



WELCOME TO
ANANTARA BAZARUTO ISLAND RESORT

LIFE IS A JOURNEY

“SIMPLICITY IS THE ULTIMATE SOPHISTICATION”

Welcome to Anantara Bazaruto Island Resort, your tropical island paradise on the beautiful island of Bazaruto, off the coast of Mozambique.

Our Guest Service Directory is designed to provide you with the most useful information about our luxurious retreat, as well as Bazaruto's natural island beauty, local attractions and cultural heritage.

Our entire team is here to ensure that your holiday will be most memorable, and to provide you with long-lasting experiences of Anantara's personalised service, which is rooted in Thailand's revered hospitality.

For centuries throughout Thailand, people would leave a jar of water outside their house to provide refreshment and extend a welcome to the passing traveller. The name 'Anantara' is taken from an ancient Sanskrit word meaning 'without end', symbolising this sharing of water and the heartfelt approach that lies at the core of every Anantara experience.

This thoughtful spirit is evident in each journey at Anantara Bazaruto Island Resort. We are passionate about every guest leaving with an amazing story and are committed to offer the perfect setting, no matter what your interest or preferred holiday style may be.

Make the most of the ideal holiday climate, pairing lazy beach days with time spent on invigorating range of water sport activities. Immerse yourself in this unique destination by taking a guided tour of intriguing historical sites and exploring places of mesmerizing natural wonder.

Return to our resort to discover new levels of wellbeing and relaxation at our signature Anantara Spa, where an indulgent treatment menu is inspired by the highly prized nourishment of our Anantara Signature Massage. Savour authentic local flavours, as well as culinary journeys that pay tribute to some of the world's most celebrated cuisines, including flame grilled seafood temptations with an unforgettable ocean view.

On behalf of all management and associates at Anantara Bazaruto Island Resort, we invite you to call upon us at any time to help make your stay more comfortable, enjoyable and unforgettably special.

Warmest regards,
Yiannis Kosmas
General Manager

Guest Information – A to Z

A

Air conditioning

To help save energy, please turn off the air conditioning when not needed.

Airline and airport information

International and domestic airlines operate from Vilanculos Airport. For more information please contact "Reception" by pressing "9".

ATMs

There are no ATMs on the island; International ATMs are located at Vilanculos Airport.

B

Baby cot

Please contact the "Reception" by pressing "9" on your phone.

Babysitting service

Please contact the "Reception" by pressing "9" on your phone. It is recommended that you make a request one day in advance.

Baggage

For baggage collection from your room, please contact the "Reception" by pressing "9" on your phone. For guests leaving on a later flight, arrangements can be made for your baggage to be stored.

Banks

There are no banks on the island; the nearest bank to our resort is located in Vilanculos. The bank's opening hours are from 8.00 am to 3.00 pm, Monday to Friday, from 8.00 am to 12.00 am on Saturday (closed on Sunday and Public Holidays). For your convenience, foreign currency can be exchanged at Reception.

Beach

Please help us to keep our beaches clean and tidy.

C

Check-out

Check-out time is 09:30 am. For late check-out, please contact the "Reception" by pressing "9" on your phone one day in advance. Should you have an early morning departure, we do advise that you settle your account on the evening prior to departure.

Credit cards

The following credit cards are accepted: Master Card, Visa, American Express

D

Dining by Design

Anantara's exclusive private dining experience invites you to treat someone special to the most romantic evening imaginable. Choose your dream setting, create the ideal culinary sequence with your private chef, and enjoy our personal butler service.

Doctor

There is no doctor on the island however; our resort has a nurse on call. Please contact the "Reception" by pressing "9" on your phone if you would like to arrange an appointment.

Drinking water

We advise you not to drink tap water. We provide complimentary bottled drinking water in your room.

DVD service

A selection of DVDs is available for your in-room viewing pleasure. Please contact the "Reception" by pressing "9" on your phone for more information.

E

Electricity

In Mozambique the electrical supply is 220 volts, outlets are round 3 pin, 15amp plugs. Please contact the "Reception" by pressing "9" on your phone to request a multi-adaptor. Please turn your lights and air conditioning off when you leave your room.

Emergency

Emergency evacuation and safety plans are hung on the back of your room door.

Excursions

Please contact the "Reception" by pressing "9" on your phone for information about our range of excursions.

F

First aid

Please contact the "Reception" by pressing "9" on your phone should you require first aid.

