



SHANGRI-LA  
CHIANG MAI



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Dear Guest,  
Sawasdee Krab!

A very warm welcome to your Shangri-la and to the charming city of Chiang Mai.

Whether you are travelling for business or leisure, we are honored to have you with us, to enjoy our unique heart-warming hospitality.

My colleagues and I are fully committed to make your stay a most memorable one, and we have prepared an unlimited list of dining, recreational and wellness options we want you to discover and fully enjoy.

For an ultimate restoring experience, drop by our “CHI, The Spa” village, nestled within 5,000 sqm of landscaped tropical gardens, to reconnect your body, mind and soul, in the privacy of its nine spacious Lanna-inspired villas.

If you are a food lover hunting for unforgettable dining moments, our restaurants provide a delightful flair of fresh food, creatively prepared and presented by our resident chefs. Kad Kafe, our “Culinary Theatre” housed in traditional Thai teak structure, offers a wide spread of Thai and international dishes for the most important meal of the day, breakfast, together with some exciting culinary experiences for dinner, such as the unique “Mediterranean Culinary Journey” and the “Friday Seafood Night”. Should you fancy Chinese cuisine, you may want to try our authentic Szechuan dishes featured in our China Kitchen, and our all-you-can-eat dim sum selection offered every day at lunch time. The Lobby Lounge, located in the main lobby, is the perfect place for an understated afternoon tea or a pre-dinner cocktail, while gazing at the views of the hotel’s curated gardens. Dhala, our pool bar, offers a wide variety of refreshing cocktails and mocktails, as well as a selection of freshly prepared international dishes with a Mediterranean twist.

There is truly a lot waiting for you here and you may want to stay tune with all our exciting initiatives by regularly browsing through our microsite at [www.sbcm.online](http://www.sbcm.online), or chatting directly with one of our team members, should there be anything we may assist you with.

On behalf of my whole team, I wish you an excellent stay.

Kob Khun Krab,



Gabriele Lombardo  
General Manager



# Dining

## **Kad Kafé (Level 2) Dial 6807**

Our "Live Market Culinary Theater" provides a truly special dining experience. The live cooking stations offer a great variety of International Cuisine.

Name after the local word for "market", Kad kafé offers the freshest of ingredients and food prepared à la minute in this interactive atmosphere.

Open daily from 6 a.m to 10 p.m.

## **Dhala –Pool Bar (Level 1) Dial 6434**

Pool offers a refreshing selection of cocktails, mocktails and freshly squeezed juices as well as a poolside snack menu.

Open Daily from 8 a.m to 7 p.m.

## **Lobby Lounge (Level 2) Dial 6818**

Enjoy Shangri-La's famous cocktails, a light dining menu and a wide selection of different teas from around the world.

Open Daily from 10 a.m to 11.30 p.m.

## **China kitchen (Level 1) Dial 6437**

China Kitchen offers a wide selection of Szechuan dishes for an everyday dining experience in a relaxed yet chic and modern environment. There is also a variety of Cantonese dishes available.

Szechuan cuisine is a style of Chinese cuisine that originated in Szechuan Province in Southwest China. It has bold flavours, particularly, the pungency and spiciness resulting from liberal use of garlic and chilli peppers, as well as the unique taste of the Szechuan pepper.

The delicious food, subtle decor and gracious service create a truly wonderful and memorable experience. China Kitchen is an ideal venue for leisure and office gatherings with two private rooms and the only chef's table in Chiang Mai with a direct view of the view of the kitchen. The restaurant offers tranquil outdoor dining in our serene secret garden.

Open Wednesday to Sunday from 11.30 a.m. to 2.30 p.m. Dinner from 6 p.m. to 10 p.m.



## Guest Services

### **ADAPTORS AND TRANSFORMERS** *Dial 0*

The guestroom is equipped with international multi-sockets. Please contact the Guest Service Centre for further assistance.

### **AIR CONDITIONING** *Dial 0*

Your room is fully air-conditioned. You may adjust the ventilation and temperature by the wall mounted thermostat. Please contact the Guest Service Centre for further assistance.

### **AIRLINE TICKETS** *Dial 0*

For booking and confirmation of airline or train tickets, please contact the Guest Service Centre for further assistance.

### **AIRPORT TAX**

International departure tax is currently THB 700 and THB 100 for domestic flights. The airport tax is often included in the flight ticket.

### **AIRPORT TRANSPORTATION**

Our concierge can provide transfer arrangements by chauffeur driven limousine. Chiang Mai International Airport is approximately a 10-minute drive. We suggest you arrive at the airport one hour prior to your scheduled departure for check-in and immigration formalities.

### **BABY COT AND ACCESSORIES** *Dial 0*

Baby cots, bottle sterilisers, baby bathtubs and other accessories are available from the Housekeeping Department. Please contact the Guest Service Centre for assistance.

### **BABYSITTING** *Dial 0*

Four hours of advance notice is required. Please contact the Guest Service Centre for assistance.

### **BANQUET ARRANGEMENT** *Dial 6304, 6324*

Please contact the Events Sales Manager to arrange social and business functions in the function room.

### **BROADBAND AND WIRELESS INTERNET ACCESS** *Dial 0*

Broadband Internet access is provided in your room. Wireless Internet access is available in the hotel's public areas and Horizon Club lounge. This system supports most Internet connections with the latest "plug and play" technology. For further assistance, please contact the Guest Service Centre.

### **BUSINESS CENTRE** *Dial 0*

Providing business travellers with an "office away from the office." Secretarial services, facsimile, photocopying, audio-visual conferencing facilities, business card printing, courier service, DDD/IDD service and personal computer are available. Fully serviced offices and meeting rooms are available for rental. Please refer to the Business Centre section in this directory.

**CHECK-OUT** *Dial 0*

Check-out time is noon. Please contact the Guest Service Centre should you require an extension. Late check-out is subject to room availability and an extra charge may apply.

Express check-out is available for guests who provide an international credit card at point of check-in. Please contact the Guest Service Centre for assistance.

**COFFEE AND TEA MAKING FACILITIES** *Dial 0*

This complimentary facility is provided in the comfort of your room. For replenishments, please contact the Guest Service Centre.

**CONCIERGE SERVICE** *Dial 6556*

Located in the lobby. Services include baggage collection, delivery and storage, booking of theatre show tickets and private restaurants, information on Chiang Mai city as well as transportation arrangements.

**COURIER SERVICE** *Dial 6556*

Please contact the Concierge Desk, located in the lobby.

**CREDIT CARDS**

The hotel accepts the following credit cards:

American Express      Master Card      JCB  
Visa      Diners Club

All credit cards with Union Pay signage

**CURRENCY EXCHANGE**

Foreign currency exchange is permitted by law only at reception in the lobby.

**DO NOT DISTURB**

A button near the front guestroom door turns on the "Do Not Disturb" indicator outside your room to ensure privacy.

**DOCTOR** *Dial 0*

For medical assistance, please contact the Duty Manager or Guest Service Centre.

