.



Please also note, that the rocks both on the left and right hand side of the bay are quite sharp. Should you decide to climb along the edges of the rocks, it is recommended that appropriate footwear is worn to avoid injury.

BEACH SECURITY

For security reasons, our Recreation Attendants will supervise the guests on the beach, pool, and those enjoying water sports. For your own safety, please wear a life jacket while participating in water sport activities.

BY THE SEA RESTAURANT AND BAR

Temporarily Closed

Enjoy the tranquillity of the waves gently sweeping the shore whilst basking in the open air dining experience. Alfresco dining beside the serenity of our sea is just waiting to experience. Soothe away the pressures of the day with a refreshing cocktail or delicious coconut smoothie. Open for both lunch and dinner; partake in beachfront dining at its best.

CHANTARA RESTAURANT

Open 07.00 – 23.00 Hrs.

Exclusive sea view dining awaits you at the Chantara Restaurant. Please dial “Room Service” to reserve a table. A buffet breakfast is served daily from 07.00-10.30 hrs. A buffet dinner is also available on certain dates each week.

THE TITAN GRILL

Open 12.00 – 23.00 Hrs.

The ideal restaurant to relax with your loved ones. The Titan Grill is perfectly suited for those wanting to enjoy a casual a la carte dining experience at any time of day or night. The restaurant also features a cocktail bar overlooking the Thong Nai Pan Bay and you are able to savor the panoramic sea view with its splendid ocean breeze.

CHECK-IN / CHECK-OUT TIME

Regular check-in time is 15.00 hrs.

Regular check-out time is 11.30 hrs.



CLASSES

Please enquire at the Reception Desk for the schedule of classes that are offered. There are various classes ranging from cookery courses to fruit carving demonstrations. Please contact our Reception Desk for availability.

COFFEE AND TEA

Coffee and tea facilities are provided in every Villa/Room on a complimentary basis and will be replenished daily. Additional replenishment is available upon request and should it be required please call extension "Guest Services".

COOKING IN THE ROOM

Cooking in the Villa/Room is not allowed. Our service team members at the restaurants or our Guest Services will try our best to satisfy any special request i.e. baby food or vegetarian etc.

CREDIT CARDS

In settling accounts, the resort accepts: Visa, Master Card, JCB and Union Pay.

DANCING

The Chantara Restaurant hosts traditional Thai dancing performances every nights, except Wednesday night.

DOCTOR ON CALL

In case that you have an emergency or you need a doctor because of health concerns, please contact our Guest Relations team or dial "Guest Services" for further assistance. Treatment fee is dependent at the discretion of the doctor.

DRINKING WATER

Tap water is NOT drinkable. We provide 4 bottles of drinking water per day in every Villa/Room on complimentary basis.



DRIVING

We strongly urge you not to hire motorcycles or Jet Skis during your stay at Koh Phangan. Motorcycles and Jet Skis are most often operated by individuals without any insurance, company registration or license. Therefore, most rental shops take no liability for your safety or for the condition of the equipment you hire.

If you are injured in an accident, medical treatment costs will be at your own expense. If the motorcycle or Jet Ski is damaged/stolen while under your care, you will be liable for the cost of replacement or repair which can amount to an excessive sum of money. Your passport which will act as surety for the rental will remain under their position and may be withheld from you until payment for damages are surrendered. Therefore, please resist the temptation to rent a motorcycle or Jet Ski to avoid such a situation.

If you would still like to drive please choose a reputable rental company and beware of scams. Motorcyclists are required to use helmets. Finally, please remember to drive on the left side.

ELECTRICITY

Electrical voltage in Thailand is 220V. An adaptor is provided in all our guest rooms. To save electricity and protect the environment, please turn off your air conditioner, room lighting and other electronic devices before leaving your room or when it is not in use. The master switch controls most electrical appliances in the room including lights.