Forgotten essentials

We are pleased to provide signature bathroom amenities for your convenience. Should you require any other items including, but not limited to, toothbrushes, toothpaste, disposable shaving kits and combs, we will be happy to assist you. There will be a charge for some items. Please contact the "Reception" by pressing "9" on your phone for more information.

Guest Information – A to Z

G

Gift shop

Located near to Golfinho Restaurant, our gift shop offers a selection of resort wear and souvenirs. Opening time are indicated on the shop door, however, can be accessed any time through Reception.

Gym

The gym is open from 6.00 am to 10.00 pm and is located next to the main building.

H

Hair dryer

A hair dryer is stored in your cupboard or in your bathroom drawer.

I

Internet

Complimentary internet access is available in the lobby and some public areas of our resort. Please contact the "Reception" by pressing "9" on your phone for more information.

Ironing

A pressing service is available through our hotel laundry. If you wish to iron items yourself, please contact the "Reception" by pressing "9" on your phone and we will be happy to provide you with an iron and ironing board.

L

Laundry

Laundry given to the room attendant before 10.00 am will be returned on the same day. Please contact the "Reception" by pressing "9" on your phone to request this service.

Lost and found

Please contact the "Reception" by pressing "9" on your phone for any articles lost or found. Our Housekeeping Department keeps a record of found items and stores these for 30 days. Please ensure that all your valuables are properly locked in your in-room safe - our resort will not assume responsibility for lost items.

Library

Located in the main building and open from 6.00 am to 10.00 pm, our Library offers a selection of books and magazines.

Lifeguard

Use of the pool and swimming in the sea is at your own risk. There is no lifeguard on duty.

M

Messages

If you are expecting a message or an outside call, kindly inform the "Reception" by pressing "9" on your phone, who will ensure that you receive it.

Mini bar

For your pleasure and enjoyment, we have prepared a full selection of drinks in your room. To restock your mini bar, or if you would like other items, please contact the "Reception" by pressing "9" on your phone.

Mobile phones

To preserve an atmosphere of peace and tranquility for all our guests, we would appreciate that you only make or receive calls in the privacy of your room.

Mosquitoes

The resort is fumigated twice weekly at sunset in order to control mosquitoes. We apologise for any inconvenience this may cause.

N

Newspapers

We make printouts of the news from the internet on a daily basis and display these in the Golfinho restaurant at breakfast, as well as in the Library.

Nudity

Any form of nudity is not allowed in the resort. This includes topless sunbathing. Your understanding and cooperation is much appreciated.

P

Pillows

A Sweet Dreams Pillow menu is listed in this directory. Simply choose your ideal pillow, contact the "Reception" by pressing "9" on your phone, and we will deliver it to your room.

Guest Information – A to Z

R

Reservations

To make reservations at any Anantara Hotel & Resort worldwide, please contact the “Reception” by pressing “9” on your phone or **visit anantara.com**.

Restaurant reservations

To make reservations at any of our restaurants or to organise a special event, please contact the “Reception” by pressing “9” on your phone.

S

Safety deposit box in your room

Your room is equipped with a safe. If you forgot your pin number or have any problems using it, please contact the “Reception” by pressing “9” on your phone. Please remember that the resort is not responsible for any valuables left in your room or around the resort.

Spa

Anantara Spa features four spacious treatment rooms. Treatments can be enjoyed individually or side by side as a couple. The extensive treatment menu ranges from luxurious facials to nourishing body wraps and scrubs, soothing baths and deeply relaxing massages. Anantara Spa is open from 09.00 am to 8.00 pm. Please press “517” on your phone for further information and to make appointments.

Sport and recreation

A range of activities are available both in our resort and in the surrounding areas. For pricing or booking assistance, please contact the “Activities Centre” by pressing “338” on your phone. Activities include:

- Fitness centre
- Horse Riding
- Fishing
- Diving
- Sand dune boarding
- Island Hopping Excursions
- Snorkeling
- Kayaking & Paddling
- Bicycles
- Safari land excursions

Stationery

Stationery supplies are available upon request. Please contact the “Reception” by pressing “9” on your phone.

Sun care

The sun rays in this area are very strong. Please be careful when lying in the sun or when out on excursions and always wear protective sun cream and sunglasses.

Sunrise /sunset

The sun rises at approximately 6:00 am and sets at around 5:30 pm. Relax at our Pool Bar, Club Naval or the Anantara Spa deck for the most breathtaking sunrise view or enjoy sunset on our romantic dhow cruise.

