



IF IN DOUBT,
PLEASE CONTACT YOUR BUTLER FOR ASSISTANCE



ADAPTORS

All Suites and Pool Villas are equipped with dual voltage (110V & 220V) and multi-pin sockets for standard international hardware. If you require further adaptors please call your Butler.

AIR-CONDITIONING

Individual thermostats are located in every Suite and Pool Villa. Should you care to leave your door open please be sure to turn the air-conditioning off to save energy and reduce condensation in your room.

Please note that with weather conditions and design of the hotel, our system will generally achieve minimum temperature no lower than approximately 23°C (73°F).

ATM (Automated Teller Machine)

An ATM cashpoint is available at the welcome building near the reception desk.

~ B ~

BABYSITTING

Your Butler will be delighted to make arrangements for you. To ensure availability, we recommend requests at least 24 hours in advance.

BANQUETS & PRIVATE PARTIES

See "Events"

BARBER

See "Hair Dressing"

BEAUTY SALON

See "Spa"

BREAKFAST

Breakfast is served by the river at Chon and Deco and is served from 06:30 to 11:00

BOAT SERVICE

A complimentary scheduled boat shuttle is available to all guests between The Siam's private pier and Bangkok's central pier at Saphan Taksin with direct access to the BTS skytrain. Your Butler can assist with additional information and reservations, which are essential.

Additionally, hourly rental of private boats of various types is also possible. Please contact your Butler for options and pricing pending your requirements.

BUSINESS SERVICES

Your Butler will be able to assist you with requests for typing, translations, visa applications, facsimile, internet services and all of your business needs while in Bangkok. Complimentary computer, internet and printing facilities are also available within the comfort of the Library.

BUTLER

You will have met your Butler by now. He is the one to bring the magic of The Siam to your experience. Please do not hesitate to inform him of any wish or desire and he will endeavor to make it come true.



CAR HIRE / LIMOUSINE

See "Transport"

CHECK-OUT / DEPARTURE

The evening prior to your departure, you will receive details confirming your checkout, baggage collection and transportation arrangements. Please take time to review these details to ensure a seamless departure. Please note that our standard check-out time is 12 noon with some flexibility depending on availability. However to guarantee an extended check-out time up to 6pm, an additional half-day room charge is applicable. Departures beyond 6pm will require a full day room charge. Late check-out is dependent upon availability, every effort will be made to accommodate your request.

CIGARS

Imported Cigars are available at Chon Thai Restaurant but may only be smoked in designated areas for the comfort of all guests.

CONCIERGE SERVICE

Your Butler is a valuable source of local information; able to coordinate all requests for bespoke tours, dining reservations, travel and flight arrangements, packing services as well as personal recommendations. Please do not hesitate to reach out any time!

CREDIT CARDS

The following credit cards are accepted at The Siam: American Express, VISA, Mastercard and JCB. No personal or company cheques will be honored.

CURIO

Located adjacent to the welcome courtyard, Curio will do just as its namesake states: stoke your curiosity! Delightful and different from the standard hotel lobby store, this quaint little shop is filled with precious finds from hotel owner Krissada's private warehouse stock! If you're looking for a gift with a difference and a Thai tale to tell, come take your pick for yourself or someone you cherish. Curio offers a wonderful assortment of unique items to choose from including: very portable vintage travel posters, charming jewel, antique home decorative items, clothes, toiletries and trinkets with Siamese relevance.

CURRENCY EXCHANGE

Foreign currency may be exchanged for local Thai Baht at the reception desk located at The Courtyard. However, Thai Baht cannot be exchanged for an alternative currency. Please contact the reception desk for the daily hotel's exchange rate or help with locating a nearby bank. Regretfully, company and personal cheques may not be accepted.

~ D ~

DRESS CODE

The Siam is an urban resort and as such, we hope you will wear whatever makes you feel comfortable as long as it is respectful to our local culture. Smart casual shorts and slippers are fine but please be aware that any form of nudity is not, with exception of being within your private suite during your Opium Spa treatment. When visiting local temples or attending any religious ceremonies, shorts or skirts above the knee and bare shoulders are not acceptable. For religious activities, we advise you bring along a sarong to cover your legs or arms though these are also available for hire at many local temples.



ELECTRICITY SUPPLY

All rooms are equipped with Dual Voltage (110V & 220V) and multi-pin sockets for standard international hardware. If you require any additional adaptors, extension cords or transformers, please contact your Butler.

EMERGENCY FLASHLIGHT

A flashlight is available in your wardrobe.

ENTERTAINMENT SYSTEM

The Siam has curated a selection of movies and music to suit all tastes and ages as well as games and internet access available at the touch of a button through your in-room IPTV system. If you are not familiar with this system, do not hesitate to call your Butler for a personal demonstration.

ENVIRONMENTAL AND SOCIAL COMMITMENT

At The Siam, we believe that luxury travel should be a memorable and meaningful experience that actively involves and contributes to the wellbeing of our local community and ecology. To this end, we are highly committed to making philanthropy and sustainability in our local community a core part of our business and operating strategy.