Electricity is supplied by the authorities in Koh Phangan, but may not always be stable due to inclement weather conditions such as strong wind, heavy rain and lightning. In such events, power is usually restored anywhere between one minute to half a day. During that time, our backup generators will automatically provide the resort with electricity. A flashlight is provided in every room.

FIRE EXITS

In case of emergency please follow the instructions below or if not possible, please make your way through Santhiya outdoor walkways towards the beach. Please notify our staff upon reaching the muster point, at which point our trained staff will assist you immediately.

FIRE EXTINGUISHER

Fire extinguishers are provided throughout the hotel. Please see details of ‘how to use the fire extinguisher’ in Safety Tips section

Know what to do in case of fire:

- If there is any indication or even suspicion of a fire please dial “Guest Services” or “Emergency” immediately. Give your name, room number, and a brief description of the situation.
- Leave your room immediately. If your family is with you, try to stay together or determine a meeting place outdoors so that you will not lose anyone.
- If you are unable to leave your room, make every effort to notify someone that you are in your room. Signal to someone by hanging a bed sheet from your balcony.
- If smoke begins to come into the room from under the door, place the towel across the bottom of the door. Keep it as wet as possible.
- If there is smoke in your room, open the window. Do not break the glass unless it is absolutely necessary because heavier smoke may begin to enter from outside.
- Place a wet cloth across your nose and mouth and stay as low to the floor as possible. If flames are present, also place a wet towel over your head and body.
- Do not go back for valuables. Save your life first!

Safety Measures

- Please refer to Emergency & Safety Information on page 20
- Please do not smoke in the bed, as this is the largest cause of fires in hotels.
- If you use candles, be sure to extinguish them properly when leaving the room or going to bed. Never leave a burning candle unattended.
- The highest building in our resort is a hotel-type room. It is three-storays high with one exit at each floor.

How to use the fire extinguisher:

Remember the word **PASS**

Pull – the safety pin at the top the extinguisher.

Aim – the nozzle or hose at the base of the fire, standing about 6-8 feet away.

Squeeze – or depress the handle.

Sweep – gently from side to side until the fire is out.





Fire extinguishers are placed throughout the hotel grounds at various locations.

FIRST AID

Basic first-aid kits are located at Reception. One of our Guest Relations team will also be able to assist you if further medical attention is required.

FITNESS (TEMPORARILY CLOSED)

Please find our fully equipped fitness suite on our map on the second page. The centre is located within close proximity to the Santhiya deluxe rooms. But we are provides the Yoga Studio as Mini Fitness Room which opens 07.00 – 20.00 hrs.

HAIR DRYER

An electric hair dryer is provided in the cabinet in the bathroom.

HOT WATER

Each room is equipped with hot water for wash basins, bathtub and the shower. An appropriate mixture of hot and cold water will save energy and also will not dry your skin. Call “Guest Services” should there be any problems regarding adjusting or mixing hot and cold water. Our tip for adjusting water temperature is to turn on the hot water first then gradually add cold water. Please try to adjust water temperature gradually.

HOUSEKEEPING AND MAID SERVICE

The housekeeper team will service your room once a day. If you wish for this service, please adjust the “**Green Sign**” (**Make up Room**). And if you do not wish for any housekeeping, please show the “**Red Sign**” (**Do not Disturb**).

In case that you wish to have your room cleaned or made up at a particular time, please inform the Guest Relations. Should you require extra room-amenities, please dial “Guest Services” from the telephone in your room. If you require any additional amenities from housekeeping, please contact our Reception Desk before 22.00 hrs.

In addition, the “Red Sign” (Do not Disturb) might not be used properly which can lead to misunderstandings caused the room is not cleaned or made up accordingly. In these circumstance, there will probably be our Guest Relations team contact to you to confirm the correctness.



INFORMATION BOARD

Please check our information board at the wooden car pick-up point close to reception and few other points for information regarding upcoming parties and special events at the hotel.

INTERNET

Free Wi-Fi internet is available in rooms, lobby, Chantara Restaurant, The Titan Grill Restaurant and library.

