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Hotel **HANDBOOK**

PLANTATION

HOTEL **HANDBOOK**

Guest guide

The Plantation

YOUR ROOM

Air Conditioning & Fan

For your comfort, all rooms have individual thermostatic control switches and ceiling fans, enabling you to regulate the temperature. Please make sure the remote is set on cooling mode. To help saving power and preserving environment, please turn off the A/C when leaving the room

Baby Cots

The hotel provides complimentary baby cots upon request.

› Please contact reception for information.

Babysitting

We can arrange for babysitting service when required for the following day.

› Please contact reception for assistance.

Drinking Water

Bottled water is provided in each room daily (2 bottles)

Flowers

With a minimum of 3 hours advance notice, we can have the flower arrangement of your fancy delivered to you.

› Please contact reception for special arrangements.

Iron & Ironing Board

› Please contact the front desk.

Laundry

We use the services of a family-run laundry nearby. Laundry bags are provided in your room. A same day service is available.

› Please do not send delicate or expensive items.

Mini Bar

The in-room mini bar will be replenished once a day.

› If you need any additional item, call reception.

Power

The voltage of the hotel's electrical supply is 220V/50 cycles. For your convenience, adaptors for various types of electric plugs are available at housekeeping

› Please contact reception to request an adaptor.

Room Service

Available from 11am to 10:30pm (last order). The kitchen closes at 11pm. You will find the Room Service menu on your desk.

› Please dial 4011

Safe Box

A safety box is available in your room. The hotel will take no responsibility for the loss of, or damage to any valuable item in or outside of the safety box.

Shoe Shine/Shoe Cleaning Service

Please call reception for this service.

Wake-up call

Please dial 0 to set up the call. While placing your wake call, should you wish to have early morning takeaway breakfast box, the reception will be pleased to arrange this for you.

Wi-Fi

Complimentary Wireless Internet connection can be accessed from your room and throughout the hotel, as well as in restaurant and pool areas.

YOUR HOTEL

BREAKFAST, LUNCH, DINNER, SNACKS

› Poolside Bar and Restaurant

Located at the far end of the swimming pool, the airy café is open daily for breakfast, lunch and dinner. The kitchen offers a range of delicious light meals, including a "make your own salad" option, homemade bakery, as well as Asian and Western specialties. Romantic dinners by the pools, in private salas (gazebos), is the newest addition to The Plantation gourmet experience.

› Red Pool Bar

A stylish space with a large plunge pool, sundeck and bar area, The Red Pool is the ideal place for guests to meet business partners for drinks, or visitors to linger for cocktails after viewing our latest art exhibition. And a quick swim is always welcome!

› La Pergola

Modern French cuisine. A hymn to lightness and visual gratification, Olivier Guillon's cuisine is youthful, creative and stimulating. With a joyful energy, our chef marries timeless elements of the French culinary tradition with local savoring, spices and herbs. Open every evening from 6 pm till 11 pm.

Cambomania Shop

Locally crafted souvenirs and casual wear. Open from 8 am to 9 pm

Check-Out

Check out time is 12 noon. In order to ensure a quality experience for all of our guests, our housekeeping team will need to clean the room no later than check out time.

Should you wish to extend your checkout time, please contact the reception. We will be glad to assist with extended checkout times whenever possible. For late checkout until 6 pm, 50% of the room rate may be charged, or the full room rate after 6 pm.

The Plantation accepts Visa, MasterCard, American Express and cash. Personal and traveler's checks are not accepted.

Courier Service

Please contact reception for information and assistance.

Gym & Fitness

Open to in-house guests only, our air-conditioned facility is located on the upper floor of the spa building.

Mail Service

Stamps are available at Cambomania shop, or simply hand postcards to reception to be mailed.

Massage & Beauty

Pamper your body and spirit at The Plantation Spa. Please refer to the Spa section further on in this booklet.

Meeting Facilities

The Plantation is an ideal place to meet and socialize. Different privatizable spaces are available, from a meeting room hosting up to 30 participants to our cozy lounge or our vast upper terrace. Projector, sound system and whiteboards available.

Access to Le Petit Salon and the Study is free of charge for our in-house guests.

› Contact our Food & Beverage Manager at info@theplantation.asia for tailored, on-site-made catering options.

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Pets

Pets, except assistance dogs, are not allowed on the premises.

Reception

Located in the central building, our front desk can be reached by dealing 0. It operates 24 hours a day, 7 days a week.

Swimming Pools

The main pool, serviced from 7am to 7pm, boasts a groundbreaking filtration system ensuring clean and smooth water. Meals, snacks and drinks can be served to the surrounding cabanas, which are a perfect place to relax. Order something to nibble on, or stay for a cocktail and enjoy the ambience.

The Red Pool, a smaller basin near the reception area and the Lotus Pond Gallery, is open to non-staying guests.

Children must be accompanied by adults while enjoying the swimming pools.

