

Welcome to Your Second Home

Wyndham Sky Lake Resort & Villas

Dear Distinguished Guest,

Welcome to Wyndham Sky Lake Resort & Villas, where we combine the untouched natural environment of the region with the professional international hospitality management.

The hotel offers great accommodation options and offers you modern yet unobtrusive amenities, a sense of seclusion and impeccable service – an ideal combination for your most memorable vacation. Come here to share our philosophy of simplicity and indulge in fresh air, tranquility, sun and ultimate relaxation.

It gives an immense sense of achievement and honor that you have selected our Hotel amongst the variety of hotels and resorts available for your business or pleasure need.

This Directory has been compiled to help you get acquainted with our available facilities, different activities and the environment.

We look forward to serving you and taking your experiences to a whole new level of bliss and well-being.

Faithfully yours,

Luke Benbow
General Manager

RESORT SERVICES DIRECTORY

We trust that the information highlighted in this section will be of your assistance to you during your stay. In the event that you may need further assistance, please feel free to contact our Guest service at extension 0.

A

ACCOUNTS

Accounts are payable by cash or credit card, upon departure unless prior arrangements have been approved. Your invoice information will be handed over the night before your departure. Please spare a few minutes to check the charges are correct – to help ensure your smooth and express check out on the next day. Please feel free to contact the Reception Counter for any questions which you may have.

AIR – CONDITIONING

Each resort room has an individual air - conditioner unit. The air conditioning can be adjusted to the desired positions of LOW, MEDIUM and HIGH or OFF.

AIRLINES

Our Guest Relations Officer (GRO) is delighted to assist you with your all domestic or international travelling arrangements.

B

BABY COTS & EXTRA BED SERVICE

Please contact our Receptionist at Front Desk to set up a baby cot or an extra bed in your room. Baby cots are free of charge whereas for extra beds we will charge as per resort policy. For more information, please contact our Front Desk at 1000 or 0.

BAGGAGE SERVICE

Please contact the concierge desk at lobby at extension 1000 or 0 for luggage services, baggage collection, special errands and wrapping services.

BANKS

Should you require any service offered by local banks in Chuong My, our Front Office Team would be pleased assist you. Foreign Currency Exchange is available at the Cashier's Desk.

BANQUET & MEETING FACILITIES

Please contact the Banquet Sales Department at extension 0 from 8:30am to 6:00pm. They will help you successfully plan your meeting, conference, exhibition, cocktail party or function.

BREAKFAST

Buffet Breakfast is available daily at ARIA Restaurant, located at ground floor of the community building from 6:30am to 10:00am.

BAR

Enjoy a relaxing drink in the Pool Bar 7:00am – 10:00pm daily. Pool Bar is open for ice cold beers, cocktails and a selection of hotel

C**CASHIER**

For billing information and foreign currency exchange, please contact the Cashier's counter at extension 1000 or 0 at the lobby.

CHECK OUT TIME

Check out time is 12:00 noon.

CHEQUES

We regret that personal cheques are not acceptable, unless prior arrangements have been made with our Accounting Department – Credit Section at extension 0.

CREDIT CARDS

The following credit cards are acceptable in our Resort: American Express, Visa, Master Card Club and JCB.

CULTURAL EVENTS & ACTIVITIES

For latest information on current cultural events and entertainment around the Resort or in Chuong My. Please contact the Guest Relation officer at extension 0.

D

DOUBLE LOCK AND SAFETY LATCH

The hotel provides security for your room by means of the lock system. This will prevent the door from being opened by a regular room card, thus adding additional security to your room. Please double lock your room from the inside when you are in the room. As an added precaution, please ensure that the safety latch is placed in a closed position.

DRINKING WATER

Tap water is clean but not recommend for drinking. We provide 2 bottles of drinking water per day for free and an electric kettle is available for making tea or coffee with daily refill.

E

EMERGENCY

The hotel is equipped with comprehensive safety equipment. In the event of emergency, the fire alarm will be triggered. An emergency floor plan is located behind your room door. Please familiarize yourself with the emergency exits. In cooperation with the Municipal authorities, the management takes this opportunity to assure you that we are constantly taking every precaution to the highest standard of safety and security. Please refer to the "Fire Procedures" section on the procedure to follow up in the unlikely event of an outbreak of fire.