Swimming pool

You may use the pool at anytime of the day at your own risk as there is no lifeguard on duty. Pool towels and sun beds are free of charge. There are rules and regulations associated with the use of the pool and pool area; these are clearly visible next to the pool. Alternatively, our seaside location invites guests to swim in the warm transparent waters just a few steps away.

T

Telephone

International direct dialing is available at reception. Please refer to the telephone section of this directory. For further assistance, please contact the “Reception” by pressing “9” on your phone. Different time zones are also listed in this directory.

Television

A choice of channels in a variety of languages is available. For details, please refer to the TV Guide in this directory or contact the “Reception” by pressing “9” on your phone.

Torch

You will find a torch in the wardrobe of your room.

V

Valet (transportation within the resort by Golf Car)

Please contact the “Reception” by pressing “9” on your phone for this service.

W

Wake-up calls

Please contact the “Reception” by pressing “9” on your phone should you require this service.

Weather

For weather information, please contact the “Reception” by pressing “9” on your phone.

WiFi

Public areas and all restaurants offer WiFi connection free of charge.

Pillow Menu

To help you drift peacefully into a long, deep sleep, we have created a special pillow menu for your personal comfort. Whether you prefer to sleep on your side or your back, on duck down or natural fibres, simply select the ideal pillow, contact the “Reception” by pressing “9” on your phone, and we will be delighted to deliver a Sweet Dreams Pillow to your door.

Contour Pillow

A contour pillow is firmer than a standard pillow and is ideal for guests who require their head, neck and upper back to be properly aligned for a good night's sleep. Light or heavy options available.

Foam Pillow

This specialist type of “memory” pillow doesn't wear down, lose shape or become lumpy due to separation, and is also temperature sensitive, providing a consistently comfortable cushion night after night, no matter how long your stay.

Bamboo Pillow

Never toss and turn again! Shredded memory foam bamboo pillows – Designed for comfort, contour and coolness. Bamboo fabric is naturally hypo-allergenic, thereby resisting mold, allergens, and dust mites. It also has natural heat dissipating properties keeping your pillow at a cool temperature while you rest. You'll never have to flip your pillow over during the night ever again.

Sweet Dreams!





Welcome to Anantara Spa

Discover an oasis of healing serenity and pure indulgence.

Unwind with our signature treatments as expert therapists guide you on a journey toward inner peace and outer beauty. Step into the luxurious world of Anantara Spa and forget your worldly cares in a tranquil sanctuary covering 1,300 square meters.

Choose from an extensive menu of revered western treatments and trusted age old rituals from Africa, across Asia and beyond. Tailor your spa journeys to suit your individual goals and mood each day. Rejuvenate and feel fully refreshed with sessions in our hydro facilities. Wind back the years with a prescribed anti-ageing facial. Polish, smooth and replenish every inch of skin with a range of delicious body scrubs and wraps. Melt into a heavenly massage, performed by expert, intuitive hands.

Escape the limits of space and time with a special signature package or extended treatment programme that is designed specifically with you in mind.

The Anantara Spa is located on a hill, overlooking the turquoise waters of the Mozambique Channel.

Anantara Spa facilities:

- 5 treatment rooms, 3 of them with Seaview
- Ice pool
- Wet room
- Rasul Chamber, which can accommodate up to 4 guests
- Health bar
- Relaxation area



Guest Service Centre

If you require assistance, please contact the “Reception” by pressing “9” on your phone.

Room to room calls Dial the room number

Reception Please press “9” on your phone

Anantara Spa Please press “3017” or “3018” on your phone

Telephone Calls

Local calls

USD 1.00 per 3 minutes

From room to room

Please dial the room number.

Example

For room 111 – dial 111.

Wake-up calls

Please contact the “Reception” by pressing “9” on your phone.



Regional History

General

The Bazaruto Archipelago consists of string of a small sandy islands lying roughly 25-35 kilometers from the main land north of Vilanculos and South of Inhassoro. One of the few parts of Mozambique that was safe to visit during the closing years of the civil war, the Bazaruto Islands have developed a high-end tourist industry that functions in near isolation from the rest of the country.

Today a peaceful and safe destination, the Bazaruto Archipelago continues developing its touristic activities alongside Vilanculos and the entire Inhambane province, established in 2019 as the tourism capital of Mozambique.