Visitors

All occupants in guest rooms must be registered in accordance with Cambodian law. All guests aged under 16 must register along with a family member or legal custodian. No visitors are allowed in the guest rooms.

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YOUR STAY IN PHNOM PENH

Activities

Find our selection of suggested activities in and around Phnom Penh in the following section.

Bicycles

In spite of the hectic traffic, cycling around is an interesting way to soak up the atmosphere of this vibrant city and to get a glimpse of Cambodia daily life.

Bicycle rentals can be easily arranged by our concierge.

› Please contact reception for more information.

Car Rental & Transportation

Tuk-tuk is the most common and cheapest option for city transportation.

A indicative price list is available at the hotel entrance wall. Reception can also help to arrange taxis or rental transportation.

› Please contact reception for assistance.

Currency

+ Foreign currency exchange is available at the reception counter.

The US Dollar is the currency most used in Cambodia. Keeping USD small notes is useful. There is an ATM machine located opposite The Plantation entrance.

Emergency

The Raffles Medical Cambodia (+855 12 816 911) and Naga Clinic (+855 23 211 300) are located at close distance from the hotel. And the Royal Phnom Penh Hospital (+855 23 991 000).

› Please call the reception in the event of an emergency or for additional information about hospitals or clinics.

Luggage

Luggage storage is available.

› Contact reception for any assistance that you may require.

Transfers

Phnom Penh International Airport is approximately one hour drive from the hotel. Transfers can be arranged through the hotel. For those wanting to travel in style, a classic Jaguar can be booked in advance.

› Please contact reception for assistance in your transportation.

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Activities **SUGGESTIONS**

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PLANTATION

ACTIVITIES **SUGGESTIONS**

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National Museum

Tucked among trees at the back of Phnom Penh's Royal Palace, the harmonious building designed in so-called "Traditional Khmer" style was designed by historian and explorer Georges Groslier, under the supervision of King Norodom Sihanouk.

Nowadays, the Museum houses one of the world's largest collections of Khmer art, including sculptures, ceramics, bronzes, and ethnographic objects. The Museum's collection includes over 14,000 items, from prehistoric times to periods after the Khmer Empire. It is renowned for its fascinating fund of Pre-Angkorian art. Exhibitions devoted to historical, archeological and sociocultural themes are regularly held here.

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The Cambodian Living Arts association offers traditional Khmer dance shows on the grounds of the Museum. Classical and folk dances are to be enjoyed four times a week. Check schedules at:

www.cambodianlivingarts.org/experience/see-a-show/

At walking distance from your hotel. Or ask reception for transportation.

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Visit **Wat Phnom**

Built in 1373 and standing 27 meters above the ground, the “Mountain Pagoda”, as it reads in Khmer language, is a sacred place and a perennial landmark for Phnom Penh, symbolizing its central point.

Legend has it that Daun Penh — Grandmother Penh, as Khmer people still lovingly call her —, a wealthy widow in ancient times, found four precious Buddha statues inside a tree trunk floating on the nearby river. She built a shrine to host the statues, and that is how Wat Phnom started. King Ponthea Yat, the founder of Phnom Penh Royal Palace, had the mount raised higher and several buildings erected upon.

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The sanctuary was rebuilt many times in the past centuries, and modernized in 1926. The central altar presents a majestic bronze seated Buddha and other statues, as well as items of devotion and worship. Murals are particularly eye-catching, and those interested in Khmer history will focus their attention on the vividly colored scenes from the Reamker, Khmer version of the Hindu epic Ramayana.

The temple bustles with worshippers and visitors during the two major Khmer festivals, New Year and Pchum Ben.

Ask reception for transportation.

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Royal Palace

Apart from the dark years when Cambodia was submitted to the Khmer Rouge regime, the Royal Palace in Phnom Penh has been occupied by kings and queens since its construction in 1866.

Built atop an old citadel by King Norodom, the palace faces east and the Mekong River. It is subdivided into four compounds, the Inner Court being the most secluded of them. The buildings, among them the Moonlight Pavilion, are a fine example of “French-Khmer” architecture.

The esplanade in front of the palace is a popular destination for Khmer people, who like to gather there for family outings or public celebrations. Every evening, visitors can stroll among groups and feel Cambodians’ strong bonding with their royal heritage.

A little further north along the river, the Silver Pagoda (Wat Preah Keo in Khmer, meaning “Temple of the Emerald Buddha”) is an impressive display of precious gems, carved crystals and gold. King Norodom Sihanouk, whose cremated remains were laid in Kantha Bopha stupa on the compound, ordered the floor of the sanctuary to be inlaid with around 5,000 silver tiles, hence the modern naming of the place.

Ask reception for transportation.

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Phnom Penh **Riverside**

Phnom Penh started as a humble riverside market along the Tonle Sap. Today, the city is busting out of its traditional boundaries, conquers vast expanses of land westward, but the district surrounding historic monuments by the river retains the charm of days past.

