

DIALING INSTRUCTIONS

HOTEL DIRECTORY

Room to Room Calls	8 + Dial room number
Local Calls	9 + Telephone number
National Long Distance	9 + City Code + number
International Calls	9 + 001 + Country code + number
Collect Calls	Dial 0 for operator assistance

HOTEL EXTENSION NUMBERS

Housekeeping	0
Baggage Services	0
Room Service	0
Concierge	0
Front Desk	0
Nahm Spa	5400
Camp Hyatt	5371
Guest Service Center & Operator	0
Emergency extension	0
Sales & Marketing	5202

RESTAURANTS & BARS

Pool House Kitchen	5372
One80 Degree Pool Bar	5381
Mizu Teppanyaki	5380
Regency Club	5392

GUEST SERVICES

AIRLINES AND AIRPORT TRANSPORTATION

For assistance with flight confirmation, schedule information and transport arrangements to and from the airport, please contact concierge.

AIR-CONDITIONING AND HEATING

All rooms feature individually controlled air-conditioning units. If you have any questions about setting your room temperature, please press [0] on your in-room telephone.

BABYSITTING

Babysitting services can be arranged through guest services, a minimum of 24 hours' notice is required to make the proper arrangements.

BANKING

There are several banks and Automatic Teller Machines (ATM) within 15 minutes walking distance from the hotel where International credit and debit cards can be used. If you require assistance with Foreign Currency Exchange, please contact guest services.

CAMP HYATT

In keeping with Hyatt Regency's excellent reputation for providing family-friendly facilities around the world, Hyatt Regency Phuket Resort is no exception. Camp Hyatt caters for 4 to 12-year-old children with a variety of fun and educational activities. Kids can participate in the daily schedule of free and paid activities, including cultural arts and crafts fun. Parents can also make arrangements with Camp Hyatt for a babysitter.

Opening hours from 9:00 AM to 7:00 PM daily

CHECKOUT

Our checkout time is 12:00 noon. If your departure will be delayed or if you wish to extend your stay, kindly press [0] on your in-room telephone

COMMUNICATION IN PHUKET

Most overseas mobile phones can be used here by purchasing a local SIM card. Call and internet data packages can be bought at all mobile phone stands, mini-marts and bookshops around the island. Internet cafes are located in most of the main tourist areas and offer reasonable rates. Stay connected and take advantage of complimentary Internet while staying at our five star hotel in Phuket.



GUEST SERVICES

CONCIERGE

If you need any assistance with transport arrangements, dinner reservations, car rental, island tours or any other services, please do not hesitate to contact concierge or the tour desk in the lobby.

CONVENIENCE

For your convenience, we have a selection of items that you may have chosen not to bring along or have forgotten. If there is something you require but don't see it on the list, please press [0] on your in-room telephone and request for the item and we will do our best to accommodate your request.

Toothbrush & Paste

Razor & Cream

Slippers

Comb

Tea Kettle

Instant Noodles (A small charge is applicable)

Power Socket Adapter

CURRENCY

Thai Baht (THB) is the currency used in Phuket. Currency exchange booths are usually open 12 hours a day, 7 days a week.

DRESS CODE

Casual attire and wearing of shirt, pants and shoes or flip flops is required in the lobby area.

Pool House Kitchen Restaurant: Casual attire

Regency Club: Smart Casual attire

Mizu Teppanyaki Restaurant: Smart Casual attire

EMERGENCIES

WITHIN THE HOTEL: Please press [0]

OUTSIDE OF THE HOTEL: The Emergency Telephone number in Thailand is 191

EVENTS

Our events staff members welcome the opportunity to assist you with all your needs for meetings and special gatherings. Contact the events department for more information.

GUEST SERVICES

FAX

You may send and receive a fax through guest services in the lobby. Incoming faxes will be delivered directly to +66(0)76 231 233

FITNESS CENTRE

The resort offers a fully equipped gym with a contemporary design, offering the very best in cardio and weight equipment.

24-hour access with your room keycard.