**DOMESTIC DIRECT DIAL (DDD)**

The telephone in your room is equipped with a domestic direct dialling (DDD) facility. Please refer to the telecommunications directory section for details and dialling codes.

**DRINKING WATER** *Dial 0*

Bottled water is provided with compliments from the hotel and replenished daily. For hot water, please use the electric kettle provided in your room. Tap water is not potable.

**ELECTRIC CURRENT** *Dial 0*

All electrical outlets provide 220 volt. In the interest of safety and in accordance with local fire regulations, the use of private heating or cooking appliances is not permitted in guestrooms.

**FACSIMILE** *Dial 0*

Available at the Reception Desk in the lobby.

### **FIRE PROCEDURE** Dial

The hotel is fully equipped with sophisticated fire prevention and detection systems. Please study the fire escape plan mounted on your guestroom door as a precautionary measure. In accordance with the requirements of the local authorities, the hotel management takes this opportunity to assure you that every precaution is taken and constantly reviewed our process to ensure your safety.

### **GUEST SERVICE CENTRE** Dial 0

Base on the principle of a "one-stop-service," the Guest Service Centre is designed to handle all elements of service that you may required, rather than having to call the individual department for your needs.

### **HAIR DRYER**

A wall mounted hair-dryer can be found in the drawer of working desk or power table.

### **HEALTH CLUB** Dial 6540

A fully equipped gymnasium, indoor swimming pool, sauna and steam room are available in the hotel's health club located on level I. The Health Club is open from 6 a.m. to 9 p.m. In-room massage is also available daily. Please refer to the Recreation / Health Club selection in this directory.

### **HORIZON CLUB LOUNGE** Dial 6580

The Horizon Club floors offer exceptional accommodation for the most discerning travellers. Horizon Club guests are pampered with personalised services in addition to having exclusive use of the Horizon Club Lounge. For more details, please contact the Club Concierge in the Horizon Club Lounge, located on level II.

### **IN-ROOM DINING** Dial

Please refer to the In-room Dining menu in this directory. Available 24 hours a day.

### **IN-ROOM LOCKER/SAFE DEPOSIT BOX** Dial 0

For your convenience, an in-room locker is placed in the closet of your guest room. Additional safe deposit boxes are available at the Reception Desk in the lobby, 24 hours a day. The hotel will not be responsible for any loss or damage of valuables from your room or public areas.

### **INTERNATIONAL DIRECT** Dial (IDD)

The telephone in your guest room is equipped with an international direct dialling (IDD) facility. Please refer to the telephone directory section for details and dialling codes.

### **KID'S CORNER**

Complimentary to the children of in-house guests. Located on level I, please contact the Health Club for service or assistance.

### **LAUNDRY AND VALET** Dial 0

Professional laundry, dry cleaning and pressing services are available in the hotel. Laundry collected before noon will be returned on the same day. An express service is available. Laundry lists and bags are available inside the guestroom closet.

### **LOST AND FOUND** Dial 0

Lost and found items will be kept by the hotel for a period of three months. Perishable items will be retained for one day only. The hotel will dispose the items according to its condition if they are not claimed within the relevant period. Please contact the Guest Service Centre for assistance.



**LUGGAGE SERVICE**

Please contact the Guest Service Centre for arrangements.

**MASSAGE SERVICE** *Dial 6777*

Available in CHI, The Spa on level 1, this is open from 10 a.m. to 10 p.m. Please make an appointment in advance.

**MESSAGES** *Dial* 

A flashing red light on your guestroom telephone indicates that there is a message for you. To retrieve your message, please touch the "message" button on your telephone.

**MINI BAR** *Dial 0*

Your mini bar is replenished daily. Should you require additional items or a more comprehensive range of beverages, please contact the Guest Service Centre.

**ONWARD RESERVATIONS** *Dial 0*

Onward reservations at any other Shangri-La hotel or resort may be made by contacting the Guest Service Centre.

**PILLOWS** *Dial 0*

A down feather pillow is available in the guestroom closet. Please contact the Guest Service Centre for other types of pillow (contour, buckwheat, bolster, synthetic and foam).

**POSTAGE STAMPS** *Dial 6556*

Available at the Concierge Desk in the lobby.

**RESTAURANT RESERVATIONS** *Dial 6807*

Please contact restaurant reservations for bookings at the hotel's restaurants and bars.

**SHOESHINE SERVICE** *Dial 0*

Please leave your shoes in the shoe basket available in the guestroom closet or contact the Guest Service Centre for service or assistance.

**SWIMMING POOL** *Dial 7001*

The hotel's outdoor swimming pool is located on level 1. Changing rooms, lockers and towels are available. Goggles and accessories are available for purchases at the Health Club Reception counter. Open from 7 a.m. to 7 p.m.

**SPA** *Dial 6777*

Located at CHI, The Spa, please refer to the Recreation / Health Club section in this directory.

**TAXI SERVICE** *Dial 6556*

Available at the hotel entrance. Please contact the Concierge Desk in the lobby.

**TENNIS COURT** *Dial 6540*

The Hotel has one tennis court, for reservations please call the Health Club.

**TOURS AND SIGHTSEEING** *Dial 6556*

For details and tour arrangements, please refer to Sightseeing information or contact the Concierge Desk in the lobby.

**TRANSPORTATION** *Dial 0*

Concierge will be able to arrange an array of transportation services.

**VISITORS**

In compliance with the policy established by the relevant authorities, all visitors are requested to leave the questroom by 9 p.m. Any person staying in or visiting a guestroom must register at the Reception Desk in the lobby.

**WAKE-UP CALL SERVICE** *Dial 0*

Please contact the Guest Service Centre to arrange for your wake-up call. For your convenience, an alarm is also available in the guestroom.

**WHEELCHAIRS** *Dial 6556*

Available at the Concierge Desk in the lobby.

# Horizon Club

Location	: Level 10 to 12
Horizon Club Lounge	: Level 11
Dial	: 6580
Opening Hours	: 7 a.m. to 10 p.m.

Providing international travellers with a “home away from home.” The specially designed Horizon Club Lounge offers our valued Horizon Club guests a blend of comfort, luxury and personalised guest services, as well as an extensive list of benefits:

## **COMPLIMENTARY BREAKFAST**

A full buffet breakfast is served every morning in the Horizon Club Lounge from 6:30 to 10:30 a.m.

## **COMPLIMENTARY BEVERAGES AND SNACKS**

Complimentary beverages and snacks including soft drinks, tea, coffee and snacks are served all day in the Horizon Club Lounge.

## **COMPLIMENTARY WIRELESS INTERNET ACCESS**

Complimentary wireless Internet access is available in the Horizon Club Lounge.

## **COMPUTER USAGE**

Complimentary computer usage is available at the Horizon Club Lounge.

## **COMPLIMENTARY SUIT PRESSING**

Guest is entitled upon arrival to one complimentary suit pressing.

## **CONCIERGE SERVICE**

The Club Concierge provides a full range of concierge services.

## **EXPRESS CHECK-IN AND CHECK-OUT**

Exclusive lounge for check-in and check-out.

