

HOTEL

GUEST ROOM DIRECTORY



WELCOME TO VALIA HOTEL BANGKOK

Dear Valued Guest,

Thank you for choosing Valia Hotel Sukhumvit 24 for your sojourn in Bangkok. We are delighted to welcome you here.

At Valia, "Where the luxury meets the art of exploration," raise your expectations, and discover your own Bangkok oasis with rooms and facilities brimming with sophistication and first-class service.

This Hotel Directory provides a wide array of information to help you become familiar with our hotel, facilities, and services and information and tips about Bangkok, Thailand, and its culture. Our Guest Services Team at Reception will be pleased to assist you with any further information you may require.

We sincerely hope that you will enjoy your stay. Please contact our team if you need further assistance to make your stay more comfortable. Our team at Reception or myself will be more than happy to assist you with any inquiries you may have.

We hope you will have a memorable stay with us.

Sincerely yours,

Zaki Baz General Manager

Important Announcement

- 1. The Hotel will be responsible for any loss or damage to the Hotel's guests in the event of the following:
 - 1.1 It can be verified that such loss or damage occurred on the Hotel's premises. The Hotel's responsibility for the loss or damage to the property referred to above shall be limited to THB 5,000.
- 2. The Hotel will not be responsible for such loss or damage if caused by:
 - 2.1 Force majeure, the case is beyond the control of the Hotel
 - 2.2 The existing condition of the article
 - 2.3 The fault of the guest, guest's attendants, or a person whom he/she has received or invited in.

Security and Fire Safety

We care about your safety during your stay at the Valia Hotel Bangkok. To ensure that you are fully aware of the potential hazards, we would like to take this opportunity to highlight the following:

- 1. Our hotel does not welcome or allow non-registered hotel guests or visitors access to guest rooms or the hotel's facilities, such as the swimming pool and fitness center.
- 2. Our security officers are informed and briefed on enforcing this policy. Should you require any additional information or clarification on the above, please feel free to contact the Guest Services team at Reception or any management member in the hotel.
- 3. Children must be supervised at all times while in the hotel.



Fire Safety Procedures

We have installed a comprehensive fire protection system in the hotel, and our associates have been trained in case of emergency. However, your understanding of the hotel's safety procedures is essential.

Study the Fire Escape Plan

Upon checking in to your room, please study the Fire Escape Plan at the back of the main door. Familiarize yourself with your escape plan, which will help you in an emergency.

Discovery of a Fire

Upon detecting fire or smoke, dial the extension number "0" to our Guest Services, or if there are any hotel personnel on duty nearby, notify them immediately.

Evacuating Upon Hearing the Fire Alarm

If the fire alarm sounds, evacuate your guest room immediately and close the door. Refrain from attempting to pack your belongings. Time is precious; save your life first. Take your room key with you, as you may need to return to your guest room.

Fire Safety Rules and Regulations for All of Our Guests.

- » Remove appliance plugs from electrical sockets when not in use.
- » Immediately report any electrical malfunction or hazard to the front office.
- » Do not use electrical appliances while you are standing on wet floors.
- » Do not leave burning candles unattended.
- » Do not burn incense inside your room.

Safety Advice

Your room is equipped with a safe for your valuables. Please be aware that the hotel will not be held liable for any missing items placed in your room or safe. It is advisable to pay attention to your valuables in public areas while sightseeing or shopping.





