



Dear Guests,

Welcome to Arabia Azur Resort!

We are delighted that you have selected our Resort and we wish your stay with us will be both enjoyable and comfortable. May this brief information help you to feel at home right away!

**All-inclusive policy starts from the Check-In date at 14:00hrs till Check-Out date at 12:00 noon.**

### **Restaurants:**


Meal	Venue	Service	Operation Hours	
			From	To
Breakfast	Main Restaurant	Open Buffet	07:00	10:30
Lunch	Main Restaurant	Open Buffet	12:30	15:00
	Marina Beach Restaurant	Light Lunch	12:30	15:00
Snacks	Pool Bar	Late breakfast	11:00	12:00
	Pool Bar	Snacks	15:00	17:30
Ice-cream	Marina Beach Restaurant	Ice-cream	12:00	15:00
Dinner	Main Restaurant	Open Buffet	19:00	22:00
A la Carte Restaurants	<u>Pattaya - Asian Restaurant</u>	A la carte menu served against extra charge. Open daily. Prior reservation is requested.	18:30	22:00
	<u>Bordiehn's Restaurant</u>	Free of charge Two-course menu or a la carte menu with credit amount. Prior reservation is requested at Guest Relation, Reception desk or at Bordiehn’s restaurant. Located at Ali Baba Bazaar area.	18:00	22:00
Late dinner	Main restaurant No. 1	Midnight snacks	22:00	midnight
Room Service	Against extra charge		24hrs	
<ul style="list-style-type: none"><li>- Proper Dress Code is required at all Restaurants.</li><li>- No food can be taken out of the restaurants.</li><li>- Please let us know if you have any dietary restrictions, allergies or special considerations and we will assist you as best as possible.</li><li>- For your health and safety, it is not allowed to bring food from outside to the hotel premises.</li></ul>				

### **Bars:**

Bar	Service	Venue	Operation Hours	
			From	To
Lobby Bar	All-inclusive Non-Alcoholic & Local Alcoholic Beverages	Lobby	09:00 10:00	10:00 Midnight
	Extra charge – Not included Beverages		00:00	09:00
View Bar	All-inclusive Non-Alcoholic & Local Alcoholic Beverages	Lobby (2 <sup>nd</sup> Floor)	17:00	0:00
White Bar	All-inclusive Non-Alcoholic & Local Alcoholic Beverages	Main building	17:00	0:00t
East Bar	All-inclusive Non-Alcoholic & Local Alcoholic Beverages	Swimming pool	10:00	18:00
			19:00	23:00
Marina Beach Bar	All-inclusive Non-Alcoholic & Local Alcoholic Beverages	Marina	10:00	18:00
Lagoon Bar A & B	All-inclusive Non-Alcoholic & Local Alcoholic Beverages	Lagoons	10:00	18:00
Lawrence's Pub	All-inclusive beverages are served till midnight only. From midnight till 02:00hrs all beverages served against extra charge.	Next to Lobby Bar	22:00	02:00
Havana Bar	All-inclusive Non-Alcoholic & Local Alcoholic Beverages. Adults only (+18 years). Smoking bar.	Main building	20:00	0:00

- Alcoholic beverages are allowed to be served for adults only (+18 years).

- The Hotel Management reserves all rights to close any outlet according to season.