## **FRESH FRUIT**

A selection of fresh fruit will be delivered to your room on a daily basis.

## **HAPPY HOUR**

A selection of complimentary drinks and savouries are provided in the Horizon Club Lounge every evening from 5:30 to 7:30 p.m.

## **MEETING ROOM USAGE**

Complimentary use each day for two hours of the Horizon Club Lounge boardroom arranged through the Club Concierge.

## **PILLOW MENU**

For the comfort of guests, the Club Concierge can arrange for contour, buckwheat, bolster, synthetic or foam pillows to be made available.

# Telecommunications

## **BROADBAND INTERNET ACCESS**

The hotel offers complimentary high-speed broadband internet access in all guestrooms and Wi-Fi in all public areas.

## **FACSIMILE**

Facsimiles can be transmitted at the Business Centre, located on level 1.

The Hotel shall not be responsible for any loss or damage arising in the provision of this facsimile service and I/we shall indemnify the Hotel for any claims by any third party against the Hotel for loss or damage suffered by the Hotel howsoever caused by or in connection with the provision of this service.

## **PERSONAL VOICE MAIL**

Our personal voice mail is an alternative way for you to receive telephone messages when you are absent from your room.

Voice mail operates in the same way as a telephone answering machine and you can retrieve your message from within your room, from a house telephone in the Hotel or from outside the Hotel.

## **ROOM TO ROOM CALL**

Please touch "8" followed by the room number.

## **TELEPHONE CHARGES**

Local calls, Domestic Direct Dialing (DDD) and International Direct Dialing (IDD) are charged directly to your account.

For local calls, touch 9 before the telephone number.

For DDD, touch 9 before the area code, followed by the telephone number.

For IDD, touch 9001 before the country code, followed by area code, then the telephone number.

Person-to-person, collect and telephone credit card calls can only be made through the assistance of Guest Service Centre, please touch "3" for these services. A surcharge will be levied.

# Business Centre

Location : Level 1  
Dial : 6520  
Open Daily : 8 a.m. to 6 p.m.

Providing meeting planners and travelers with an "office away from the office". Our Business Centre offers professional secretarial services, broadband internet, facsimile, photocopying, meeting rooms and offices for rent, conference facilities and equipment, name card printing, courier service and personal computer rental for your convenience. Rental of Business Centre facilities and equipment is available on an hourly or daily basis.

## MEETING ROOMS

Meeting rooms are available to cater from four to twelve persons.

## BUSINESS REFERENCE LIBRARY

Current business magazines, newspapers, dictionary and other indexes are available.

## COURIER SERVICE

Worldwide and local express delivery services are available.

## EQUIPMENT RENTAL

Conference phone, fax machine, flipchart, laser printer, LCD projector, and DVD players are available for rental.

## FACSIMILE

Prompt facsimile to any destination around the world.

## INTERNET SERVICE

Broadband Internet service can be accessed at our individual workstations.

## MAILING SERVICE

All items are carefully handled and professionally processed by our experienced team.

## PHOTOCOPY

Available 24 hours a day.

## PRINTING

Printing of business cards, personalized stationery and other printing requirements can be arranged. Book binding service is available.

## SECRETARIAL SERVICE

Experienced secretaries are available for assistance with word processing and printing. Prior arrangements can be made for full-time secretarial support.

## TRANSLATION AND INTERPRETATION SERVICES

These services are available upon request. Advance notice is required.

## WORKSTATION

Individual workstations provide computers with Windows programme (available in Thai and English) and telephone.



# Health Club

Location : Level I  
Dial : 6540  
Open Daily : 6 a.m. to 9 p.m.

The Health Club offers an extensive range of recreation and fitness facilities.

## **EXERCISE CLASS**

The Health Club offers a range of scheduled activities for adults and young people. Activities change regularly; please contact us for schedule details.

## **GYM**

The gym offers the finest in free weight, bodybuilding and cardiovascular training equipment.

## **IN-ROOM MASSAGE**

Relax under the soothing touch of our masseurs. Please call for an appointment.

## **JACUZZIS**

Relax and enjoy the benefits of being massaged by jets of water as you immerse yourself in our Jacuzzis which are located at the swimming pool and Health Club.

## **KID'S CORNER**

Complimentary for the children of in-house guests, the Kid's Corner is located on level I.

## **SAUNA AND STEAM ROOMS**

Separate male and female saunas and steam rooms are available for your relaxation and enjoyment.

## **SWIMMING POOL**

Our swimming pool is located on level I. Towels are provided.

## **SPORT EQUIPMENT AND BEAUTY SUPPLIES**

The Health Club provides towels, slippers and a range of necessary toiletries. Also available for sale is a range of health and sports products.

## **TENNIS COURTS**

The hotel has one tennis court. Advance bookings are recommended.





# CHI, The Spa at Shangri-La

Location : Spa villas near the swimming pool  
Dial : 6777  
Open Daily : 10 a.m. to 10 p.m.

CHI, The Spa at Shangri-La draws inspiration from the origins of the Shangri-La legend, a place of personal peace, enchantment and well-being.

CHI massages and treatments are based on authentic natural healing methods found in traditional well-being practices shared by many Asian cultures.

## MASSAGES

Signature Lanna	60 minutes	90 minutes
Traditional Thai	60 minutes	90 minutes
Relaxing Aromatherapy	60 minutes	90 minutes
Stress-Relieving Neck and Back	30 minutes	45 minutes
Deep Tissue Sports	60 minutes	90 minutes
Famous Thai Foot	30 minutes	45 minutes
Healing Royal Herbal Compress		90 minutes
Massages for Two	60 minutes	90 minutes

## FACIALS

Deep Cleansing Facial		60 minutes
Hydrating Facial		60 minutes
Acupressure Lifting Facial		60 minutes
Brightening Facial		90 minutes

## BODY TREATMENTS

### SCRUBS

Chiang Mai Lotus Body Polish		45 minutes
Natural Coconut Scrub		45 minutes
Citrus and Salt Scrub		45 minutes

### WRAPS

Local Thai Herbal Wrap		45 minutes
Detoxifying Dead Sea Mud Wrap		45 minutes
Thai White Clay Body Wrap		45 minutes

### COMBOS

75 minutes

## RETREATS

Enchanted Journey to Chiang Mai		150 minutes
Time to Relax		150 minutes
Men's Spa Escape		150 minutes



# Shopping and Tours

*Located Within the Hotel*

## **Oriental Art Gallery**

Level 1

**(053) 232 956**

or dial ext. 7808

Exquisite range of handmade carpets, pashmina shawls, silks and fabrics, chainstitch rugs, home furnishings, fashion garments and more. The carpets are crafted with great care from silk and wool by master craftsmen who have achieved high levels of perfection through their dedication.

Open daily: 9 a.m. to 11 p.m.

## **Luck Jewelry**

Level 1

**089-8518685**

Offers a wide range of local handicrafts, tolietries and souvenirs, Jewelry

Open daily: 8 a.m. to 10 p.m.