Adults may participate in a complimentary schedule of fitness & lifestyle activities. To book an activity please press [0] on your in-room telephone.

FLORIST

For assistance with flower arrangements, please contact guest services

FOOD BROUGHT FROM OUTSIDE

Jackfruit, Mangosteen and Durian are not permitted in the entire hotel and in the guest rooms.

We do not allow food from outside to be consumed in the public areas or restaurants.

GOLF BUGGY

For our 24-hour Golf Buggy service between your guest room and the resort public areas, please press [0] on your in-room telephone.

HOUSEKEEPING

Housekeeping services are available 24 hours a day. For extra linen, towels, cribs, forgotten convenience items and late service, please press [0] on your in-room telephone.

Please use the privacy sign if you do not wish to be disturbed.

ICE

Please press In-room Dining button to request complimentary ice

LANGUAGE

Thai is the official language, but English is understood in tourist areas.

LAUNDRY AND DRY CLEANING

For laundry, pressing and dry cleaning services, please use the laundry bag and complete the laundry list located in your closet. Kindly press [0] on your in-room telephone for pick-up and express services.



GUEST SERVICES

LOST AND FOUND

To enquire about lost and found items, please press [0] on your in-room telephone.

LUGGAGE ASSISTANCE

For luggage assistance or storage, please press [0] on your in-room telephone.

MAIL

Our team will advise you of any incoming mail delivery. Mail services are available through guest services

MAINTENANCE

It is our priority to ensure all our facilities are in pristine working condition. If you have any problem with any material or equipment in your room, please press [0] on your in-room telephone.

MEDICAL SERVICES

If you require a doctor or in case of medical emergency, please press [0] on your in-room telephone.

MEETING FACILITIES

Our hotel offers a wide range of meeting, event and convention facilities. Please contact our event and sales department for further information.

For your convenience, meeting space and several smaller meeting rooms are available for rental.

MINIBAR

Our rooms are equipped with a fully stocked minibar offering a wide selection of imported and domestic beverages. For additional products please press [0] on your in-room telephone

PARKING

A valet parking service is available at the main hotel entrance. For your convenience, parking is free of charge for one car per guestroom. Please ask for a parking card voucher at concierge. For your safety, do not leave valuables in your car.

PET POLICY

The hotel does not accept pets.

PHUKET PEOPLE

Phuket is a melting pot of Buddhists, Thai-Chinese, Muslims and sea gypsies.

GUEST SERVICES

REGENCY CLUB®

With exclusive accommodations, a personal concierge and a private lounge, Regency Club is Hyatt's "hotel within a hotel" concept. Regency Club guests have access to the club lounge and can enjoy a daily complimentary Continental buffet breakfast and an evening reception with wines, and finger-food buffet. For more information, please contact the Regency Club, ext 5392

Regency Club opening hours from 6:30 AM to 10:00 PM, daily
Regency Club pool opening hours from 8:00 AM to 5:00 PM, daily

RELIGIOUS SERVICE

For a complete listing of local services, please press [0] on your in-room telephone.

RESERVATIONS

For future stays at Hyatt Regency Phuket Resort, please press [0] on your in-room telephone or visit our website at www.hyattregencyphuket.com

RESORT CENTRE

We provide access to computer, high-speed wireless Internet access, video conferencing, color laser copiers, portable telephones, modems, facsimile machines, printing and courier services, and a reference library. Please contact guest services for details

SAFE DEPOSIT BOXES

Each room is equipped with an electronic safe deposit box. Larger safe deposit boxes are also available at the main reception. The hotel accepts no responsibility for valuables not placed in the safe deposit box at the front desk.

SALES AND MARKETING OFFICE

Our sales and marketing executives are at your disposal for information and to assist you with the organization of groups and conventions

SHUTTLE BUS SERVICE

TO AND FROM KAMALA CENTER

The Hotel offers complimentary shuttle service to and from Kamala Center: The meeting point at the hotel is the main arrival porte-cochère. Pick up and drop off in front of the Commemoration Public Park (Tsunami Monument). Seating is available on a first-come, first-served basis.