The Archipelago, gazetted as a national park in 1971, consists of five main islands. The three largest islands were formerly part of a peninsula that is thought to have separated from the mainland within the last 7,000 years. The largest and most northerly island is Bazaruto itself: 37 kilometers long, on average 7 kilometers wide, and boasting a few substantial freshwater lakes near its southern tip.

South of this are Benguera, the second largest island and the much smaller Magaruque, the latter almost directly opposite Vilanculos. The smallest island, Santa Carolina, is a former penal colony covering an area of about 2 kilometres roughly halfway between Bazaruto and the mainland. The fifth island, Bangué, is only rarely visited by tourists.

Wildlife

With their white palm-lined beaches, the islands of Bazaruto Archipelago are everything you would expect of Indian Ocean Islands. They are of great interest to birdwatchers. Roughly 180 species have been recorded, including several that are rare or localised in South Africa, for instance: green coucal, crab, sand and Mongolian plovers, olive and blue-cheeked bee-eaters, and a variety of petrels, gulls and waders. Lesser flamingos seen on the islands come from a nearby breeding colony, the only one known to occur in eastern Africa south of Lake Natron in Tanzania.

An estimated 45 reptile and amphibian species are found on the islands, including two endemics. The freshwater lakes in Bazaruto and Benguera support a relic breeding population of crocodiles, while the shores of the islands are nesting sites for at least three types of turtles, including the rare loggerhead. Mammals that can be spotted regularly include the localised antelope, red duiker, bushbuck and samango monkey.

Colourful butterfly species are found on Bazaruto Island, however the main attractions of the islands lie off its shores. The surrounding sea, warmed by the Mozambique stream, is crystal clear and its reefs support a variety of brightly coloured fish, making the area of Mozambique's finest snorkelling and diving destinations. There are diving centres on the north of Bazaruto Island and on Benguera Island.



Wildlife (Continued)

With their white palm-lined beaches, the islands of Bazaruto Visitors to the island frequently see marine turtles, humpback whales, and bottlenose, spinner and humpback dolphins, as well as large game fish such as marlins and barracudas. The Bazaruto area supports what is probably east Africa's last viable population of the endangered dugong. This large and exclusively marine herbivore is a member of the family sirinia; along with the manatee of the Atlantic Ocean, and its closest terrestrial are elephants and hyraxes.

The name Sirinia, a reference to the sirens of Greek legends, has been given to this family of marine animals because they are considered to be the most likely candidate for the source of the mermaid myth. Dugongs were formerly widespread and abundant in the Indo-Pacific region and have recently as the early 1970s groups of four to five were commonly seen in the places like Inhambane, Angoche and even near Maputo.

Dugongs have suffered population decrease in the past few decades, probably because so many individuals are trapped in fish nets. They are now threatened with extinction except in the seas around northern Australia and the Australia and the Arabian Gulf.

Culture

An ancient oral tradition, 400 years of Portuguese control, an even longer trading relationship with the Arab, Indian and Malay world and interaction with surrounding formerly British and German-controlled

countries make for a cultural expression that borrows unashamedly from Europe and southern Asia, but has emerged in recent years as embodying a very distinctive 'Moçambicanidade'(Mozambiquenicity).

Inside Mozambique the Zambezi River and has always been a formidable barrier to physical and cultural migration. Some speak of 'Two Mozambiques', the region to the north of the Zambezi being dominated by the Makua tribe (70%) and Muslim religion (65%). Mozambique south of the Zambezi is historically dominated by the Catholic religion and tribes of the Nguni – language groupings such as the Shangaan (60%), Sena (20%) and Rhonga (15%) with English-speaking South Africa also exerting a strong cultural influence.

Since the 7th Century, Mozambique has been visited by Arabian, Indian, Swahili and Chinese traders, attacked by Dutch and British warships, looted by Betsimisirakapirates from the island of Madagascar and colonized by Portuguese companies, officials, farmers and renegades.

These have left their mark on the land in the form of cathedrals, palaces, mosques, fortresses, cuisine, clothing, language, music, art and dance. Since 1489 when Pero de Covilha (1450 – 1524) became the first Portuguese explorer to reach Mozambique, Portuguese trade and colonization has influenced cultural practices in the country.



Culture (Continued)

Despite persecution by both the Portuguese and the 1975 - 1986 Marxist-Leninist regime many traditional practices and beliefs of Mozambique's indigenous people have survived and thrived. The Makonde people of the Mueda plateau are renowned for their intricate and macabre sculptures in paupreto (ebony), their bizarre facial and bodily scarification, and their lipicodance masks. The Marimbeiros (marimba players) of the Chopi tribe of the south central coastal province of Inhambane with their sonorous timbila (xylophones) remain famous for their complex musical arrangements and dance.