## **Genesis International Tailors**

Level 1

**(053) 233 705**

or dial ext. 6188

The Genesis expertise lies in both formal and informal wear. It custom-makes garments, such as business and casual suits, dresses, wedding gowns, shirts, blouses, skirts and trousers, etc. using fabrics like cashmere wool, wool blend, Thai silk, Thai cotton, linen, satin and cotton blend. Genesis can finish your order in 24 hours.

Open Monday to Saturday: 10 a.m. to 9 p.m.

## **So Cute**

Level 1

**(053) 253 536**

or dial ext.7713

High sewing and finishing quality cotton and silk nightware design for man, woman and children.

Open daily: 10 a.m. to 10 p.m.

## **Dr. Tida**

Level 1

**(053) 253 810**

or dial ext.7710

Aesthetic Dermatology Clinic, Filler, Botox, Laser, FineThread Lifting, Hair Removal Program

Open daily: 15.30 p.m. to 21.30

## **JDR Tour**

Level 2

**(053) 232 688**

or dial ext. 7790

Open daily: 8 a.m. to 5 p.m.

# Shopping

*Within Chiang Mai*

## **Baan Tawai Village**

The village of wood-carving handicrafts is a major cultural attraction of Chiang Mai for Thai and foreign tourists. A wide variety of wood carvings and other decorative items of the best quality and bargains can be found in Baan Tawai, such as wood carving, wood-strips, gold leaf wood, antique wood, silverware, lacquer ware, hand-woven textiles, basketry and earthenware.

## **Chiang Mai Night Bazaar**

Chiang Mai Night Bazaar is just a 10-minute walking distant from the hotel. Every night, the centre of the city comes alive as the market attracts huge crowds of bargain hunters, all looking for cheap trinkets and gifts. The market specialises in locally made handicrafts such as wood carvings, jade, hill tribes' silver jewellery, silk and ceramics.

## **Central Plaza Chiang Mai Airport**

The largest shopping and entertainment complex in Northern Thailand, the plaza has numerous magnets including a Robinson Department Store, a seven-screen Cineplex, a large multi-purpose hall for activities, and the very first "Northern Village" retail concept merchandising selective handicrafts from local craftsmen.

## **Kad Luang**

Kad Luang or Warorot Market is Chiang Mai's oldest shopping arcade and the biggest local market in the city and is the place to experience a slice of the "real city," not just a tourist view. There are fresh and dried fruit, fresh vegetables, flowers, butchery and bakery items, herbs, condiments, local style clothing, shoes, cosmetics, jewellery, lacquerware, silks, hemp, handicrafts, ceramics, woodcarvings, beauty supplies, household appliances, souvenirs and fireworks, just to name a few. The back and side streets around the market are full of hill tribe and Northern Thai handicraft product stalls and shops along with various textiles outlets for things like silk and hemp. Goods are usually cheaper and of much higher quality than in other markets.

## **San Kamphaeng and Bo Sang Villages**

These two attractions are related to the local handicrafts industry and are relatively near each other. San Kamphaeng offers a range of handicrafts but specialises in weaving and embroidery as well as fine Thai silk and cotton. This district is the centre of the handicraft industry in the region and a number of manufacturers are located around the villages and have extensive showrooms. Bo Sang village is famous for its traditional Thai umbrellas and other handicrafts. Bo Sang village was originally a tiny village, where generations of families were engaged into umbrella making. Tourists from all over the world visit here in order to admire the beauty of the village and to buy the hand made umbrellas.

## **Sunday Walking Street**

Sunday Walking Street is located in the Old Square and a 20-minute tuk-tuk drive from the hotel. Sunday Walking Street is a real showcase of the art and craftsmanship of Northern Thailand. Many of the stallholders have personally made the items they sell and the many handcrafted objects are a testimony to the skills and inventiveness of the local people. It also provides genuine Thai-style street entertainment. Right along the length of the road are pavement artists of all descriptions, traditional musicians, Thai dancers, living statues, puppet shows and rock bands. This all adds to the festive nature of the market and makes it an unmissable place to visit.

*For operation hours and directions, please visit our Concierge at Level 2.*

# Sightseeing

*Within Chiang Mai*

## **Animal Camps and Farms**

The animal camps and farms in Chiang Mai are extremely popular with visitors both young and old. It is well worth visiting for a fun and educational experience.

Camps and Farms:

- Thai Elephant Conservation Centre
- Mae Sa Elephant Camp
- Patara Elephant Farm
- The Tiger Kingdom
- Monkey Centre
- Snake Farm
- Night Safari
- Chiang Mai Zoo

## **Chiang Mai Arts and Cultural Centre**

The Chiang Mai City Arts and Cultural Centre is inside the City Hall. This hall was constructed in 1924. The Royal Society of Siamese Architects gave the cultural centre an award for preservation of a public building. The Chiang Mai Arts and Cultural Centre has rooms that are dedicated to history, culture and Buddhism. Visitors to the museum have a chance to view an orientation video about the history of Chiang Mai. For visitors that do not speak Thai, the orientation video carries English subtitles.

## **Outdoor Adventures**

Adventure lovers can enjoy various cycling tours through the scenic Mae Sa Valley or along Mae Ping River, where old temples, farm villages and rice paddy fields are located.

Other outdoor activities:

- Hot air ballooning
- Microlight aircraft rides
- Boat trips on Mae Ping River
- Zip-line through the jungle
- White water rafting
- Bamboo rafting

## **Wat Chedi Luang**

Wat Chedi Luang is the site of a formerly massive pagoda that was destroyed in the great earthquake of 1545. The temple was originally constructed in 1401 on the orders of King Saeng Muang Ma. In 1454, reigning King Tilo-Garaj enlarged the pagoda to a height of 86 metres. After the earthquake, the pagoda lay in ruin until 1991, when it was reconstructed at a cost of several million baht. The reconstructed pagoda was finished in 1992, and it is every as impressive as it was when it was first built.

## **Wiang Kum Kam**

The ancient city of Wiang Kum Kam was situated in the vast plains of the far north of the country, the largest area of flat land at the site of present-day Chiang Mai and Lamphun. It is believed to be the earliest historical settlement in the Chiang Mai area established by Mon settlers as a satellite town for the Haripunchai Kingdom. Archaeological remains excavated at the site, such as the stone tablets with Mon inscriptions, pottery, earthenware moulds, Buddhist sculpture and architecture, suggest that there has been a long and continuous history of settlement in the area dating back to the eighth century Haripunchai era.

**Wat Phra Singh**

Wat Phra Singh, a large pagoda, was built in 1345 by King Pha Yu to house the remains of his father King Kam Fu. A typical scripture repository is located at this temple as well. These repositories were designed to keep and protect the delicate Sa or mulberry paper sheets used by monk and scribes to keep records and write down folklore. The high stucco-covered stone base of the repository protected the delicate scriptures from rain, floods and pests.