JET-SKI RENTAL

Please beware of the Jet-Ski rental scams existing outside the Hotel. There have been regular reports of scams and unreasonable damage fees incurred for minimal damage caused rental accidents – please refer to our above warning.

LAUNDRY

Laundry service is available daily. Garments received before 09.00 hrs. will be returned by 17.00 hrs. on the same day. Items received after 09.00 hrs. will be returned by 10.00 hrs. on the following day. Express laundry less than 10 pieces can be delivered to you in one hours with an additional 100% charge on the regular price. Please contact Guest Service for collection.

LIBRARY

Please find the library located near reception adjacent to our Mahkok Souvenir Shop with a wide variety of books from around the world. Please return after reading for other guests.

LUGGAGE

Please contact our Guest Relations team or dial “0” if you wish to have luggage stored or collected. For security reasons, we do not allow storage of luggage or parcels in the resort if they do not belong to our in-house guests.

MINIBAR



Minibar items are stocked with international and local drinks including snacks. A price list is provided in every guest's room for your convenience.

MONEY EXCHANGE

Bank notes of foreign currencies are accepted; Traveller's Cheques are not accepted nor exchanged in our resort. Please contact the cashier at the Lobby for our exchange service and rate.

MOSQUITOS

Fogging – This occurs once or twice a week at approximately 17.00 hrs. The hotel sprays a non-toxic lemongrass mosquito repellent which will be notified to all hotels guests. You are advised to stay inside or at the beach during this time. Additional spraying for individual rooms is available upon request.

PERSONAL SAFE

Each guest room is equipped with a self-combination personal safe free of charge. Please read its instruction which we provide near the safety box.

QUESTIONNAIRE

We appreciate you to spare a few minutes of your time to complete a questionnaire that has been provided in your room. It is important for us to get our guests' opinion about our property and services in order to improve and ensure we keep our standard at the highest possible level.

ROOM SERVICE

Please scan the QR Code placed in your room or dial "222" button on your room telephone to connect to an attendant. Please allow the restaurant 30-45 minutes to prepare your request.

ROBE

Two robes are provided in the closet in every room. Should you wish to purchase one, please call "Guest Services" or visit our shop at the Mahkok Souvenir Shop.

SLIPPERS



Silk slippers are provided in every guest room. We also provide beach slippers which you may use while walking around the property or at the beach.

BATHROOM AMENITIES

Lotion, Bath Gel, Shampoo and Conditioner are provided in the bathroom/shower room. For environmental and waste reduction considerations, we prefer not to provide plastic packaging. Only where it is really necessary we will use it.

SPA

Ayurveda Spa

Opening Hours: 10.00 until 19.00 hrs. (Last booking is at 18:00 hrs.) During peak seasons these times may vary, we suggest our guests to book in advance by pressing the button indicated “Spa” or dial 555.

Experience the ultimate in pampering and extravagance at The Ayurveda Spa, Santhiya Resort. Signature spa packages combine rejuvenating massages, delectable steaming treatments, and sumptuous milky bathing experiences. Perfect for honeymoon makers wanting to lavish their loved ones!

All natural products are used in the spa treatments which range from, Aloe Vera, Green Tea and aromatic oils such as Lemongrass.

Spa Menu

SIGNATURE MASSAGES

	Duration	Price/THB
Santhiya Signature Massage	90 min.	2,990++
Jet Lag Retreats	90 min.	2,990++
Hot stone Massage	90 min.	2,990++
The Secret of Siam Herbal Compress	90 min.	2,990 ++
Aroma Relaxing Massage	60/90 min.	1,750++/2,350++
Swedish Massage	60/90 min.	1,750++/2,350++
Santhiya Sport Massage	60/90 min.	1,750++/2,350++
Candle Light Massage	60/90 min	1,750++/2,350++
Santhiya Thai Massage	60/90 min.	1,750++/2,350++
Head, Back and Shoulder Massage	60 min.	1,750++
Aloe Vera after Sun Massage	60/90 min.	1,750++/2,350++
Foot Massage	60 min.	1,500++