Swimming Pool Rules and Regulations

Opening hours from 06:00 to 22:00 hrs daily

- » WARNING NO LIFEGUARD ON DUTY Anyone using the swimming pool does so at their own risk
- » NO RUNNING allowed, and please take extra care when walking on the pool deck, as it may be slippery.
- » NO DIVING ALLOWED
- » Only those wearing proper swimwear may use the swimming pool.
- » For safety reasons, an adult MUST accompany CHILDREN under the age of 12 at all times.
- » The use of flotation devices and toys in and around the pool is subject to management approval.
- » Glass containers are not allowed in the pool area.
- » Food and beverages from outside are not permitted on the premises.
- » Sun loungers may not be reserved in advance.
- » Do not leave valuables unattended at possible. The hotel is not responsible for any such items' loss, damage, or theft.
- » Please be considerate of those around you and refrain from disturbing others

Fitness Centre Rules and Regulations

Opening hours from 06:00 to 23:00 hrs daily

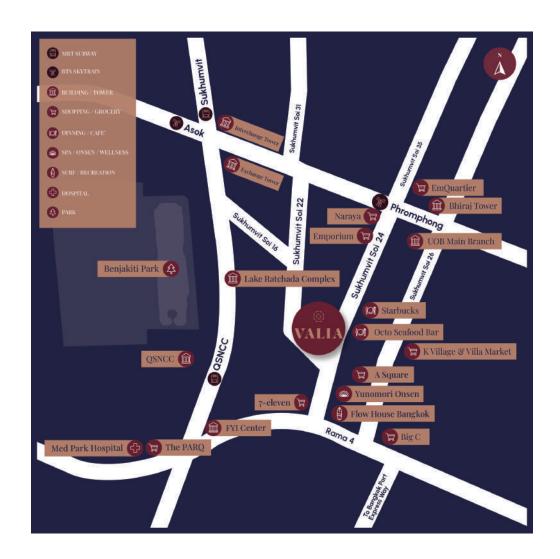
- » There are NO fitness center attendants on duty: anyone using this equipment does so entirely at their own risk.
- » For safety reasons, CHILDREN under 16 years of age must be accompanied by an ADULT to use the gym.
- » Presence in the gym is limited to those using the equipment. People who are not making sure of the gym are not allowed in this area.
- » Guests are required to wear suitable clothes and sports footwear in this area.
- » Closed-toe, rubber-soled shoes must be worn at all times.
- » SMOKING and EATING are NOT allowed in this area.
- » Towels are available, and we ask that once you have finished your session, please leave the towel in the basket.
- » For the benefit of all, please return the equipment to the corresponding place when finished.
- » Using radios or other sound systems without personal earphones is NOT allowed in the Fitness Centre.



Valia Hotel Bangkok will not be held liable for the following:

- » Theft of personal belongings
- » Damage to personal belongings
- » Injuries, accidents, and fatalities
- » Force Majeure
- » The fault of the guest. Guest's attendants or a person whom he /she received or invited in.

Hotel Map







GUEST SERVICES

Α

Airports

DONMUANG

Bangkok Domestic Airport is located approximately 60 minutes from the hotel. Transport to the airport can be arranged from the hotel. Our Concierge can explain all the options available.

SUVARNAMBHUMI

Bangkok International Airport is also located approximately 60 minutes from the hotel. Transport to the airport can be arranged from the hotel. Our Concierge can explain all the options available.

Address

Valia Hotel Bangkok

95,370, 22 Sukhumvit 24 Alley, Khwaeng Klongton, Khet Klongtoey, Bangkok 10110 T. +66 2483 3999 E. enquiry@valiahotelbangkok.com www.valiahotelbangkok.com

В

Baby Cots and Baby Chairs

Baby cots are provided free of charge on request (subject to availability), and baby chairs are available at all hotel outlets.

Breakfast

- » Breakfast is served International Buffet at Florae Restaurant, located on the lobby floor, from 06:00 - 10:30 am weekdays 06:00 - 11:00 am weekends.
- » Your dining may also be taken in your room. To select and order, please "dial 0" to call In-room dining 24 hours.





C

Car Parking

Public parking is available for guest vehicles on P2 to P5 floor.

Car Rental

The concierge team at the lobby is pleased to assist you with car rental bookings.

Check- In/ Out

Our check-in starts at 15:00 hrs., and check-out is at noon. Please note that your hotel room must be vacated by noon. Should you wish to have a late check-out or extend your stay, don't hesitate to get in

touch with our Guest Services team at the reception (charges may apply).