**Wat Phra That Doi Suthep**

One of the best-known temples, Wat Phra That Doi Suthep is said to house a relic of the Buddha. Legend states that it is the Buddha's shoulder bone, which was carried to the site by a white elephant; when the white elephant reached this spot, it trumpeted, circled three times, and knelt which was interpreted as a sign indicating an auspicious site. It has a lovely setting with a panoramic view of Chiang Mai and the Mae Ping River valley. Although Wat Phra That Doi Suthep is the most recently built of the temples dating from the Lanna Thai period, it is the symbol of the city. Visitors can climb the 300 steps or take a tram to the temple.

*For operation hours and directions, please visit our Concierge at Level 2.*




# Safety & Security

## Security

As your host, Shangri-La feels a very special responsibility and concern for your safety and for the security of your possessions during your stay with us. We urge you to take advantage of the following services we offer to assure you of a pleasant stay.

## Assistant and Information

Our desire is to make your visit enjoyable and free from unpleasant incidents, the hotel is patrolled regularly by our security personnel. If you notice suspicious activity or have need of special assistance, please contact our Emergency Hotline at by touching .

## Door Locks

Although the style of lock on your guest room door may vary from hotel to hotel, our rooms are fitted with an additional security chain or door latch. This chain or latch is activated from inside your room. It is recommended that you use this feature whenever you are inside your room especially upon retiring.

## Emergency Hotline

Emergency Hotline is available on your room telephone set, touch the hotline and your call will be answered immediately.

## Key Cards

Please remember to return your key cards at check out. For security purposes, key cards are programmed to be deactivated by 14:00 on the day of check out.

## Observation Port

Your guest room door is equipped with an observation port that permits you to see the corridor outside your room without opening the door. Before answering a knock or the doorbell please use the observation port to determine who is seeking entry. Please be aware of confidence tricksters who may gain entry into guest rooms to commit theft by posing as hotel staff under the pretext of explaining the use of the room facilities. Your cooperation is sought in ensuring that you allow entry only to Shangri-La hotel staff that can be identified by their uniforms, nametags and identification cards. If you are in doubt of anyone's identity, please contact our Guest Service Centre extension 3.

## Room Number

To ensure privacy, Hotel personnel are instructed not to give out room numbers of registered guests. You may be connected directly to another party's room by giving the name to the Guest Service Centre.

## Valuables

We regret that the Hotel cannot be responsible for jewelry, camera, money or other valuables left in the room. Safe deposit boxes are provided free of charge at our Reception. For your In-Room-Locker please do not use simple numbers like "1234" as a combination.

## Visitors to Your Room

According to local laws, all visitors are requested to leave the guest room by 23:00. Please register overnight visitors you may have at Reception.



## Safety

Please read the following information to ensure your maximum safety.

In the unlikely event of an emergency this information provides life-saving advice.

The fire exits on your floor are clearly marked. Please also note the emergency exit plan located on the inside of your guestroom door. Familiarize your location and the neighboring escape routes.

Emergency torchlight is available inside your bedside table. Should you have any questions, please contact our Guest Service Centre.

Should there be heavy smoke, you may have difficulties locating these exits, so please take the time to take note of the following points:

- Count the number of doorways between your door and emergency exits.
- Check the location of fire extinguishers, hoses and alarm in your corridor.
- Understand the air conditioning on and off controls in your room / apartment.
- Wet a towel to cover your mouth.

If you detect a fire:

- Activate the nearest fire alarm.
- Call the hotel Emergency Hotline 📞
- Leave the building by using the exit staircase, do not use elevators. When possible, please take your room key card with you.
- Close door(s) against the fire if unable to leave your room, and stuff wet towels around door seals.
- If the fire is small, extinguish it and report your action to the Emergency Hotline 📞.

If evacuating upon hearing the fire alarm:

- Take your room key and move cautiously.
- Feel your door handle with the back of your hand. If the door handle is hot or abnormally warm, do not open it. If the door handle is not hot, open it carefully and slowly, but be ready to close it immediately if necessary.
- If there is smoke in the corridor, stay as low as possible. Crawl on your hands and knees if necessary.
- Proceed to the nearest emergency exit.
- If your exit is blocked, go back to your room or to the roof and wait for help to come.
- Never attempt to use the elevator in the case of fire.

If you must stay in your room:

- Do not panic. You can stay in your room and still survive a fire.
- Turn off the air-conditioning.
- Fill bathtub with water (as a water reserve only).
- Phone and report your location to the Emergency Hotline 📞.
- Stuff wet towels and sheets around door seals and air vents. Use the wastebasket to bail water to the door from the bathtub if smoke seeps in.
- Remove drapes from the window.
- If smoke still enters your room, make a tent over your head with a wet blanket.
- If air becomes too smoke-laden, it may be necessary to open your window slightly. If the windows do not open, break one with a chair. Do not open or break a window if smoke or flames are rising outside from the lower floor.
- Please do not jump from the building.

If a fire starts in your room:

- Evacuate your room immediately. Take your room key with you.
- Close the door securely behind you.
- Activate a fire alarm and notify your immediate neighbours.
- Call the Emergency Hotline on the nearest phone, walk to safety via the emergency exit.
- Do not use the elevator.

**Please Note**

The information and recommendations contained in this directory have been compiled from different sources believed to be reliable and to present the best current opinion on the subject. There is no warranty, guarantee or representation as to absolute correctness or sufficiency of any representation contained therein. It must not be assumed that all acceptable safety measures are contained in this directory, or that other additional measures may be required under particular or exceptional conditions or circumstances.

## Consulate/Embassy Contact (Chiang Mai)

### **The Consulate of Australia**

195/2 Moo Baan Sansavan (Mod Chic) Soi 2/7 T.Banwaen, A Hangdong, Chiang Mai 5023  
T. 66 91 857 6996

### **The Consulate of the Republic of Austria**

810/1 Moo 1, Rimtai, Mae Rim Chiang Mai 50180  
T. 66 53 863 144

### **The Consulate of India**

172, Moo5, Sankwan Hang Dong 50230 Chiang Mai  
T. 66 53 441 618

### **The Consulate of the Republic of Finland**

3 Ratanakosin Road T. Sriphum A. Muang Chiang Mai 50200  
T. 66 53 231 133

### **Consulate of Italy**

19 Soi 9 Sirimung Kalajam Road Muang District 50200 Chiang Mai  
T. 66 53 212 925 F. 66 53 224 83

### **Japanese Consulate**

104-107, Airport Business Park, 90 Mahidol Rd., Muang, Chiangmai 50100  
T. 66 53 203 367 F. 66 53 203 373

### **Consulate of Peru**

362/30, Tambon Wat Ket, Amphoe Mueang Chiang Mai, Chang Wat Chiang Mai 50000  
T. 073 335 093

### **The Consulate of Sweden**

186/48 Green valley, Moo 5, Mae Sa, Mae Rim, Chiang Mai 50180  
T. 66 53 298 632

### **The Consulate of France**

138 Charoen Prathet Rd., Chiang Mai 50300  
T. 66 53 281 466 F.66 53 821 09

### **The United States of America Consulate General**

387 Wichayanon Rd., Chiang Moi, Muang, Chiang Mai 50300  
T. 66 53 107 700

## Consulate/Embassy Contact (Thailand)

### **The Embassy of the Republic of Argentina**

Glas Haus Building 1 Sukhumvit 25 Alley, Khlong Toei Nuea, Watthana, Bangkok 10110  
T.66 2 260 6243