F

FIRE PROCEDURES

The emergency floor plan on your room door shows the location of the exit stairways, fire alarms and fire extinguishers. If you see smoke or fire, dial extension 114 or 0 for operator or break the alarm glass. Should evacuation become necessary, please observe the following procedures:

1. Leave your room immediately, make sure that your room door is closed and the master switch is off.
2. Proceed immediately to the nearest exit and follow it down to the ground level.

FITNESS CENTRE

The Fitness Centre with state-of-the-art equipment is available free of charge to all in-house guests to keep your body in good shape. Located on 1st floor of the community center.

Opening hours daily from 6:00 am to 10:00 pm

G

GUEST SERVICE (GRO)

Guest service is on duty 24 hours a day at the lobby area and will be happy to assist you with any queries. Please dial extension 0.

H

HOUSEKEEPING

Please contact the Housekeeping Department at extension 0 for any additional supplies or services that you may require to make your stay more comfortable.

HAIR DRYER

All guest's rooms are provided with a hair dryer.

I

IN- ROOM DINING

In-room dining is available from 6:30 am until 10:00 pm. Last orders are taken at 9:30 pm. For menu selection, please refer to the In-Room Dining Menu. Please dial extension 0 or scan the QRcode on your smart phone or tablet.

INSECTS

You may encounter a number of insects, but they are kept under control by a periodical pest control inspection service. Vietnam's friendliest critters are the Geckos, making the clicking sounds around you. Geckos is one symbol of "luck" in Vietnam.

INTERNET SERVICES

All our Guest rooms and our Main building are equipped with free of charge wireless high-speed internet connection. Should your laptop not be able to access the wireless system, an in-room Network Cable is available at Front Desk.

K

KEY CARD

For your safety and security – should you lose your Key Card please contact immediately the Manager on Duty at Front Office and in case we cannot find it, a replacement key card will be made and a fee of VND200.000/key card will be charged to your room account. All key cards issued are to be returned or VND200.000/key will be charged.

L

LAUNDRY SERVICE

Laundry and Pressing Services are available. Please contact the Housekeeping Department at extension 0 for express service.

LOST AND FOUND

To report lost articles, please contact our Manager on Duty who will make every effort to assist you. Please dial extension 0.

M

MAINTENANCE

Should there be a problem concerning room maintenance, i.e. plumbing and lighting, please contact our Front Office Team at extension 0.

MANAGER ON DUTY

Our Manager on Duty is available 24 hours a day should you require assistance. To contact our Manager on Duty, please dial extension 0.

MASTER SWITCH

The master switch controls all the lighting and air conditioning in your room. Please help us conserve energy by removing the key card when you leave the room.

MEDICAL ASSISTANCE

For medical services, please dial our Guest Service at extension 0 from 6:00am to 10:00pm.

MINI BAR

The mini bar in your room provides a wide selection of beverages and snacks which can be charged to your account according to the price list as displayed. Please call Housekeeping Department at extension 0 for additional requirements.

MOBILE PHONES

To truly relax in our resort, we suggest switching back the time and turn your mobile on vibration mode to preserve the serenity and peacefulness of the resort: for you and other guests.

N

NON-SMOKING ROOMS

All our rooms are designated for non-smokers, in case you wish to smoke, ashtrays are found on the balcony. Please note if there are lingering smoke smell in your room your account will be charged at the daily rate which is found at the front desk. Even upon checkout

O

ONWARD RESERVATION

Please call the Reservation Office at extension 0 (from 8:00am till 5:00pm) or the Reception counter at extension 0 with onward reservations.

P

PETS & DURIAN FRUIT, JACK FRUIT, MANGOSTEEN

We regret that pets & durians are prohibited within the resort premises.

PHOTOCOPYING SERVICES

For photocopying services, please contact our Guest Service. Extension number 0.

POWER SUPPLY / ADAPTORS

All rooms are equipped with multi-pin plugs for all's standard 220 volt international electrical appliances. If you want to use 110 volt power supply, please contact front office at extension number 0 for 110 volt converters.

R

RECREATION ACTIVITIES

Please see our daily activity board around the resort for all daily activities

RESTAURANTS RESERVATIONS

For information on our restaurants and bars, please refer to the “Restaurants and Bars” section of this Guest Services Directory. If you wish to make a reservation, please contact our Restaurant via Guest Service. Extension number 0.