SIGNATURE BODY SCRUBS

	Duration	Price/THB
Gold Body Cream Scrub	60 min.	1,750++
Anti-Oxidant Green Tea Body Scrub	60 min.	1,750++

SIGNATURE WRAPS

Duration	Price/THB
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Anti-Oxidant Green Tea Body Mask	60 min.	1,750++
Aloe Vera After Sun Body Wrap	60 min.	1,750++

SIGNATURE FACIALS	Duration.	Price/THB
Revitalizing Facial	60 min.	1,750++
Sunburn Soothing Facial	60 min.	1,750++

SIGNATURE KID SPA EXPERIENCE	Duration.	Price/THB
Aroma Kid Massage	60 min.	990++
Little Foot and Ankle Massage	30 min.	590++
Back, Neck and Shoulder Massage	30 min.	590++
Mani for Me	30 min.	590++
Pedi for Me	30 min.	590++
Total Colorful Mani & Pedi	30 min.	990++

Kid spa menu is available for children age between 5-12 years old and an adult must be present in the treatment room throughout the whole treatment

SPECIAL PICK & MIX	Duration.	Price/THB
Head Massage	30 min.	890++
Back, Neck and Shoulder	30 min.	890++
Foot Massage	30 min.	890++
Express Facial	30 min.	890++
Express Scrub	30 min.	890++
Express Wrap	30 min.	890++
Thai Herbal Compress	30 min.	890++

SPECIAL TREATS	Duration.	Price/THB
Milky Mineral Bath*	30 min.	750++
Thai Herbal Steam	30 min.	500++
Spa Manicure	60 min.	1,250++
Spa Pedicure	60 min.	1,250++
Manicure Nail Polish	30 min.	750++
Pedicure Nail Polish	30 min.	750++

Acrylic, Gel Nail Polish, Shellac, PVC trim, French Nails, Nail Extensions and Waxing services are not available.

SPA PACKAGES	Duration.	Price/THB
Sense of Gentleness	2 hrs.	3,450++
Detoxifying Skin	2.5 hrs.	4,500++
Ayurveda Secret Sunny	3 hrs.	4,900++
All Seasons Phangan Package	3 hrs.	4,900++
Ayurveda Sha-Sha Relaxing Package	3.5 hrs.	5,100++



Santhiya Honeymoon Package (Couple) 5 hrs. 15,000++

All prices above are quoted in Thai Baht and subject to 10% service charge and 7% government tax.

SUNLIGHT

Please avoid excessive sunbathing or spending long hours under direct sunlight to prevent sunstroke and sunburn. It is recommended that you take good precautions to stay under the shade and drink plenty of water to avoid dehydration. Kindly note that beach umbrellas are not able to protect you from UV rays which can cause sunburn.

SWIMMING POOL

Open 09:00 – 19:00 Hrs.

Please note: Beach towels are provided at the Pool Station.

Night time swimming in the sea or at the hotel pools is not recommended, and guests do so at their own risk. Pool chorine levels are usually at their highest at this time of night as this is when cleaning occurs. Please read the rules and regulations board at the swimming pool for guidelines on how to use the facilities.

TAXI SERVICES

A taxi service is available everyday between 08:00 – 23:00 hrs. Reservation in advance is recommended. Please contact Guest Relations on your telephone “Guest Services”. The fare is dependent on the travel distance.

SANTHIYA CAR SCHEDULE TRANSFER

DEPARTURE		ARRIVAL	
From	Time	To	Time
Santhiya Koh Phangan	09:30 hrs.	Thongsala Pier	10:15 hrs.
Thongsala Pier	14:30 hrs.	Santhiya Koh Phangan	15:15 hrs.