Festivals and Ceremonies

Reflecting a history of colonial control and civil strife, many of Mozambique's public holidays celebrate important events in the wars of independence against Portugal, Rhodesia (now Zimbabwe), and Apartheid South Africa. No religious holidays are officially recognized; nevertheless many businesses and services voluntarily close their doors over Easter and Christmas.

Mozambique's official public holidays are:

- **1 January:** New Year's Day
- **3 February:** Mozambican Heroes day – in honor of Eduardo Mondlane, the first president of Frelimo – the Mozambican Liberation Front
- **7 April:** Mozambican Women's day – in honor of Josina Machel, wife of Samora Machel, liberated Mozambique's first president
- **1 May:** Labour day
- **25 June:** National Independence day – date when Mozambique achieved independence from Portugal
- **7 September:** Victory Day – to commemorate the signing of the Acordos de Lusaka that signalled the capitulation of the Portuguese

- **25 September:** Armed Forces day – to commemorate the first attacks at Chai that began the armed struggle
- **4 October:** Day of Peace and Reconciliation – to commemorate the Acordo Geral de Paz or General Peace Accord that was signed in 1992
- **25 December:** Family Day

Festivals

Gwaza Muthini

Gwaza Muthini offers a fleeting glimpse into the last days of Africa's kings of old and is today recognised every February with a music festival little known outside Mozambique's borders. Held in Marracuene, 30km north of Maputo. It commemorates the story of a general in Shaka's army, Soshangane who founded the kingdom of Gaza in the 1820s. His son Mzila later seized power after defeating his brother Mawewe with the help of the Portuguese.

Mzila died in 1884, the year the Berlin Conference ended any ambitions of self-rule. His son Mdungazwe (aka Ngungunyane) then duly outmuscled his brother to become the last emperor. He was defeated at Marracuene on 2 February 1895, the beginning of the end of kwaGaza.

Since then, the line between winners and losers has lost its significance. Every year the locals sought to celebrate the bravery of their fallen soldiers, as did the Portuguese. Gwaza Muthini fizzled out during the post-independence civil war, re-emerging in 1994 as a fully fledged celebration of local music and dance.

Gwaza Muthini has also in recent years been part of the national Festival de Marrabenta, a two-week roadshow of popular acts moving up the coast.



Festival do Marrabenta

Organised by the French-Mozambican Cultural Centre and held in Maputo, Marracuene, Matalane and Chibuto during January and February each year. Marrabenta is a popular style of music originating in southern Mozambique. This genre gained national popularity during the 1930s and 1940s, while the nation was still under Portuguese colonial rule.

Before the popularity of Marrabenta, Portuguese musicians in Mozambique played fado, a type of traditional Portuguese folk music. These musicians introduced influences and traditional orchestration of fado to Mozambique, such as the use of guitars, mandolins, drum sets, and other conventional Western instruments.

The Catholic Church, which was then both a tool of the colonial regime and a site for cultural interaction, also played a role in the development of the new genre, contributing influences of tonal harmony and the basic use of progressions like I-IV-V. Mozambican musicians combined the influences of church music, secular Western music, and African rhythms to create an entirely new genre.

Dance rhythms are one of the primary features of traditional African music. In trying to duplicate these traditional sounds on new, Western instruments, Mozambican musicians created a style of dance music. Their creation quickly gained popularity among the youth in the 1940s.

Today, Marrabenta reflects global influences, including rhythm & blues, reggae, and blues. This has led to the emergence of a number of sub-genres within Marrabenta, including pandza, which is a mix of reggae and Marrabenta and is currently very popular among the Mozambican youth. Marrabenta has also spread to other parts of Africa and the world.

Festival Umoja

The biggest cultural event in Mozambique takes place on Praça d'Independência in Maputo the last weekend of October. With three days of dance, music and art, it reaches out to a live audience of ca. 100,000 people, it is also broadcast to more than 20 African countries

Festival dos marimbeiros de Zavala

Also known as Chopi Music Festival, this is held between July and August at Quissico village in the province of Inhambane to promote Chope traditional music, poetry and timbila (marimba) playing. Celebrating the rhythms and spirited melodies of Chopi timbila (wooden xylophone) orchestras with up to thirteen players accompanying Basinyi (dancers). It was first noted by the Portuguese Fr. Andre Fernandes in 1562 and a popular example is the shield-slaming stomp dance (the 'gumboot' dance of South Africa's mines) in which drum strokes accentuate the movements of the dancers who each bear a shield, spear or machete.