RECEPTIONISTS

Receptionists are on duty 24 hours a day at Front Desk Counter, may you need assistance, please dial to extension 0.

S

SAFETY DEPOSIT BOX

Each room is equipped with a safety deposit box, passports and other valuables should be kept in your In-Room-Safe. The Resort is not liable for lost items inside your room.

SECURITY

For security, the hotel is constantly patrolled by security personnel, who can be identified by their name tags and uniforms. Please use the safety latch on your room door for additional protection and privacy. At the same time, please use the peephole to check on a caller’s identity before admitting anyone into your room. In accordance with regulations, any visitor staying after 10:00pm has to be registered at the Reception counter. You are not allowed to bring guests into your room and only can let guests stay at the waiting room of hotels/restaurants, except for special needs ID is required to register at the receptionist to let guests into your room before 10 PM.

SERVICE CHARGE & GOVERNMENT TAX

A 5% service charge and 10% government tax are included in all services provided, unless an agreement has been approved from Management in advance.

SHAVER OUTLETS

Each bathroom has a special outlet for electric shavers. Voltage in Vietnam is 110V. For converter plugs and transformers, please dial the Housekeeping Department at extension 0.

SHOES SHINE

This service is complimentary and on request. Please contact our Housekeeping Team on extension 0.

SMALL APPLIANCES

Adapters, please contact the Housekeeping Department at extension 0 and they will be happy to arrange this for you.

SPA

MAY Spa located on the ground floor offering massage and body treatments for him and her. Please find our treatment menu in your room through our QRcode accessible on your smart phone or tablet. For Reservation, please contact our Front Desk as 1000 or directly the MAY Spa at extension 0. Reservations shall be made minimum 2 hours prior to treatment. Opening Hours from 11:00am to 8:00pm or upon confirmed reservation made.

STATIONERY

Available on your writing desk, for additional supplies, please contact the Housekeeping Department at extension 0.

SUNRISE & SUNSET

The sun rises in the east around 5:30am to 6:00am and sets in the west around 6:00pm to 7:30pm depending on the time of the year.

SWIMMING POOLS

The hotel provides swimming pools for in-house guests to enjoy and relax. The main swimming Pool located on the ground floor of the community center.

Operation hours from 06:00 am – 10:00 pm, both pools are not under supervision by a Safety lifeguard. All swimming pools are closed for treatment from 10:00 pm – 06:00 am next day and not allow swimming. Children below 12 years must be accompanied by an Adult at all times. The hotel does not accept liability for any accident or injury to guest nor loss or damage to guest's property whilst at the pools.

T

TAXI

Please dial the Concierge at extension 0 at the lobby.

TELEVISION

For details of available services and channels, please refer to the information the TV Channel List.

THE ALL DAY DINING

The all day dining ARIA restaurant with a variety of international dishes to satisfy even the most discerning palate. A wide spread from the breakfast buffet to kick start your day to other enticing offerings throughout the day. Open daily from 6:30 am to 10:00pm.

TRANSPORTATION

Please contact the Concierge at extension 0 at the lobby. They will be pleased to assist you in making arrangements for transportation. Please reserve your car one day in advance of the time that you wish to depart, to ensure we can do your ongoing transport arrangements.

U

UMBRELLAS

In the event of inclement weather, umbrellas are located within your wardrobe. Umbrellas are also available at the Front Desk at lobby.

V

VISITORS

Outside visitors are not allowed on guest room floors unless accompanied by registered guest. For the purpose of resort security, unregistered guests are requested to leave by 10:00 pm. As required by law, local residents of the opposite sex staying overnight must be registered and assigned in a different room by the Resort at a reasonable charge.

Y

YOUR PRIVACY

When you do not wish to be disturbed, please hang on the “Do not disturb” sign on the outside door handle and inform the Reception if you wish your incoming calls to be transferred.

W

WAKE UP CALLS

Wake up calls can be arranged through Reception at extension 0.

WI-FI

Wi-Fi is available all throughout resort area of Guest Rooms, Banquet Rooms, Restaurants & Bar, Lobby, Swimming Pool, Spa and public area. Any inconvenience to access Wi-Fi, please dial to Call center at extension 0.