### **The Australian Embassy**

181 Witthayu Rd, Khwaeng Lumpini, Khet Pathum Wan, Krung Thep Maha Nakhon 10330  
T. 66 2 344 6300 F. 66 2 344 6310

### **The Austrian Embassy**

14 Soi Nandha, Attakamprasit, South Sathorn Rd, Bangkok 10120  
T. 66 2 105 67 10

### **The Embassy of the People's Republic of Bangladesh**

47/8 Ekamai Soi 30 Sukhumvit 63 Khlong Tan Nuea Watthana Bangkok 10110  
T. 66 2 390 5107

### **The Royal Belgian Embassy**

16/F Sathorn Square - 98 North Sathorn Road, Silom, Bangrak 10500 Bangkok  
T. 66 2 108 1800 F. 66 2 108 1807

### **The Royal Bhutanese Embassy**

375/1 Soi Ratchadanivej Pracha-Uthit Rd., Samsen Nod, Huay Kwang, Bangkok 10320  
T. 66 2 274 4740-8 F. 66 2 274 473

### **The Consulate of the Republic of Bolivia**

160/347-348, 18th Floor, ITF Silom Palace, Silom Road, Suriyawong, Khet Bangrak, Bangkok, 10500  
T. 66 2 238 5112

### **The Embassy of the Federative Republic of Brazil**

1168/101 Lumpini Tower Rama IV Rd, Khwaeng Thung Maha Mek, Khet Sathon, Bangkok, 10120  
T. 66 285 6081

### **The Embassy British**

14 Witthayu Rd, Khwaeng Lumpini, Khet Pathum Wan, Bangkok 10300  
T. 66 2 305 8333 F. 66 2 255 9278

### **The Embassy of Brunei Darussalam**

12 Sukhumvit Rd, Khwaeng Phra Khanong Nuea, Khet Watthana, Bangkok 10110  
T. 66 2 714 7395-99 F. 66 2 714 7383

### **The Embassy of the People's Republic of Bulgaria**

83, 25 Witthayu Rd, Khwaeng Lumpini, Khet Pathum Wan, Bangkok 10330

### **The Embassy of Cambodia**

518 / 4 Pracha Uthit Rd. ( Soi Ramkamhaeng 39 ), Wangtonglang, Bangkok 10310  
T. 66 2 957 5852 F. 66 2 957 5850

**The Canadian Embassy**

990 Abdulrahim Place, Rama IV Road Silom Bang Rak Bangkok 10500  
T. 66 2 646 4300

**The Embassy of the Republic of Chile**

288 Sukhumvit 19, Khwaeng Khlong Tan Nuea, Khet Watthana, Bangkok 10110  
T. 66 2 261 1934

**The Embassy of the People's Republic of China**

57 Ratchadapisek Rd., Dindang, Bangkok 10310  
T. 66 2 245 7030-45, 66 2 247 2122-3 F. 66 2 246 8247, 66 2 247 2214

**The Consulate of the Republic of Colombia**

Athenee Tower 63 Witthayu Rd, Lumpini, Patumwan, Bangkok 10330  
T. 66 2 168 8715

**Consulate of Cuba**

Glas Haus Building 1 Sukhumvit 25 Alley, Khwaeng Khlong Toei Nuea, Khet Watthana, Bangkok 10110  
T. 66 2 260 6243

**The Consulate of the Republic of Cyprus**

96/14 Bharani Building 3<sup>rd</sup> Floor . Sukhumvit 23, Watthana, Bangkok 10110  
T. 66 2 261 8408

**The Embassy of Czechoslovakian Socialist Republic**

71/6 Ruam Rudee Soi 2, Ploenchit Rd., Bangkok 10330  
T. 66 2 255 4978, 66 2 255 3027 F. 66 2 253 7637

**The Royal Danish Embassy**

168, 35<sup>th</sup> Floor, Lumpini Tower Building, Rama IV Road, Thung Mahamek, Khet Sathom, Bangkok 10120  
T. 66 2 285 6065

**The Consulate of the Dominican Republic**

431 Praditmanutham Rd., Wangthonglang, Bangkok 10310  
T. 66 2 933 5686, 66 2 933 6336 F. 66 2 933 5685

**The Embassy of the Arab of Republic of Egypt**

27 Soi, Khwaeng Khlong Toei Nuea, Khet Watthana, Bangkok 10110

**Delegation of the European Commission**

10 Floor, Athenee Tower, Witthayu Road  
T. 66 2 305 2600

**The Embassy of Finland**

63 Witthayu Rd, Lumpini, Pathum Wan, Bangkok 10330  
T. 66 2 207 8700

**The French Embassy**

35 Charoen Krung 36 Alley, Khwaeng Bang Rak, Khet Bang Rak, Bangkok 10500  
T. 66 2 657 5100

**The Consulate of the Republic of Gambia**

610/5-6 Songwad Rd., Samphantawong, Bangkok 10100  
T. 66 2 224 0091 F. 66 2 224 6212, 66 2 224 6894

**The Embassy of the Federal Republic of Germany**

9 South Sathorn Rd., Yannawa, Bangkok 10120  
T. 66 2 287 90 00 F. 66 2 287 1776

**The Embassy of Greece**

100/41 Sathorn Nakorn Tower N Sathon Rd, Silom, Bang Rak, Bangkok 10500  
T. 66 2 667 0090

**The Consulate of the Republic of Iceland**

83/4 , Wireless Road Soi Witthayu 1, Lumpini, Bangkok, 10330  
T.66 2 675 3995

**The Embassy of India**

46 Soi Prasammitr, Sukhumvit Soi 23, Bangkok 10110  
T.66 2 258 0300-6 F. 66 2 258 4627

**The Embassy of the Republic of Indonesia**

600-602 Phetchaburi Rd., Bangkok 10400  
T.66 2 252 3135-40, 66 2 254 2563-4, 66 2 252 3180 F. 66 2 255 1267, 66 2 255 8199

**The Embassy of the Islamic Republic of Iran**

215, Sukhumvit Road Soi 49/11, Khlong Tan Nuea, Watthana, Bangkok 10110  
T.66 2 390 0871

**The Embassy of the Republic of Iraq**

47 Pradipat Rd., Samsen Nai, Phayathai, Bangkok 10400  
T.66 2 278 5335-8 F. 66 2 271 4218

**The Consulate of Ireland**

208 Wireless Road 12<sup>th</sup> Floor, Unit 1201 Lumpini, Pathumwan Bangkok 10330  
T.66 2 016 1360

**The Embassy of Israel**

25<sup>th</sup> Flr, Ocean Tower, 75 Sukhumvit Soi 19 Bangkok, 10110  
T.66 2 204 9209 F. 66 2 204-9239