The concierge team at the lobby is pleased to assist you with car rental bookings.

Children

One child below 12 years of age can stay for free in their parent's room, provided the existing bed is used.

Concierge Services

Our Concierge will assist you with any inquiries throughout your stay. Please feel free to contact them on the lobby floor.

D

Do Not Disturb

The electronic "Do Not Disturb" sign outside your door is operated by the switch located next to the room door inside your room. We honor your privacy.

Drinking water

Two complimentary drinking water is provided daily. For additional bottles, please dial "0" for further assistance.





Ε

Emergency lights

In case of power failure, one emergency light will be operating in front of the bathroom. A torchlight is located in your closet.

Environment and Sustainable living

We are doing our best to be eco-conscious and request your participation in making environmentally friendly choices to help us to save Thailand's natural resources.

Linen: We would refresh your bed linen every third day to support the eco-friendly habits, but call our Guest Service team if you'd prefer otherwise.

Towel: It is a small step for us to conserve resources, and we would like you to participate in this initiative. Please hang up your towel if you would like to reuse them so our team will not replace them. If you drop the towel(s) on the floor, our team will replace them with fresh ones (s).

Smoke-Free: Breathe easy here as we are a Smoke-Free Hotel.

Eco-Friendly: In order to help protect our environment, we have discontinued the use of drinking water in plastic bottles and changed to recyclable glass bottles in our hotel. We have tried our best to use recycled bottled and paper to pack our amenities.

Extra bed

For assistance, don't hesitate to get in touch with the "Guest Service team" (available for Deluxe Room, Suite Room). Subject to surcharge and availability.

F

Fitness Centre

Our Fitness Centre is on the 6th floor, opening from 06:00 to 23:00 hrs. Please use your key card to access it. Towels are provided.





Н

Hairdryer

A hairdryer is located in the drawer in the closet.

Housekeeping

Your room attendant will attend to any in-room needs. Whether a request for special times to make up your room or additional items and amenities.

Iron & Board

An ironing board and iron are located inside the closet in all suite rooms. The other rooms will be available upon request, so please dial "0" for the Guest Service team.

Internet

A complimentary high-speed internet connection is available in all hotel areas. Please use your room number and your last name to log in.

L

Laundry and Dry cleaning

The hotel offers an efficient laundry and dry-cleaning service. Laundry and Dry Clean bags are located in the drawer in your closet. Please fill in the form, place them in the bag, and call our Guest Service team by dialing "0" from the In-room phone.

Normal Service:

Garments picked up before 09:00 hrs. and returned the same day in the evening. Garments picked up after 09:00 hrs. will be returned the following day.

Express Service:

Garments picked up before 09:00 hrs. and returned at 15:00 hrs. on the same day will be available with a 100% surcharge.

Limousine

Chauffeur-driven limousine with a professional English-speaking driver is available and can be hired by the hour or by day. Don't hesitate to get in touch with our Concierge on the lobby floor.





L

Lost and Found

If you have lost any personal items during your stay at the hotel, don't hesitate to get in touch with the Guest Services team at Reception for assistance.

Luggage Service

For luggage service or storage, kindly contact Concierge at the lobby or dial "0" for Guest Services.

M

Maps

Various maps of Bangkok are available at the Concierge desk.

Mini-bar

Your mini-bar will be replenished daily. Should you require additional items or a more comprehensive range of beverages and snacks, don't hesitate to get in touch with the Guest Service team. Please complete your mini-bar bill and hand it to the Reception Desk for express checkout on the day of your departure.

P

Pets / Animals

For the comfort of all guests, animals are not permitted on the hotel premises.

R

Reservations

For your subsequent reservations or extended stay, please contact our Guest Service on the lobby floor or dial "0" from the In-room phone, or you can make the reservation at www.valiahotelbangkok.com





R

Restaurant

Florae Restaurant is located on the lobby floor. Your dining may also be taken in your room. To select and order, please "dial 0" to call In-room dining, 24 hours.