For up-to-date schedule please press [0] on your in-room telephone.



GUEST SERVICES

TO AND FROM PATONG (JUNGCEYLON)

Pick up and drop off in front of Jungceylon shopping mall

To avoid any disappointment, please book at least 2 hours prior departure time directly with our Front Office team at the reception or by dialing number "0" from your room. Kindly ensure that you are at the meeting point at least 10 minutes prior to the actual departure time.

For up-to-date schedule and pricing, please press [0] on your in-room telephone.

SMOKING

This is a non-smoking hotel; a 3,000 THB cleaning fee will be charged for smoking inside guestrooms or public areas other than designated smoking areas.

SPA

At Nahm Spa, immerse yourself in a tropical sanctuary, with pampering spa treatments, to soothe body, mind and spirit. Nahm Spa invites you to discover the art of true relaxation and healing traditions. Expert therapists inspire tranquility within, nearby to the lobby, with blissful massages, facials, body treatments and custom-designed spa packages.

Contact Ext 5400 for reservations
Opening hours from 9:00 AM to 10:00 PM

SWIMMING POOL

Perfect for sun seekers or water-babies, our pool is one of the longest outdoor infinity pools in Phuket. Please note that complimentary access to the swimming pools is for hotel guests only. Outside guests will be charged a day rate. Children below 10 years must be accompanied by an adult at all times.

Main Pool Opening hours from 8:00 AM to 7:00 PM

TAXIS

Our greeter or guest services team will assist you with transportation needs

TELEVISION

A TV channel list is available bedside the TV and on the first page of the compendium. In case of signal problems, please press [0] on your in-room telephone.

VISA REQUIREMENTS

Visitors are advised to check with their local Thai Embassy or Consulate for visa requirements

GUEST SERVICES

VOICE MAIL / MESSAGES

The voicemail system allows you to retrieve recorded messages.

VOLTAGE

Voltage: 220V. Two pin flat (US type) or round (European type) are pretty universal. Adapters can be bought at local stores or requested from our concierge.

WAKE UP CALLS

To request a wake-up call or set a reminder call, please press [0] on your in-room telephone.

WEATHER

Phuket features tropical temperatures and four distinct seasons. Average temperatures in January are 28°C (82°F) and in August they are 27°C (77°F). The hot season is generally considered to be from March to early May.

WIRED OR WIRELESS INTERNET IN GUEST ROOMS

Standard Plan – Basic internet connection ideal for email, social networking and web browsing: Complimentary for hotel guests. (Internet speed 1.5 MB)

Wi-Fi in the guest rooms is available for up to 5 devices per room

WIRED OR WIRELESS INTERNET IN MEETING ROOMS

A wired or wireless Internet connection can be arranged.

Kindly note that wired or wireless connection purchased in the guestrooms are not applicable for usage in the meeting room areas.

If you have any difficulty connecting to the high-speed internet or have any questions, please contact concierge.

WORLD OF HYATT®

The World of Hyatt membership programme allows our guests to earn valuable rewards and benefits. Kindly contact guest services for further information.



GUEST SERVICES

RESTAURANTS & BARS

THE POOL HOUSE KITCHEN

Pool House Kitchen serves a selection of International dishes and local flavors from land and sea, with casual modern interiors paying homage to yachting voyages in the Andaman Sea and alfresco poolside dining on the terrace. An elaborate breakfast with excellent coffee, pass-around small plates and interactive live cooking stations is one of the best in Phuket.

Enjoy flavorsome comfort food and light snacks showcasing premium cuts of meat, fresh seafood and farm-to-fork local ingredients alongside authentic local recipes and refreshing healthy beverages, for an all-day dining experience to suit all preferences

Breakfast

Breakfast Buffet: 6:30 am - 10:30 am, daily

All-day Dining: 6:30 am - 10:30 pm, daily

ONE80 POOL BAR

Overlooking the pool on an elevated terrace for prime sunset viewing, 180 Degrees offers the best sea views at any time of the day. With a casual sophistication and nautically-inspired design, enjoy handcrafted classic cocktails infused with local flourishes prepared by our mixology team and accompanied by a casual menu of light bites and poolside snacks.