CONTACT US

Resort Address - Central Sales & Marketing Office

Tel : +84 (0) 24 3359 3838

Fax : +84 (0) 24 3359 3839

E-mail : Reservations@wyndhamskylake.com

Website : www.wyndhamskylake.com

RESORT REGULATIONS

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1. Guests are required to present their passports with valid entry/exit visa at the Front Office Desk (ID card for Vietnamese Guest).
2. Hotel vouchers have to be presented upon guest check in.
3. Weapons, toxic/ inflammable substance, explosive and pets are not permitted within the hotel premises.
4. A personal safe is located in all guestrooms and safety boxes are available at Cashier located at our Back Office.
5. Guests are required to notify the Reception desk before changing any rooms or having additional persons in the room.
6. Prostitutes and undesirable guests are not permitted in the Resort
7. Due to local regulations, only registered guests are allowed on the guest floors and in Bungalows and Villas. Should you have any queries, please contact our Front Office Team.
8. Please deposit your room key card at the Front Desk when leaving the Resort.
9. Cooking is not permitted in the guest rooms.
10. Check-out time is 12:00 noon.

DOs AND DON'Ts IN VIETNAM

- Do wait for your host to sit first.
- Don't turn down food placed in your bowl by your host
- Do learn to use chopsticks and Don't leave them in a v-shape in the bowl (a symbol of death)
- Do use the cold water that is usually provided
- Don't jump out on your seat when the Vietnamese pops open the cold towel
- Do drink every time someone offers a toast
- Do not sunbathe naked in public (especially women), it is against the local law to sunbathe naked in public
- Do not pass a single toothpick to another person after your meal

ROOM AMENITY INFORMATION AND NOTES

We set up the room with furniture and amenities for your comfortable stay. So, if you would like to purchase any items, please contact our Housekeeping Department at extension no.

1300. Also in case of the damaged from your site, we will charge as the same price as below:

ROOM AMENITY PRICE LIST

NO.	ITEMS	PRICE
LINEN		
1	Face Towel	40.000 VND
2	Bath Towel	350.000 VND
3	Hand Towel	100.000 VND
4	Bath mat	200.000 VND
FURNISHINGS – EQUIPMENT		
1	Ash - tray	80.000 VND
2	Electric kettle	700.000 VND
3	Highball	50.000 VND
42	Highball glass saucer	60.000 VND
5	Hair dryer	350.000 VND
6	Table lamp	700.000 VND
7	Flower bowl	50.000 VND
8	Ceramic tray	70.000 VND
9	Saucer	30.000 VND
10	Soap dish	50.000 VND
11	Tea cup	40.000 VND

122	Teapot	350.000 VND
13	Mini Fridge	3.000.000 VND
14	Television	8.000.000 VND
15	Damaged Mirror	1.000.000 VND
16	Burnt Carpet	3.000.000 VND
17	Damaged Bed sheet	1.200.000 VND
18	Damaged Sofa	5.000.000 VND
19	Damaged Desk Chair	1.500.000 VND
20	Arm Chair	3.000.000 VND
AMENITIES		
1	Dessert Knife	60.000 VND
2	Dessert Fork	50.000 VND
3	Spoon	50.000 VND
4	Shampoo jar	50.000 VND
5	Hanger	50.000 VND
6	Slipper	80.000 VND
7	Umbrella	350.000 VND
8	Small rattan bag	50.000 VND
9	Hair dryer bag	100.000 VND
10	Privacy bag	100.000 VND
11	Curtain	2.500.000 VND
12	Laundry Bag	150.000 VND
13	Amenities Tray	1.700.000 VND
14	Coffee Tray	2.000.000 VND
15	Notepad Holder	400.000 VND
16	TV Remote Holder	700.000 VND
17	Room Compendium	1.000.000 VND
18	Key Card	50.000 VND
19	Tissue Box	900.000 VND

Notes:

Please pay attention to your kids; do not let them make any drawings or marks on the wall. If this case happens, the Resort may charge you the cost of damages.

Thank you so much for your understanding and we wish you a pleasant stay at our Resort.