LAND TRANSFER BY SANTHIYA CAR/VAN

Thongsala Pier –Santhiya (45 Min)	Scheduled	THB 300.- per Person
	Private trip	THB 1,200.- per Car
	Private trip	THB 1,500.- per Van
Haad Rin Pier – Santhiya (60 Min)	Scheduled	Not Available
	Private trip	THB 1,500.- per Car
	Private trip	THB 2,000.- per Van



Koh Mah, Chaloklum Beach (60 Min)	Scheduled	Not Available
	Private trip	THB 1,800.- per Car
	Private trip	THB 2,200.- per Van
Other Destinations	Contact at Front Desk	

Prices are net per CAR each way and maximum of 4 persons.
 Prices are net per VAN each way and maximum of 10 persons.

TELEPHONE

- There will be four buttons on your telephone screen to easily navigate to the most useful services. Simply press the type of service(s) you wish to be connected to.

•	Front Desk	0
•	Guest Relations	777
•	Room Service	222
•	Spa	555

- Room to Room Calls
Please dial your relative / friends room number which are four digits XXXX directly.
- Or call our Guest Service for assistance Ext. “0”

TELEPHONE COUNTRY CODES

<i>Country</i>	<i>Code</i>	<i>Country</i>	<i>Code</i>
Argentina	54	Korea, North	850
Australia	61	Korea, South	82
Austria	43	Kuwait	965
Bangladesh	880	Laos	(007) 856
Belgium	32	Liechtenstein	423
Bhutan	975	Luxembourg	35
Bolivia	591	Macao	853
Brazil	55	Malaysia	(007) 60
Brunei	673	Maldives	960
Bulgaria	359	Mauritius	230



Cambodia	(007) 855	Mexico	52
Cameroon	237	Myanmar	(007) 95
Canada	1	Nepal	977
Chile	56	Netherlands	31
China	86	New Zealand	31
Columbia	57	Norway	47
Czech Republic	420	Pakistan	92
Denmark	45	Philippines	63
Egypt	20	Portugal	351
Finland	358	Russia	7
France	33	Saudi Arabia,	966
Germany	49	Singapore	6
Greece	30	South Africa	27
Hong Kong	852	Spain	34
Hungary	36	Sri Lanka	94
India	91	Switzerland	41
Indonesia	62	Taiwan	886
Iran	98	Turkey	90
Ireland	353	United Kingdom	44
Israel	972	United States	1
Italy	39	Vietnam	84
Japan	81		

TELEVISION

Your television is pre-programmed with the following satellite network channels.

Channel 1	Santhiya Koh Phangan Resort & Spa
Channel 2	Santhiya Promotions
Channel 3	Warner TV HD
Channel 4	Paramount Network
Channel 5	Cartoon Network
Channel 6	True X ZYTE
Channel 7	True Film HD2
Channel 8	True Sport HD
Channel 9	True Sport HD2
Channel 10	Golf Channel
Channel 11	BBC World News
Channel 12	AXN
Channel 13	Discovery
Channel 14	Dream World Channel
Channel 15	KMTV HD
Channel 16	CCTV



Channel 17	True Explore Wild
Channel 18	Local Channel 3
Channel 19	Local Channel 5
Channel 20	Local Channel 7
Channel 21	Local Channel 9

THONG NAI PAN BEACH

Please find a pathway to the next beach by walking along Santhiya beach, until you reach a rock formation which demarcates the end of our premises. Be careful along these rocks and remember to bring along a flashlight with you when crossing at night.

TOURS

A range of tours around the island are available from Santhiya Koh Phangan Resort & Spa. Whether it’s an elephant trek, shopping adventure or waterfall exploration, Koh Phangan has a lot to offer in terms of tourist attractions. Please contact our Guest Relations if you wish to hire a private Santhiya car or travel on one of our special speedboat or long-tailed boat excursions.

TOUR	TRAVELLING BY	DURATION
1. Koh Tao – Koh Nang Yuan	Speed Boat	7.5 hours
2. Angthong National Marine Park	Speed Boat	7.5 hours
3. Santhiya Snorkelling Hops	Longtail Boat	4.5 hours
4. Pick & Mix Phangan Explorer	Car / Van	6.0 hours
5. Explore Phangan Sunset	Car / Van	8.0 hours

TOWELS

Clean towels are provided on a daily basis in every room. Please help us preserve water and help our environment by keeping water usage to a minimum. If you require the towels in your room to be cleaned please place them on the floor, if not, please keep them on a hanger or rack.