A mixture of comfortable lounge style seating and stools at the extended bar invite stimulating conversation with old friends, loved ones or new acquaintances, while enjoying the exclusive beach-club ambiance and refreshing tropical breezes.

Bar

9:00 am - 11:00 pm, daily

No reservations taken

MIZU TEPPANYAKI RESRESTAURANT

Culinary mastery and flair convene at Mizu, our poolside specialty Teppanyaki restaurant in Phuket. With the fresh oceanic flavors of sustainably sourced seafood, treat yourself to a mouth-watering selection of authentic Japanese dishes with an innovative twist, as our talented chefs take you on a journey of handcrafted showmanship and artistic prowess.

Dinner

6:00pm - 10:00pm

For reservations, please press [0] on your in-room telephone.

HOTEL SAFETY

THE HOTEL EMERGENCY NUMBER IS [0]

Because we are concerned with your wellbeing during your stay, we ask that you familiarize yourself with the following tips:

SECURITY

- Do not leave valuables in your room. Please place all valuables in the safe deposit box in your room or at the front desk (free of charge).
- Close the door securely whenever you are in your room and use all locking devices provided. Be sure that windows as well as connecting and sliding doors are locked properly.
- Before opening your door to anyone, use your peephole and be sure that you know the person.
- If the person claims to be a hotel employee, verify by calling the front desk. Do not provide credit card or identity information via the telephone.
- Hotel staff will never ask for credit card or identity information via the phone.
- Be observant when entering parking lots and don't leave valuables in your vehicle.
- If you see or hear any suspicious activity, please report your observations to management.

EVACUATION MAP

In the event of an evacuation, an alarm bell will sound and an announcement will be made. Please proceed to the nearest fire exit and follow the directions (a map of the nearest fire exit is on the back of the entrance door).

FIRE

In case of fire please remain calm and evacuate immediately if requested to do so. Before proceeding please test your door for heat or smoke, then find the nearest exit stairwell.

WATER SAFETY

- Lakes, rivers, and oceans can be your playground...but play safely.
- Be aware that rough waves, submerged rocks, currents and other conditions in bodies of water can present hidden dangers.
- If you are travelling with small children, please closely supervise them at all times while they are near the water.
- For your safety and security, you are strongly recommended to read and obey warning signs at the beach. If you do not understand the signs, please ask the beach or recreation attendants.
- If you are caught in a rip current or you don't swim well, do not be afraid. Relax and drift with the current until you are released, then swim back to shore.
- Take precautions to avoid sunburn.

HOTEL SAFETY

SEVERE WEATHER / TSUNAMI

- Please remain calm and do not panic.
- Immediately seek safe shelter or high grounds.
- Stay away from windows and glass doors.
- Immediately comply with evacuation instructions when given by hotel management.

HOTEL RULES AND REGULATIONS

- A valid picture identification is required to check-in at the hotel.
- Overseas guests are required to present a valid passport with a valid visa.
- Domestic guests are required to present a valid identification card or any other legal documentation to check-in.
- Guests are responsible for all their belongings. Management will not be held responsible for any loss or damage incurred.
- Weapons, drugs, unlawful chemicals or explosives are not permitted in the hotel at any time.
- Any unclaimed lost and found items will be disposed of after a maximum storage period of 90 days.
- No pets are allowed on the hotel premises.
- Hanging clothes or other articles on the balconies is not permitted at any time.
- All visitors must be registered at the front desk
- Any room changes or name transfers must be authorized by the Front Desk.
- Guests are responsible for any damage to the furniture/ decoration inside the rooms.
- Cooking is not permitted in the rooms or on hotel premises.
- In case of violation of the above regulations or any misconduct as deemed to cause others inconvenience or discomfort, the Management reserves the right to ask the guest to leave.
- The Management reserves the right to alter or amend the above regulations without notice. In case of any queries, please contact the Front Desk