Room Amenities

- » HD LED smart TV 55" with Netflix and YouTube
- » National and International TV channels
- » High-speed WI-FI
- » Coffee & Tea making
- » Coffee machine in Suite Rooms and Deluxe Club
- » Personal in-room safety box
- » Two Complimentary drinking water daily
- » Slippers and bathrobe
- » Hairdryer
- » Laundry bag
- » Iron & Ironing board (upon request)
- » Bathroom Amenities
- » Shower with thermostatic mixer control
- » Fully stocked minibar

S

Security

Security officers are on duty 24 hours a day.

Shuttle Service

Complimentary shuttle service to Phrompong BTS station is available from 06:00 to 12 midnight, every 30 mins. Please call the hotel at +66 (0)2 483 3999, if you wish to be picked up at the drop-in & out area.

Shopping Malls

Famous shopping centers are located within walking- distance from our hotel. Our concierge can assist you with recommendations for specific needs.

Swimming Pool

Feel the breeze at the pool on the 6th floor, overlooking the city. Open from 06:00 to 22:00 hrs. Towels are provided at the pool.



Safety Box Instruction

A safety box is provided during your stay; please see the following instruction carefully before operating as below:

Step 1: Create your own 4-6 digits code.

Step 2: Hold the door closed and press "Lock."

Step 3: To reopen the safe, enter your personal code to open the safe.

For your information, please leave the safe open when you check out. For more information, don't hesitate to get in touch with our "Guest Service Team" by dialing "0" from the In-room phone.

Smoking Regulation

Please be informed of in-room smoking regulations for your safety as follows:

- » Valia Hotel Bangkok do not encourage our guest to smoke because we care for your health. It is essential to remember that we have smoke detectors in every room and corridor. The hotel will charge a penalty in a total amount of THB 4,000.
- » Our Hotel provides smoking rooms and a smoking area.

Т

Taxi

It is recommended that you only use metered Taxis and show your destination on a map to avoid confusion. Our concierge will be happy to assist you.

Telephone Calls

Room to Room Call: Dial room number

Outside Line : Dial 9

Local Number : 9 + 02 + Number

City Call : 9 + Area Code + Number IDD Call : 9 + Country + Number

Charges and Dialing Information

As per hotel policy, all telephone calls are charged per unit and billed per minute. Please note that all telephone calls are charged automatically after you have completed the dialing process, even if the called party has not answered. This call is automatically assigned to your account, showing the telephone number dialed. Valia Hotel Bangkok levies a surcharge on all IDD and STD (domestic) calls.





V

Visitors

All visitors must register before occupying guest rooms. The swimming pool and Fitness Centre are restricted to hotel guests only. Should you require any additional information or clarification on the above, please feel free to contact the Guest Services team at Reception or any management member of the hotel.

W

Wake-Up Call

Please use the wake-up call function on your in-room TV or dial "O" for the Guest Service team.

Wheelchairs

Wheelchairs are available in the hotel. Don't hesitate to get in touch with our Concierge at the lobby for assistance.





OUT AND ABOUT

General Information

Bangkok is an intricate puzzle of a place, with layer after layer of mystery and paradox. Affectionately known as the "City of Angels," Bangkok lends a thrilling sense of discovery to one's sightseeing and an element of surprise when exploring what the Orient's most fabled city is.

Climate

Thailand lies within the humid tropics, and the weather remains hot throughout the year. Temperatures range from 29 Celsius (84F) to 35 Celsius (95F). There are three seasons in Thailand: namely, the cold season (November to March), the hot season (April to May), and the rainy season (June to October).

Clothing

Light, loose clothing is the best. Sweaters are needed during the cool season evenings. Jackets and ties are required in some restaurants and nightclubs. Proper attire is a must for entering temples or places.

Currency

The country's currency is Thai Baht.