**The Italian Embassy**

CRC Tower, All Seasons Place 87 Wireless (Withayu) Road, Lumpini Phatumwan, Bangkok 10330  
T. 66 2 250 4970 F. 66 2 250 4985

**The Embassy of Japan**

177 Witthayu Road, Lumpini, Pathum Wan, Bangkok 10330 Thailand  
T. 66 2 696 3000, 66 2 207-8500

**The Embassy of the Democratic People's Republic of Korea**

23 Thiam-Ruammit Rd., Ratchadapisek, Huai Khwang, Bangkok 10320

T. 66 2 247 7537, 66 2 247 7538, 66 2 247 7539 F. 66 2 247 7535

**The Embassy of the Republic of Kenya**

62 Thong Lor Soi 5, Sukhumvit 55 Rd., Khlong Tan, Watthana, Bangkok 10110

T. 66 2 271 2572, 66 2 185 3682

**The Embassy of the State of Kuwait**

14 Floor, Capital Tower All Seasons Place 87/1 Wireless Road Lumpini, Patumwan, Bangkok 10330

T 66 2 660 1111 F. 66 2 660 1122

**The Embassy of the Lao People's Democratic Republic**

520,502/1-3 Soi Sahakampramoon Pracha-Uthit Rd., Wang Thonglang, Bangkok 10310

T. 66 2 539 6679, 66 2 539 6667-8 F. 66 2 539 3827

**The Embassy of the Grand-Duchy of Luxembourg**

Q House Lumpini, 17<sup>th</sup> Fl., 1 South Sathon Rd., Thung Mahamek, Sathon, Bangkok 10120

T. 66 2 677 7360 F. 66 2 677 7364

**The Embassy of Malaysia**

33-35 South Sathon Rd., Thung Mahamek, Sathon, Bangkok 10120

T. 66 2 629 6800 F. 66 2 679 2208

**The Embassy of Mongolia**

100/3 Soi Ekkamai 22, Sukhumvit 63 Rd., Khlong Tan Nuea, Watthana, Bangkok 10110

T. 66 2 239 2101, 66 2 381 1400 F. 66 2 392 4199

**The Embassy of the Kingdom of Morocco**

Sathon City Tower, 12<sup>th</sup> floor 175 South Sathon Rd., Sathon, Bangkok 10120

T. 66 2 679 5604 F. 66 2 679 5603

**The Embassy of the Union of Myanmar**

132 Sathon Nua Rd., Bangkok 10500

T. 66 2 233 2237

**Honorary Consulate of Malta**

56 Narathivasratchanakarin Rd., Silom, Bangrak, Bangkok 10500

T. 66 2 234 9729, 66 2 236 7383 F. 66 2 635 3993, 66 2 236 6538, 66 2 236 6540

**The Embassy of the Federal Democratic Republic of Nepal**

4/1, Soi 27, Sukhumvit 71 Road, Bangkok 10110, Thailand

T. 66 2 391 7240, 66 2 390 2280 F. 66 2 381 2406

**The Royal Netherlands Embassy**

15 Soi Tonson, Ploenchit Rd., Lumpini, Bangkok 10330

T. 66 2 309 5200 F. 66 2 309 5205

**The New Zealand Embassy**

M Thai Tower, 14<sup>th</sup> Fl., All Seasons Place, 87 Wireless Rd., Lumpini, Bangkok 10330

T. 66 2 254 2530 F. 66 2 253 9045

**The Embassy of the Federal Republic of Nigeria**

79/1 Sukhumvit Soi 61 Klongton-Nua, Watthana, Bangkok 10110  
T. 66 2 391 0833

**The Royal Norwegian Embassy**

UBC II Bldg., 18th Fl., 591 Sukhumvit Rd., Soi 33, Bangkok 10110  
T. 66 2 204 6500 F. 66 2 262 0218

**The Embassy of the Sultanate of Oman**

Saeng Thong Thani Tower, 32<sup>nd</sup> Floor, 82 North Sathon Rd., Bangkok, 10500  
T. 66 2 639 9380, 66 2 639 9382 F. 66 2 639 9390

**The Embassy of the Islamic Republic of Pakistan**

31 Soi Nana Nuea, Sukhumvit Rd., Bangkok 10110  
T. 66 2 253 0288-9 F. 66 2 253 0290

**The Embassy of the Republic of Peru**

Glas Haus Building, 16<sup>th</sup> Floor, 1 Sukhumvit Soi 25, Sukhumvit Rd., Watthana, Bangkok 10110  
T. 66 2 260 6243, 66 2 260 6248 F. 66 2 260 6244

**The Embassy of the Republic of the Philippines**

760 Sukhumvit Road, Corner Soi Philippines (Sukhumvit 30/1), Phra Khanong, Bangkok 10110  
T. 66 2 259 0139, 66 2 258 5401 F. 66 2 259 2809

**The Embassy of the Republic of Poland**

Unit 605-607, 6th Floor, Athenee Tower, Wireless Road, Lumpini, Pathumwan, Bangkok. 10330  
T. 66 2 0797300 F. 66 2 079 7303

**The Embassy of Portugal**

26 Bush Lane (Soi New Road 30), New Rd., Bang Rak, Bangkok 10500  
T. 66 2 234 2123, 66 2 234 0372 F. 66 2 236 1954

**The Embassy of the State of Qatar**

Capital Tower, 14th Floor, All Seasons Place 87/1 Wireless Rd., Lumpini, Pathum Wan, Bangkok 10330  
T. 66 2 660 1111 F. 66 2 660 1122

**The Embassy of Romania**

3388/41 Sirinrat Office Building, 12<sup>th</sup> Floor Rama IV Road, Khlong Toei, Bangkok 10110  
T. 66 2 249 2998 F. 66 2 240 2550

**The Embassy of the Russian Federation**

78 Sap Road, Bang Rak, Bangkok 10500  
T. 66 2 234 9824 F. 66 2 237 8488

**The Embassy of the Republic of Singapore**

129 South Sathon Rd., Thung Mahamek, Sathon, Bangkok 10120  
T. 66 2 659 2900 F. 66 2 685 3500

**The Embassy of the Slovak Republic**

YWCA Building, 9-th Floor, South Sathorn Road 25, Bangkok 10120  
T. 66 2 677 3445 F. 66 2 677 3447



**The Embassy of the Republic of South Africa**

M-Thai Tower, 12 A Floor, All Seasons Place, 87 Wireless Rd., Lumpini, Pathum Wan, Bangkok 10330  
T. 66 2 659 2900, 66 2 639 2999, 66 2 639 2962 F. 66 2 685 3500, 66 2 639 2950

**The Embassy of Spain**

Lake Rajada Office Complex, 23rd Floor, 193, Ratchadapisek Rd., Bangkok 10110  
T. 66 2 661 8286, 66 2 661 8284 F. 66 2 661 9220

**The Embassy of the Democratic Socialist Republic of Sri Lanka**

Ocean Tower II, 13th Floor, No. 75/6- 7, Sukhumvit Soi 19, Bangkok 10110  
T. 66 2 261 1934, 66 2 261 1935 F. 66 2 261 1936