Beach towels are provided at the Pool Station near the main swimming pool.

VISITORS

Outside visitors are requested to leave the guest room by 22.00 hrs. In the case of overnight staying guests, a charge of 2,000 THB per person will be added to the



registered guest's account. It is imperative that visitors staying in guestroom after 22.00 hrs. to register at the Reception Desk for security and legal reasons.

WAKE UP CALLS

Please contact our Guest Relations by pressing "Guest Services" on the phone to arrange a wake-up call.

WATER SPORTS

Open 09.00 – 18.00 Hrs.

Non-motorized water sport gear i.e. kayaking and snorkelling equipment are available on a complimentary first-come first-serve basis. A time limit usage will be applied. For more information and further assistance, please contact our Pool Station.

WOODEN CAR

Please take full advantage of our 24 hours wooden car service to help your weary legs getting up Santhiya hills. The wooden car service will depart from our car station next to the lobby area every 10 minutes. For pick-up service from your room or villa, please call "Guest Service". We apologize if the wooden car is not as prompt as usual during peak times (breakfast, check in & check out and evening.)



EMERGENCY & SAFETY INFORMATION

We encourage our guests to develop good safety habits. The management offers the following suggestions in order to be prepared in an emergency:

1. Investigate safety features of the room.
2. Check the location map of your room.
3. Locate the fire exits and fire extinguishers nearest your room. Know how to get them even under adverse conditions.
4. Know how to turn off air-conditioning.
5. Know how to switch off all electrical appliances.

ACTION:

1. If you are sure that there is a fire, please press "Guest Services".
2. If you leave your room, please keep the room key at Front Office.

SURVIVAL:

1. Stay calm.
2. If you return to or stay in your room, turn off the air-conditioning.
3. Fill the bathtub with water then soak sheets and pack them completely around the door. In the same way, block vents emitting smoke.
4. Inform "Guest Services" that you need to be rescued from the room and state your room number.
5. Stay low, cover nose and mouth with wet cloths to prevent inhalation of smoke.

Once again, we hope you have a great time staying with us.

THANK YOU!

Santhiya Resorts & Spas Management Team

PRIVATE POOL VILLA/ MAIN POOL SAFETY NOTICE

The following Rules and Regulations are for the benefit of all our loyal guests to ensure safe and hygienic operation of the pool facilities at Santhiya Koh Phangan Resort & Spa. Your cooperation in following these conditions is greatly appreciated. In order to avoid possible injury and for your personal safety, we kindly recommend you to take necessary precautions while swimming in your private pool / or at the main pool and when walking on the terrace after the rain

Rules:

1. Please kindly keep all valuables at the Safety box in the room before using the pool.
2. Only guests wearing appropriate swimwear are allowed to use the pool.
3. The following items are prohibited at the swimming pool premises.
 - No consumption of food or beverages at the pool area.
 - Only water bottles and plastic bottles are allowed to be brought inside the pool
 - Please refrain from using the play equipment which includes the picnic mats, beach umbrellas, beach mats, inflatable boats, body boards, beach balls and water guns.
 - Inflatable rings with a diameter of 90 cm. or less are permitted.
4. However, inflatable rings are not be used when the swimming pool is congested.
 - Fins and other snorkel equipment are not permitted.
 - Picnic and outdoor equipment are also not permitted.
 - Use of speakers that are disruptive to the public are not permitted.
 - Items which our team considers as dangerous or a nuisance to others must not be brought to the pool.
5. Under instruction by the public health department, people bearing the following conditions are not permitted to use the pool.
 - Filamentous fungus, pyogenic bacteria, skin diseases and other infectious diseases.
 - Persons with high fever, conjunctivitis (pinkeye) and laryngitis
 - Persons wearing bandages or excessive taping.
6. Children below 12 years must be accompanied by a person over 18 year of age. One adult can accompany a maximum of 2 children.
7. Interviewing and recording at the premises without permission is strictly prohibited. Any nuisance or harassment which is caused by the taking of pictures at the premises is also strictly prohibited.