TELEPHONE CALL

Guest Service:	0
Housekeeping:	0
Spa:	0
Concierge:	0
Room to room:	8 + Room No.
Local call:	9 + Tel No.
Domestic call:	9 + 0 + Area code + Tel No.
Oversea call: number	9 + 0 + Country code + Country area code + Phone

INTERNATIONAL DIALING CODES

Australia	0061	Nigeria	00234
Austria	0043	Norway	0047
Bahrain	00973	Oman	968
Belgium	0032	Portugal	00351
Bermuda	001441	Russian Federation	007
Brazil	0055	Saudi Arabia	00966
Brunei	00673	Singapore	0065
Canada	001	South Africa	0027
Chile	0056	Spain	0034
China	0086	Sri Lanka	0094
Denmark	0045	Swaziland	00268
Egypt	0020	Sweden	0046
Finland	00358	Switzerland	0041
France	0033	Syria	00963
Germany	0049	Thailand	0066
Gibraltar	00350	Trinidad & Tobago	001868
Greece	0030	Tunisia	00216
Hong Kong	00852	Turkey	0090
India	0091	United Arab Emirates	00971
Indonesia	0062	United Kingdom	0044
Iran	0098	United States of America	001
Ireland	00353	Venezuela	0058
Israel	00972	Zambia	00260
Italy	0039	Zimbabwe	00263
Japan	0081		
Jordan	00962		
Philippines	0063		
Kenya	00254		
Korea (South)	0082		
Kuwait	00965		
Lebanon	00961		
Luxembourg	00352		
Malaysia	0060		
Malta	00356		
Mexico	0052		
Monaco	00377		
Morocco	00212		
Netherlands	0031		
New Zealand	0064		

For assistance, please contact the Front Office Department at extension 0 or 1000

VIETNAM INFORMATION

Area: 330,991 sq.km

Capital: Hanoi

Language: Vietnamese or Kinh/Viet

Population: 90 million people (updated until 11/2013)

Religion: Buddhism, Catholicism, Christianity, and other religions.

Time Zone: GMT + 7 hours.

The country comprises of 63 provinces including five municipalities: Hanoi Capital, Ho Chi Minh City, Hai Phong City, Can Tho City and Danang City. Hanoi is the Capital city and centre of political commercial, industrial and cultural activities.

Geography:

Vietnam lies on the Eastern seaboard of the Indochina Peninsula. It borders China to the north and Laos and Cambodia to the west. To the east and south lies the East Sea. Mountains and hills cover four fifths of Vietnam's territory with the Truong Son range stretching over 1.400 km. Mount Fansipan (3.142m) is the highest peak in South East Asia. The most populated areas in Vietnam are the lowland alluvial plains: The Red River Delta (15.000sq km, with a 3.000km- long dyke network) in the north, and the Mekong Delta (39.000 sq km) in the south. Vietnam's two biggest rivers, the Red River and the Mekong River, respectively discharge 122.109 and 1,4 million cubic meters of water a year. Vietnam's 3.260 km- long coastline features beautiful beaches like Tra Co, Lang Co, Nha Trang, Vung Tau and Ha Tien. National Parks include Ba Vi, Cat Ba and Cuc Phuong in the North. Bach ma in the center and Cat Tien in the south Government. The Socialist Republic of Vietnam is governed through a highly centralized system dominated by the Communist Party of Vietnam (CPV), which was formerly the Vietnamese Labor Party. The Socialist Republic of Vietnam exists today as a communist state.

People:

The population with 90 million (updated on 2013) is composed of Viet/Kinh People(86,21%), Thai People (1,74%), Khmer People (1,38%), Nung People (1,12%), Tay People (1,94%), Muong People (1,49%), Hoa People (1,13%), Hmong People (1,03%)...

Climate:

Vietnam is essentially a tropical country with humid monsoon climate. The average annual temperature is over 20 degrees Celsius throughout the country. In July, the average temperature in Hanoi is 28,6 C, in Hue 28,9 C, and in Ho Chi Minh city 27,6 C. Lowland areas receive around 1,500 mm of rain per year, while mountainous areas receive 2,000 mm to 3,000 mm. Humidity can reach up to 90% in the rainy season.

South Vietnam has two seasons: cools and dry from November to April and hot and rainy from May to October. North Vietnam has four distinct seasons, of which Fall is considered the most beautiful. The South is warm all year round, with seasonal variations in temperature averaging just three degrees Celsius.

Currency:

The Vietnam unit of currency is the Vietnamese Dong (VND)