The Sukosol Group, and Sukosol family (led by Kamala Sukosol) in particular, have long been synonymous with charity work in the Land of Smiles.

Besides putting on regular charity concerts, art exhibitions and other fundraising events, the family are ambassadors for a range of causes, including the Ramathibodi Foundation's Liver Transplant from Parent-to-Child Program, the Chulalongkorn Craniofacial Centre and Friends of the Asian Elephant Foundation (FAE). Not to mention their ad hoc help with respected international aid organisations like the Thai Red Cross and Unicef most recently when Thailand was hit by devastating floods in late 2011.

Over the years, Khun Kamala's annual charity concerts have supported many worthy charities, including, but not limited to, the following: Queen Sirikit Centre for Breast Cancer; Craniofacial Centre, Thai Red Cross Society; Eye Centre Project, Organ Donation Centre, Thai Red Cross Society; Chaipattana Foundation; Oncological (Cancer) Society; Thai Medical Women's Association; and Cardiac Children's Foundation of Thailand. Indeed, such has been Kamala's generous time and effort towards helping those less fortunate that in 2009 she was named as one of Forbes Asia's "48 Heroes of Philanthropy".

EVENTS

Please contact your Butler to arrange an appointment to discuss any requirements for the most intimate of dinner parties, a formal meeting or a glamorous wedding. The Siam has many amazing spaces to take advantage of to ensure any business and social event is a success for all concerned.

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FIRE PROCEDURE

In the event of a fire or other emergencies, the fire alarm will ring continuously. Please familiarize yourself with the Fire Escape Emergency Procedure in this directory.

FLORIST

The Siam's florist is able to assist you with your floral needs. Perhaps you might enjoy a trip to Bangkok's legendary night flower market with our florist to select the orchids, lilies and lotus buds to be used in your bouquet.

~ H ~

Hairdressing

Hairdressing services available at The Opium Spa and are performed by Bangkok's leading hair stylists, Malain Agency.

Strictly by appointment only.



ICE

An ice bucket is located in your minibar. If you require fresh ice please call your Butler.

IRONING FACILITIES

Your Butler will be happy to take care of your ironing needs. However should you prefer, an ironing board and iron can be set up in your suite or villa.

INTERNET

The Siam is pleased to offer all guests complimentary, 24-hour, property-wide WiFi access. Please call your Butler for your username and password.

~ L ~

LAUNDRY AND DRY CLEANING

To have items laundered, place your laundry along with the completed docket into the bag provided. Please call your Butler to arrange for collection. If you require a same day service, collection must be arranged before 10:00. Express service is available; pick up before noon and return at 16:00.

LIBRARY

Located in the Main Residence, the Library offers a wide variety of reading materials including books, magazines, and board games. Complimentary computer and wireless internet access as well as printing facilities are also available.

You will also find the Screening Room here which may be reserved for private screenings through your Butler.

LIMOUSINE

See "Transport"

LOCAL CALLS

Local Call

Dial 9 + area code + local destination telephone number

Mobile Phone

Dial 9 + mobile phone number

International Call

Dial 9 + 001 + country code + destination telephone number or dial Operator for assistance

LOCAL EXCURSION & TOUR

A number of private tours are available. We can also tailor-made a program to suit your interest. Please contact your Butler for more information.

LOST AND FOUND

Lost and Found items will be kept for three months. Thereafter items will be disposed of. The hotel will make every effort to return found items the day that they are reported.

LUGGAGE STORAGE

To arrange the collection and storage of your luggage items please contact your Butler.



MEETING SPACE

Please see "Events"

MESSAGES

All suites and pool villas are equipped with voicemail. If you receive a written telephone message, it will be promptly delivered to you.

MOBILE PHONE

A Portier mobile device is provided for your usage during the stay. Portier is a 4G enabled smart phone, with free data connectivity, international and local calling. You may also use this for contacting your Butler directly for any requests.

MOBILE PHONE ETIQUETTE

To ensure a comfortable and tranquil environment for all guests, we kindly ask that you refrain from using your mobile phone in the Spa and restaurants and keep ringers on silent/vibrate mode throughout the rest of the property.

MOSQUITOS

Due to our riverside locations, it is inevitable to experience mosquitos at certain times of year. We offer complimentary natural mosquito repellent on request in all venues at the hotel for those wishing to take precaution.

Additionally, in accordance with Thai Law and for the comfort of our guests and staff, the hotel will fumigate against mosquitos as required.

MUAY THAI

The Siam is the first hotel to provide a professionally equipped, luxury Muay Thai boxing gym in Bangkok. While many guests may experiment and enjoy an initial one hour session, we also offer a variety of training programs from beginner to advance; ranging from one day to one week training programs.