Peregrinação a Namaacha (Catholic pilgrimage to Namaacha) Since 1944, every year on May 13, lead by brass bands and choirs, up to 100 000 Catholics undertake the 80 kilometre journey from Maputo to Namaacha where they gather at the Santuário de Nossa Senhora de Fátima (Sanctuary of Our Lady of Fatima) to commemorate the apparition of the Blessed Virgin Mary to three shepherd children at Fátima, Portugal on the 13th day of six consecutive months in 1917, starting on 13 May.



Portuguese Phrases

Hello (formal)	Olá
Hello (informal)	Oi
How are you?	Como esta?
Yes	Sim
No	Não
Where?	Aonde?
Why?	Porque?
Who?	Quem?
There	Ali
Here	Aqui
What?	O que?
This	Isto
That	Aquilo
What is your name?	Como te chamas?
My name is	Meu nome é
Good	Bom
Goodbye (informal)	Tchau
Have a good night!	Tenha uma boa noite!
Thank you	Obrigado/a
I am sorry	Peço desculpas
How old are you?	Quantos anos tens?
My age is	Tenho_anos
Where are you/we going?	Para onde vais/ vamos?
What time are we leaving?	A que horas partimos
What is the price?	Quanto custa?
How long will it take?	Quanto tempo irá levar?
What time is it?	Que horas são?
Cultural drive	Passeio cultural
Sand dune	Dunas
Whale watching	Excursão para ver baleias



Restaurants and Bars

Golfinho Restaurant

Breakfast 7.00 am – 10.30 am

Dinner (Selected days) 7.00 pm – 9.30 pm

Delight in gourmet breakfast and dinner experiences in an inspiring restaurant with original walls dating back to the early Portuguese traders or take to a table on the al fresco deck to dine with a spectacular pool and bay vista.

Club Naval

Lunch 12.00 pm – 5.00 pm

Dinner (Selected days) 7.00 pm – 9.30 pm

Enjoy light lunches and delicious pizzas in a stylishly casual setting by the beach. Located next to our fabulous poolside bar and chill out deck, Club Naval is the perfect place to take your time over tempting flavours and toast tropical sunset cocktails with a glorious ocean view.

Beach Deck

Dinner (Selected days) 7.00 pm – 9.30 pm

Feast on tantalizing barbeques under the stars overlooking the beach. Choose to dine on the wooden deck, or book a table on the beach itself with soft sand sifting between your toes. Indulge in succulent meals and the ocean's bounty, grilled to absolute perfection.

Turtle Pool Bar

Lunch 12.00 pm – 5.00 pm

Refresh with mocktails, cocktails or a cool beer at the swim-up bar. Pair snacks on the poolside deck with a glass of wine. Indulge in sunset cocktails with a sweeping vista of sand and ocean.

Dining by Design

Anantara's signature private dining concept promises the ultimate in tailor made romance. Browse a collection of fine dining menus, or collaborate with your personal chef to craft a brand new menu that perfectly suits your tastes and desires. Choose the ideal setting and we'll decorate a beautiful table for the occasion. Then savour your special occasion on an intimate stretch of sand or in the privacy of your villa, as a personal butler tends to every need.

Fire Procedure

The resort is equipped with a fire detection system and our staff has been fully trained to respond to emergency situations.

Rooms are equipped with smoke detectors and all areas of the resort are equipped with alarm pull stations, which are monitored 24 hours per day.

In the event of an emergency, contact the “Reception” by pressing “0” on your phone, and report the location of the emergency.

Upon arrival in your room

1. Fire escape plan

This is hung behind your room door. Please familiarise yourself with the location of all exits.

2. Fire alarm call points

Please familiarise yourself with the location of fire alarm call points.

3. Fire extinguishers/fire hose reels

Know where these are located. It would be an asset to know how to operate them.

4. Escape doors

Your room has one escape door.

5. Air conditioning system

Locate and learn how to turn off your air conditioning system and ceiling fans.

If you discover a fire

1. Raise the alarm

Upon detecting any fire or smoke, pull down the handle of the nearest alarm call point or call the “Reception” by pressing “9” on your phone and advise the operator of the exact nature of the trouble (smoke, fire, sparks, etc.) and where the trouble is located.