8. Any injuries on the premises will be attended to with first-aid treatment. However, please acknowledge that the Santhiya Koh Phangan Resort & Spa will not be responsible for further treatment of guests who swim at their own risk.
9. Before going entering the pool, please remember to do warm-up exercises for your own safety. We also ask all our guests to take a shower before using the swimming pool to maintain hygiene for all users.
10. Any dangerous and violent actions (diving, submerging someone, throwing objects or persons and other dangerous activities) are not permitted.
11. Please refrain from wearing any shoes at the swimming premises except beach sandals provided by the resort.
12. Glasses, sun glasses and accessories are not allowed to be worn inside the swimming pool for safety reasons. We also recommend our guests to keep those items in a locker.
13. Please be informed that the pool might be temporarily closed due to poor weather conditions.
14. Smoking is not allowed in or around the Pool area. There is a designated smoking area provide at the Titan entrance area. Please be informed that going to the smoking area in swimming attire is strictly prohibited.
15. With reference to items of concern not stated in the following guide, our staff reserve the right to make the appropriate requests to maintain safety and hygiene of all guests. Guests who refuse to follow these rules will be turned away from usage of the pool facilities without a refund.
16. Glass and other fragile objects are not allowed in and around the swimming pool (glasses, cups, sunglasses etc.)
17. Access is prohibited for animals (except guide dogs)
18. The use of scuba diving goggles, fins as well as (inflatable) balls, toys and airbeds are prohibited
19. Jumping or diving into the pool is strictly not allowed.
20. Contamination of the pool water with external fluids is prohibited.
21. The Sunbed may not be used to store objects or for any other purpose other than its primary purpose.

Thank you for your cooperation.

Santhiya Resorts & Spas Management Team

ประกาศ

1. รีสอร์ทจะรับผิดชอบต่อทรัพย์สินของผู้เข้าพัก กรณีเกิดความสูญหายหรือเสียหาย ดังนี้
 - 1.1. การสูญหายหรือเสียหายที่เกิดขึ้นในรีสอร์ท
 - 1.2. หากทรัพย์สินที่สูญหายหรือเสียหายตามข้อ 1.1 เป็นประเภทเงิน ทอง ธนบัตรตัวเงิน อัญมณี หรือของมีค่าอื่นๆ รีสอร์ทจะรับผิดชอบไม่เกิน 5,000 บาท เว้นแต่ผู้เข้าพักจะได้ฝากและแจ้งราคาแห่งทรัพย์สินนั้นไว้กับรีสอร์ท
2. รีสอร์ทขอสงวนสิทธิ์ในความรับผิดชอบ หากความสูญหายหรือเสียหายดังกล่าวเกิดขึ้นเพราะเหตุดังต่อไปนี้
 - 2.1. เหตุสุดวิสัย
 - 2.2. เหตุแห่งสภาพของทรัพย์สินนั้นๆ
 - 2.3. เป็นความผิดของผู้เข้าพัก บริวาร หรือบุคคลที่ผู้เข้าพักให้การต้อนรับ

NOTICE

1. The resort will accept responsibility for the loss of, or damage to guests' property in the following instances:
 - 1.1. The loss or damage occurs in the resort.
 - 1.2. If the property that is lost or damaged property following article 1.1 is gold, currency notes, bonds, jewelry or other valuable items, the resort's liability will not exceed 5,000 THB unless it has been deposited with the resort and its value clearly stated.
2. The resort shall not be liable for any loss or damage to guests' property in the following instances:
 - 2.1. By force majeure
 - 2.2. By the nature of the property
 - 2.3. By the fault of the traveler or guest or his attendant or of a person whom he has received.