Programs take place between 07:00-20:00 and include an excursion to a local Muay Thai training centre and Muay Thai fight. Our Executive Chef will ensure you follow the right diet during your training. You will also experience spa treatments to ease any muscle tension. Our experienced Muay Thai trainers will work with you individually based upon your abilities and fitness levels. Please contact our Opium Spa for program and other details.

MUSIC

A large selection of music is available through your IPTV system.

~ P ~

PORTIER MOBILE DEVICE

See 'Mobile Phone'



Refill Not Landfill / Water

The Siam is proud to be a Thailand launch partner with Refill Not Landfill; an initiative creating a networks of partners offering complimentary drinking water refill stations with a view to reduce usage of plastic water bottles.

You will find your own complimentary refillable water bottle in your room. We encourage you to use (and keep) this bottle during your stay to refill at key points inside and outside of the hotel rather than using plastic water bottles.

Within the hotel, you will find filtered drinking water refill stations adjacent to the welcome courtyard next to the ATM, in the gymnasium and at the Bather's Bar beside the pool.

For more information please visit **refilltheworld.com**



SAFE

For the security of your belongings, a safe is located within your suite. Please ensure that all items are removed from the safe prior to departure.

SAFE DEPOSIT BOXES

Safe deposit boxes are available in the Safe Deposit Room located in the lobby.

SAUNA & STEAM ROOM

Sauna and steam facilities are available at Opium Spa and Wellbeing. We recommend that you book your session in advance.

SHOPPING

Bangkok is a shopper's ultimate destination. Whether looking for the biggest international brands at the glitziest shopping complex or the smallest Thai trinkets at the most rustic of local markets, your Butler is available to answer all your shopping queries and to make personal recommendations where best to visit to match your wishes.

SHUTTLE BOAT SERVICE

A complimentary boat shuttle is available to all guests; dropping off and picking up at certain key points between The Siam's private pier and Bangkok's central pier at Saphan Taksin where there is a direct link to the BTS skytrain.

Please contact your Butler for the current boat schedule and to make necessary reservations.

**** Please note that this Service is currently suspended or on reduced schedule. Please contact your Butler for transport options. ****

SMOKING

Smoking is prohibited in all air-conditioned spaces including guest suites and pool villas (with exception of villa outdoor courtyards)

There are designated outdoor smoking areas at The Siam which your Butler will be able to highlight upon request.

Please note that an automatic and non-negotiable cleaning fee of 6,000++ Baht will be charged to guests that smoke or allow smoking inside their pool villa or suite.

SPA

Open from 10:00 to 22:00

Treatments outside of these hours may be available on request.

The Opium Spa features five double treatment suites as well as the hammam-inspired Opium Den relaxation zone with separate male and female locker rooms, steam and dry saunas. Choose from facial, body and massage therapies using exclusive chemical free Sodashi spa products or indulge in a tailored multi-day spa package to suit your individual needs.

You will also find hairdressing services performed by Bangkok's leading hair stylists, Malain Agency who have taken residence at The Siam.

Strictly by appointment only.

Advance appointments essential.

SWIMMING POOL

Our 23m/75ft infinity riverside lap pool is open from sunrise to sunset. Please be aware that life guards are not on duty and guests swim at their own risk. Please also be aware that glassware is not permitted. Daybed loungers are available on a first come, first serve basis and may be cleared of personal items if left unattended for more than an hour.



TRANSPORT / TRAFFIC

A 24-hour limousine service is available and requires three hours advance notice, subject to availability. Please note that Taxis can be arranged but may take some time to hail during peak hours.

We also can recommend Grab (Uber alternative) which operates effectively in Bangkok and is usually a reliable alternative to taxis. In fact, sometimes when you use Grab, do not be surprised when a taxi arrives as they register through this application also.

Please consult your Butler for guidance on how much time to allow for trips in Bangkok's notorious traffic. It is best to leave ample time for airport transfers, important meetings or dinner reservations.

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WAKE UP CALL

For a personalised wake-up call, please contact your Butler.

WATER

Every Suite and Villa is provided with complimentary, filtered drinking water in sanitised glass bottles. Extra bottles may be provided on request.

While safe to clean teeth, it is not recommended to drink large amounts of water from the taps.

See also “Refill Not Landfill” regarding your complimentary refill water bottles and water stations throughout the hotel.

The Siam is committed to avoiding the use of plastic water bottles where possible.

WELLNESS

Energise your mind, body and spirit at The Siam with our range of programs tailored to your specific needs by our in-house, internationally renowned wellness doctor Dr. Adrish Brahmadatta. Please contact Opium Spa & Wellbeing or your Butler for more information.

WILDLIFE

The Siam is a resort along the bank of the Chao Phraya River, so you may expect to see some of the native wildlife. Don't be surprised if you spot a monitor lizard sunbaking by the pool or a (harmless) snake coiled up in a tree; this is part of rural life in the city and the charm of an urban resort.

Should you find an unwanted local visitor disturbing your experience in anyway, please feel free to let us know and we will do our best to assist.



THE SIAM

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