<b><u>Internet &amp; WI-Fi Service</u></b>	Free of charge WI-Fi access is available in all public areas. Wi-Fi in all guest rooms is against extra payment. Please, contact the Reception for more details.
<b><u>Safe-Box</u></b>	Safety deposit boxes are available in all rooms free of charge. The hotel management is not responsible for any valuables left out the safe box.
<b><u>Doctor</u></b>	Available daily from <b>11:00hrs</b> till <b>13:00hrs</b> and from <b>19:00hrs</b> till <b>21:00hrs (against extra charge)</b> . Clinic is located at the end of the lobby, right side. <b>In is case of emergency:</b> medical service is provided beyond the above-mentioned times. For assistance, please contact our reception desk <b>333</b> .
<b><u>Telephone Calls</u></b>	Local and international calls at Reception desk are against extra charge.
<b><u>Attention:</u></b>	For your safety, please read the swimming pool / beach instruction carefully and adhere to the lifeguard!
<b><u>Beach Towel Service</u></b>	Available daily from 8:00hrs till 18:00hrs. Please return the used beach towel to the towel house & get your towel card back so you could get your clean fresh towel the next day. Upon check out, please return the towel card to the front office to avoid extra charge per card
<b><u>Red Flag</u></b>	A sign, which will show that you “Don’t want to be disturbed” by salesmen at the pool and beach. Available for all guests at our Towel desks.
<b><u>Beach &amp; Pool Sunbeds</u></b>	Reservation of sunbeds at the beach or at the pool is not allowed! Beach boys will remove any private belongings used for reserving the sunbeds. The hotel management is not responsible for losing of any private belongings.
<b><u>Pool &amp; Beach</u></b>	❖ <b>Children should not use the swimming pool without surveillance of an adult.</b> ❖ Swimming pools are opened and covered by life-guard daily from <b>09:00hrs</b> till <b>18:00hrs</b> . ❖ <b>Swimming out of the above-mentioned hours is at your own risk.</b> ❖ <b>For health and safety reasons, proper swim suits should be worn in the swimming pool: cotton, lose or long swimming suits are not allowed.</b>
<b><u>Help us to protect our reef</u></b>	<b>It is forbidden to touch, break or collect corals, shells or any other sea treasures. It takes decades for corals to recover and to grow again. Don’t feed the fish. No fishing &amp; harpooning are allowed.</b> <b>Discarding these rules is punishable by the law.</b>
<b><u>Laundry Service</u></b>	Laundry (washing and pressing service) is against charge. Please mark all the items sent to the laundry on the list available in your room. For laundry pick-up, please call the reception desk (dial 333).
<b><u>Entertainment</u></b>	Daily animation entertainment program and shows schedule is available on information boards at the lobby and at the beach. <u>Kids’ activities and entertainment are provided by our animation team daily at the Kid’s club.</u>
<b><u>Payment</u></b>	For any extra charge on your room, we accept Cash payment or Visa & Master cards.
<b><u>Sport Center</u></b>	Opened daily from 08:00hrs till 20:00hrs. Gym, Squash, Tennis & Table Tennis
<b><u>Visitors</u></b>	Visitors are only allowed to meet our hotel guests in the Lobby; otherwise, visitors are requested to pay the All-inclusive Day-use charge at the reception. Visitors are not allowed to share guest room without proper registration at the reception desk.
<b><u>Azur Shop Merchandise</u></b>	Discover a selection of exclusive Azur Shop merchandise, perfect for souvenirs or gifts to remember your stay at Azur Resorts. Simply scan the QR code to explore the collection, and for assistance, please contact the reception desk or our Guest Relations team.
<b><u>Shopping</u></b>	Ali Baba Bazaar available in the hotel premises for the shopping.
<b><u>Tea &amp; Coffee tray Mini-Bar</u></b>	Replenishing of the tea & coffee tray and mini-bar ( <b>water only soft drinks one time per week</b> ) is daily between 09.00hrs till 17.00hrs unless the “ <b>Do Not Disturb</b> ” sign is hung on the room door.
<b><u>Food</u></b>	For your health and safety, it is not allowed to bring food from outside to the hotel premises.
<b><u>Pets</u></b>	<b>Cats are not allowed in all guest rooms!</b>
<b><u>Internal numbers</u></b>	<b>Reception: 333 (available 24/7)</b> <b>Guest Relations: 324</b> <b>Laundry service: 333</b> <b>In case of emergency: 333 (available 24/7)</b> <b>Room service 326 (available 24/7)</b>
<b><u>QR Code - Hotel info</u></b>	 <ul style="list-style-type: none"> <li>- Arabia Azur Resort Map</li> <li>- Arabia Azur Resort Info sheet</li> <li>- Arabia Azur Resort Fact sheet</li> <li>- TV Channels</li> <li>- Environment Protection Rules</li> <li>- Daily Entertainment program</li> <li>- A la carte restaurants menus – Pattaya &amp; Bordiehn’s</li> <li>- Beverage menu</li> <li>- Room service menu</li> <li>- APG – Azur Hotels &amp; Resorts Loyalty program</li> </ul>

Thank you for choosing Arabia Azur Resort and wishing you a memorable stay with us.

It will be our pleasure to assist you with any special requests you may have.

**Arabia Azur Resort Management**