Electricity

Electricity is supplied in Bangkok at 220 volts, 50 cycles A.C

Emergency Call Numbers

Police	191
Ambulance	1554
Fire	199
Tourist Police	1155
Missing Person Bureau	1599

Health

Drugstores and clinics are available in Bangkok. Tap water is treated to varying degrees, so it is advisable to drink bottled water. Most hotels and restaurants have filtration systems for water.





Local Area Information

The capital of the Kingdom of Thailand, Bangkok, has approximately 10 million people. Bangkok covers an area of 1,500 square kilometers, forming the largest city and more than ten times the size of the second largest city in Thailand.

Shopping and Business Hours

Shops are generally open from 08:00 to 21:00 hrs., seven days a week. Department stores open later at 10:00 hrs.

Bank and Government Offices

Banks are open from 08:30 to 15:30 hrs. from Monday to Friday. Government and commercial offices are open from 08:00 or 09:00 to 16:00 or 17:00 hrs. from Monday to Friday.

Tayes

There is a 7% VAT added in hotels, restaurants, supermarket, and department stores.

Time Zone

GMT +7

Tipping

Tipping is not a must, although it has become a practice to tip restaurant and housekeeping associates, tour guides, etc. Some restaurants and hotels will include a 10% service charge. If not, tipping is up to one's preferences.

Visa

Visitors entering Thailand must hold a valid passport or travel documents and are permitted one-month visas. Extension of stay can be applied for at the Immigration Department in Bangkok.





TOURIST ATTRACTIONS

Grand Palace

Located on Na Phra Lan Road near Pramance Ground, the Grand Palace has several buildings with highly decorated architectural details. The place began in 1782 and has been a popular attraction in Bangkok. The Royal Chapel, Wat Phra Kaew, houses the Emerald Buddha, Thailand's most sacred Buddha image. Proper attire is required to enter the Grand Palace.

Wat Pho

One of Bangkok's oldest and largest temples, Wat Pho, is next to the Grand Palace on the south side. Built by King Rama I nearly 200 years ago, it houses the gigantic gold-plated Reclining Buddha, which is 46 and 15 meters long!

The National Museum

Within walking distance of the Grand Palace, The National Museum is one of Southeast Asia's largest and most comprehensive museums and was founded in 1782. Thousands of artifacts ranging from Neolithic times to the present period in Bangkok can be found in The National Museum. The National Museum also houses several exquisite buildings of Thai architectural design.

Weekend Market at Chatuchak Park

Known as Suan Chatuchak, the market is open only on Saturday and Sunday. Located opposite the Northern Bus station on Phahonyothin Road, people buy and sell exotic fresh fruit, vegetables, handicrafts, dress materials, clothing, shoes, and the necessities.

Terminal 21 Shopping Centre

Terminal 21 brings the dream of traveling the world to downtown Bangkok with its cutting-edge concept that places shopping and dining from world-famous cities under one roof. Find yourself wandering around a maze of shops in Tokyo City, sauntering down London's Carnaby Street, bagging a bargain in an Istanbul souk, or shopping for something to fill your growling stomach at Fisherman's Wharf in San Francisco.





Siam-Ratchadamri -Central World, Central Embassy, Central Chitlom, Siam Paragon, MBK

One of the largest and busiest shopping district in Bangkok, this area consists of several large department stores, shopping needs in one go in Siam-Ratchadamri.

Emporium and EM Quartier

Emporium is like a glossy magazine that comes to life. Behold the seven layers of shoppers' paradise, where the first three floors are dedicated solely to fashion. Exclusive world-class brand names dominate the ground floor: hot international designer items, leather, and jewelry on the first floor, glamorous garb for the young, and trendy on the second. Fashionistas, this is your playground. Those more concerned with gadgetry and gear need not feel left out. 'Pleasure &Leisure' is the name of the third floor, as it has everything you could dream of to maximize the experience of the audio, visual, and digital lifestyle. On this level, you can also satisfy all your golf and sporting needs at the 'Global Sports Mall.'