2. If possible, put out the fire

Use the nearest fire extinguisher or fire hose reel to put out the fire. However, do not put yourself at risk.

3. Evacuate

Should the fire get out of control, close all the doors behind you and leave the building immediately. Always take your room key.

If you hear the fire alarm

1. Fire alarm

If you hear the fire alarm, remain alert and prepare to evacuate. If directed to evacuate, leave the room immediately by the nearest exit.

2. Do not attempt to pack belongings

Time is precious. Do not attempt to pack your things, as your life is more important.

3. Wet hand towels or cloth

Keep a wet hand towel or cloth to cover your nose and mouth.

4. Smoke

If there is smoke, remain calm, drop to your hands and knees, and crawl to the exit and pathway (air is fresher at floor level).

If you are trapped in your room

1. Inform someone of your presence

Call the “Reception” by pressing “9” on your phone, beat at the door or signal people from the window to attract their attention.

2. Keep the fire out

Wet towels or sheets and wedge these under the door to prevent smoke from entering the room.

Remember

1. If you are caught in smoke, take short breaths and crawl to the nearest escape, because air nearer the floor is cleaner and less likely to contain deadly gases.
2. The resort's emergency telephone numbers are “9” (Reception) and “9” (Reception). Remember that few people are burned to death in fires. Most people die from smoke, poisonous gases and panic. Panic is usually the result of not knowing what to do. If you have an escape plan and adapt it to the emergency, you can greatly increase your chances of survival. Fill your bathtub with water. You may need it to wet down your room.
3. Seal the room from smoke. Stuff wet towels, sheets, etc. in cracks around the doors. Turn off the air conditioning and fan. Seal vents if they draw smoke.
4. Always keep your key card by your bed.

Environmental Policy & Social Sustainability

Anantara Hotels, Resorts and Spas is constantly reinforcing our commitment towards environmental, social and cultural conservation.

Water Conservation

We minimise water consumption in all areas of the resort through the combined efforts of guests and associates by implementing a number of initiatives. The installation of sink aerators as well as low flow showers and toilets lessens the amount of wasted water. We use a minimally efficient amount of water when cleaning. We are also mindful that every drop counts, knowing that small steps, such as turning off taps when brushing teeth, will accumulate into an even greater saving.

Energy Conservation

We reduce energy consumption by at least 10% annually in line with Anantara Group requirements. We make energy saving investments; buying the most energy efficient equipment available, placing energy efficient lighting around the resort, turning off all unnecessary lights, as well as computers and other electronic appliances when not being used, and using air conditioners mindfully.

Waste Management

We combat pollution through reducing, reusing and recycling solid waste which impacts landfills, and by cooperating with a local waste management company. In support of our new waste management direction, we have a composting programme, and purchase products which are durable, repairable and recyclable.

Health and Safety

We maintain the health and safety of our guests and associates alike by identifying and monitoring all potential risks and hazards on a regular basis, and by implementing improved practice when risks are identified, in addition to creating awareness through specific training programmes and related campaigns.

Quality

We ensure the hotel's sustainability performance and commitment is continually improving by measuring our guests' satisfaction based on corporate standards, setting a high priority on the development and training of our associates, nurturing excellence amongst us, and creating regular property maintenance plans.

Social Culture

We work in partnership with the local community as part of our social involvement programme by offering opportunities for local artisans and performers within our resort. We also promote local cultural awareness amongst our guests and integrate indigenous culture into everyday experiences. Special consideration is further given to employing and empowering local people, and whenever possible, environmentally and culturally sustainable products and services are sourced locally.

Anantara Hotels, Resorts and Spas will continue to comply with all relevant regulations and to meet international best practices. We ensure the implementation of environmental, social and cultural sustainability programmes by monitoring processes and progress, as well as inviting and encouraging our guests, suppliers and the local community to participate in our efforts.



From Seaside Lagoons to Desert Oases

At Anantara, we invite you to discover a new passion. Thai cooking. Ayurvedic spa retreats. Elephant trekking and ecotourism. Sailing or diving. Wine tastings. Cultural excursions. And to uncover some of the world's most enthralling sanctuaries of hypnotic beauty.

Gaze over misty hilltops where three countries meet in the Golden Triangle. Unwind along Thailand's exotic southern beaches, from the enchanting islands of Koh Samui and Koh Phangan, to the natural wonders of Si Kao, and an all-pool villa oasis in renowned Phuket. Experience an elite urban lifestyle in the heart of cosmopolitan Bangkok, or tee off with sea views in the historic seaside town of Hua Hin. Spot roaming gazelles and Arabian Oryx as you bike over desert sands off the coast of Abu Dhabi.