**Embassy of Sweden**

35 North Wireless road (Thanon Witthayu Nuea) Lumpini, Pathum Wan, Bangkok 10330  
T. 66 2 263 7200 F. 66 2 263 7260

**Embassy of Switzerland**

35 North Wireless Rd., Bangkok 10330  
T. 66 2 74 6900 F. 66 2 674 6901

**The Embassy of the Republic of Turkey**

61/1 Soi Chatsan, Suthisam Rd., Huai Khwang, Bangkok 10310  
T. 66 2 355 54 86 F. 66 2 274 72 61

**The Embassy of Ukraine**

All Seasons Place, CRC Tower, 33rd Floor, 87 Wireless Rd., Lumpini, Pathum Wan, Bangkok 10330  
T. 66 2 685 3215-6 F. 66 2 685 3217

**The Embassy of the United Arab Emirates**

CRC Tower, 29<sup>th</sup> Floor All Seasons Place 87/2 Wireless Road Phatumwan, Bangkok 10330  
T. 66 2 402 4000 F. 66 2 402 4005

**The British Embassy**

14 Wireless Road, Bangkok 10330  
T. 66 2 305 8333 F. 66 2 305 8372

**The Embassy of the United States of America**

95 Wireless Road, Bangkok 10330  
T. 66 2 205 4000 F. 66 2 205 4131

**The Embassy of the Socialist Republic of Vietnam**

83/1 Wireless Rd., Lumpini, Pathum Wan, Bangkok 10330  
T. 66 2 251 5836, 66 2 251 5837, 66 2 251 5838 F. 66 2 251 7201





Apart from the commitment to food safety management systems, Shangri-La has embarked upon OHSAS:18001 Certificate for Occupational Health and Safety Management System. It is intended to help an organisation to control occupational health and safety risk and priorities overall safety and welfare. It aims to reduce the exposure of employees and other parties to occupational health and safety risks associated with business operations while demonstrating this conformance to others. Through demonstrating diligence and gaining assurance, it likewise aims to manage potential reductions in resultant costs of risk management.

All Shangri-La employees are responsible and our source of inspiration for the greater communities with which we work.

### **Employees**

Our colleagues are our number one asset and our source of inspiration for the greater communities with which we work.

Shangri-La will ensure that employees are treated fairly and with dignity.

Shangri-La will provide an environment where employees may achieve their personal and career goals.

Shangri-La applies fair labour practices, while respecting the national and local laws of the countries and communities where it operates.

It does not knowingly engage, or be complicit in, any activity that results in human-rights abuse.

Shangri-La provides employment and economic opportunities in the communities where it operates, contributing to the quality of life of residents (or community member)

### **Stakeholder Relations**

Shangri-La is committed to meaningful communication and relevant action with all its stakeholders and will always engage them in a clear, honest and Respectful way. Regular dialogue is conducted with corporate and preferred clients, supplier, concessionaires and the local community to better address issues that confront our properties.



Shangri-La strongly believes in investing in and empowering people. How we care for others today will enable them to extend themselves even more tomorrow, and pay it forward. Our hotels and resorts are working on various projects in Education and Health, all geared towards skills training and healthcare that will enable members of our communities to be productive citizens in the future.

Shangri-La Hotel, Changchun's Several Poverty Alleviation Projects in Jilin Province:

1. Fund raising and construction of Xin Jia Primary School in Jilin's underdeveloped Yitong Manchu Autonomous County; sustainability of the project by improving the education system of the school.
2. Caring the underprivileged children and families in Quan Nongshan Township by providing financial support on the schooling, rebuilding houses and constructing an organic vegetable products centre for employment opportunities.



All our resorts are natural habitats for flourishing biodiversity. sanctuary is Shangri-La's programme for ensuring the highest standards in marine and terrestrial habitat restoration and environmental conservation.

เรียน แขกผู้เข้าพัก

## ประกาศ

1. โรงแรมจะรับผิดชอบต่อทรัพย์สินของผู้เข้าพัก กรณีเกิดความสูญหายหรือเสียหาย ดังนี้
  - 1.1 การสูญหายหรือเสียหายที่เกิดขึ้นในโรงแรม
  - 1.2 หากทรัพย์สินที่สูญหายหรือเสียหายตามข้อ 1.1 เป็นประเภทเงิน ทอง ธนบัตร ตั๋วเงิน อัญมณี หรือของมีค่า อื่น ๆ โรงแรมจะรับผิดชอบไม่เกิน 5,000 บาท เว้นแต่ผู้เข้าพักจะได้ฝากและแจ้งราคาแห่งทรัพย์สินนั้นไว้กับโรงแรม
2. โรงแรมขอสงวนสิทธิ์ในความรับผิดชอบ หากความสูญหายหรือเสียหายดังกล่าวเกิดขึ้นเพราะเหตุดังต่อไปนี้
  - 2.1 เหตุสุดวิสัย
  - 2.2 เหตุแห่งสภาพของทรัพย์สินนั้น ๆ
  - 2.3 เป็นความผิดของผู้เข้าพัก บริวาร หรือบุคคลที่ผู้เข้าพักให้การต้อนรับ

ศูนย์ภัยของโรงแรมเปิดให้บริการตลอด 24 ชั่วโมง โดยสามารถติดต่อขอรับบริการ ได้ที่แผนกต้อนรับส่วนหน้า

Dear Guest,

1. The Hotel can be held responsible for a guest's property in case of loss or damage only on the following terms:
  - 1.1 The loss or damage occurs in the hotel.
  - 1.2 If the property that is lost or damaged in accordance with article 1.1 is proven and it is silver, gold, money, travellers cheques, jewellery or other valuable items, the Hotel shall take responsibility for an amount or value not exceeding 5,000 Thai Baht unless the guest has declared the property and its value, deposits it with the Hotel and has received evidence of deposit.
2. The Hotel shall not be liable for any loss or damage in the following cases:
  - 2.1 The case is beyond the control of the Hotel.
  - 2.2 The existing condition of the article is damaged or old, etc.
  - 2.3 The loss or damage is due to fault/action by the guest or the visitor.

Safe Deposit Boxes are available free of charge 24 hours a day at the Front Desk.

亲爱的顾客朋友：

1. 酒店只在以下情况下为顾客财务损失承担责任：
  - 1.1 丢失或受损发生在酒店内。
  - 1.2 如果财物的丢失或受损证明属于1.1所述情况，则财物必须是银、金、钱、旅行支票、珠宝首饰或其他贵重物品。宾馆承担数额不超过5,000泰铢，除非顾客声明财物价值并把财物寄存给宾馆且持有寄存证明。
2. 财物损失属以下情况者酒店概不负责：
  - 2.1 案例超出酒店控制范围。
  - 2.2 受损物件已有破损或老化。
  - 2.3 由于顾客或来访者保管不当而引起的丢失或损坏。

前台可24小时免费提供保险箱。