Escape to Bali and toast Seminyak's famous sunsets, or surrender to Uluwatu's cascading cliff-side beauty. Indulge in the ultimate paradise getaway at one of our luxuriously romantic Maldivian resorts. Delve into China's ancient culture and astonishing natural charms, with Xishuangbanna as your gateway to wild elephants, verdant rice paddies and famous tea mountains, and Sanya on Hainan Island dubbed the "Oriental Hawaii" and one of Asia's hottest new beach destinations.

Embrace your sense of adventure and surround yourself in luxury in some of the world's most stunning destinations. Whether you come to get away from it all or to dive into something new, there is only one word to describe the experience that awaits: Anantara.

For further information on all Anantara Resorts listed below, please contact the Front Desk or [visit **anantara.com**](https://www.anantara.com)

Anantara Hotels and Resorts around the World

CAMBODIA

Angkor, Siem Reap

CHINA

Guiyang Resort
Xishuangbanna Resort

INDONESIA

Seminyak, Bali
Uluwatu, Bali
Vacation Club Bali

IRELAND

The Marker Dublin

ITALY

Palazzo Naiadi Rome

MALAYSIA

Desaru Coast Resort

MALDIVES

Dhigu Resort
Kihavah Villas
Naladhu Private Island
Veli Resort
Niyama Private Islands

MAURITIUS

Iko Mauritius Resort

MOZAMBIQUE

Bazaruto Island Resort
Medjumbe Island Resort

OMAN

Al Baleed Resort Salalah
Al Jabal Al Akhdar Resort

PORTUGAL

Vilamoura Resort

QATAR

Banana Island Resort

SPAIN

Villa Padierna Palace Resort

SRI LANKA

Kalutara Resort
Peace Haven Tangalle Resort

THAILAND

Bangkok

Riverside Resort
Siam Hotel
Loy Pela Voyages

Chiang Mai

Bold Chiang Rai
Chiang Mai Resort
Chiang Mai Serviced Suites
Chiang Rai
Golden Triangle Resort

Hua Hin

Hua Hin Resort
Bold Koh Samui & Koh Phangan
Bophut Resort
Lawana Resort
Rasananda Villas

Phuket

Layan Resort
Layan Residences
Mai Khao Villas
Phuket Suites & Villas
Mai Khao Vacation Club

TUNISIA

Tozeur Resort

UNITED ARAB EMIRATES

Abu Dhabi

Eastern Mangroves Hotel
Qasr Al Sarab Resort
Royal Pavilion Villas
Desert Islands Resort
Al Sahel Resort
Al Yamm Resort

Dubai

The Palm Resort

VIETNAM

Hoi An Resort
Mui Ne Resort
Quy Nhon Villas

ZAMBIA

Royal Livingstone Hotel

Discovery – Your Passport to Privileged Journeys

The Global Hotel Alliance (GHA) is the world's largest alliance of independent hotel brands. GHA combines a worldwide range of upscale and luxury hotels throughout Asia, Africa, Europe, North America and Australia, offering enriched experiences through its exciting DISCOVERY programme.

With over 6 million members, DISCOVERY is about making travel unforgettable. Let us take you beyond the ordinary. Innovative and distinctive in its benefits, DISCOVERY reflects the diverse cultures of the alliance and of its individual member brands. We believe that engaging in authentic, unforgettable experiences throughout your travels creates the most extraordinary memories.

Explore Local Experience awards – unique, off-the-beaten-path adventures that reveal the hidden gems of your chosen destination. We reward you with intriguing Local Experiences each time you upgrade to the next membership level. Your status also entitles you to a special selection of benefits and personalised services at luxury hotels and resorts worldwide, to make each stay more memorable.

The DISCOVERY programme offers three levels of membership: Gold, Platinum and Black. These levels are based on the number of nights you stay with GHA member brand hotels. The more nights you spend with us, the more amazing the membership benefits and Local Experiences you will receive.

Joining DISCOVERY is the first step toward a wealth of unique privileges. Membership is completely free of charge. We will also begin building your membership preference profile, which allows us to tailor your Local Experiences to your specific tastes.

Contact any of our front office representatives today and you will automatically become a Gold tier member receiving benefits such as complimentary internet access within your room and a daily newspaper.

Visit us at anantara.com/discovery

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