Just a stroll along the renovated riverside promenade allows visitors to immerge themselves in Cambodia's daily life, from street food peddlers to open-air aerobics classes to team sports players. More and more rooftop bars provide excellent chill-out spaces and magnificent views on the two rivers.

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From the Royal Palace to Psar Rithrey (the colorful Night Market with shopping, eating and listening to live music available), narrow streets leading to the main drag, Sisowath Quay, are alive with karaoke spots, massage parlors, bars and little restaurants. Reaching the Post Office area, clubbing is soaring at night, with several new and fashionable discos recently opened.

Ask reception for transportation.

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Central & Russian **Markets**

Shopping through the maize of these two famous Cambodian markets is an experience by itself.

- The **Central Market** (Psah Thmei in Khmer, meaning “New Market”) concentrates under its spectacular Art-Nouveau dome a breath-taking amount of junk, with some hidden gems in it. Indulge in the pleasure of bargaining for garments or house ware, and don’t miss a quick lunch at one of the super-busy restaurants, where discerning locals come to enjoy their favorite dish of soup or grilled eel.
- At the **Russian Market** (Psah Toul Tom Pong in Khmer), genuine handicraft is slowly but surely receding behind the wave of standardized, manufactured souvenirs but some young craftsmen and women are offering more exciting creations, and the manicure artists here are sought-after. Around the market itself, casual and relaxing coffee shops abound, and several stores stock high-quality Cambodian silk.

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Ask reception for transportation

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Phnom Penh **Insolite**

Find a little architectural gem inside a maize of colorful back-alleys. Discover the oldest Chinese temple and primary school in town. Stroll around out-of-the-beaten-paths districts. Take a lunch break at a street food stall. Immerse yourself for a few hours in authentic, unassuming Phnom Penh daily life.

From 9 am to 5 pm, these tours through an “unexpected city” (“Phnom Penh insolite”, in French) are conducted by local residents whose aim is to partake with visitors a true love for their town, a passion for its history and a keen eye for its peculiarities.

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Tokae, the travel agency behind this project, wants to keep a surprise element: no scheduled program for this daily wandering around Phnom Penh. Savvy musing and real cultural immersion are here to be disfruted, facilitated by bilingual (French, English and Khmer) travel companions, more than “guides”.

Rates include Tokae tour companion’s fees, tuk-tuk fares, lunch and entrance fees when required (National Museum, Royal Palace and Genocide Museum are usually not part of the daily tour).

› Bookings at your hotel reception

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Khmer **Cooking**

A crash course in flavorful Khmer cuisine, located in a picturesque house close to your hotel. Starting with the essential: sourcing your ingredients at Central Market, assisted by your mentor.

Available every day. From 9am to 2pm. Free pick-up and drop-off at your hotel, transfer to and from the market included.

- › Bookings at your hotel reception

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Grasshopper Adventures

Biking Tours

Half day bike tour. Enjoy a morning bicycle ride along the quiet back roads of Silk Islands, near Phnom Penh, visiting local communities and farmland to witness village life in the Cambodian countryside.

These islands, created by the flows of the Mekong River, are isolated by the lack of bridges, but ferry connections provide easy access for villagers who use the fertile soil here to grow fruit and vegetables, and to weave silk and cotton in between farming cycles.

No cars here, only ox carts, and so you are entitled to a peaceful ride (around 25 km long) where you can almost forget that the hustle of a city is just nearby. The riding is flat and easily achievable for anyone who can ride a bike and we take care to ensure a high degree of safety, making this a truly family friendly experience.

› Bookings at your hotel reception



A day in Authentic Cambodian Countryside

Immerse yourself in the daily life of a farming family among the rice paddies of Kampong Speu. The quaint charm of timeless agricultural cycles at only a one hour and a half drive from your hotel.

For this experience offered to a limited number of travelers, Tokae Tours will pick you up at your hotel in the morning, drive you to the village and introduce you to the welcoming family. You will partake a typical countryside lunch before starting for the fields.

Farmers will show you the paddies around, explain the seasonal farming chores, invite you to give a hand if you feel like to. You can fish in the ponds, hunt crabs or just stroll at your leisure, while conversing with your hosts about the realities of today's agriculture in Cambodia.

Back to the city early evening, you will have lasting memories of that day of cultural immersion. This is not about "touring the countryside" but genuinely sharing another world, far away and yet so close.

› Bookings at your hotel reception



Apsara Dance Classes

Initiation to the most revered of Khmer performing arts, the classical dance that has survived and strived through centuries. A body and mind travel through the ages.

With the guidance of Sen Pich, a young ballet instructor who started her dancing practice at the tender age of 7, you get to understand the specific, highly spiritual language of Apsara Dance, its graceful positions and gestures.

As performed nowadays in Cambodia, this choreography draws its inspiration from the mythological court of the gods and its celestial dancers, the Apsaras. The dance incorporates movements from older traditional and popular dances, with roots in native animistic religions alongside Hindu forms introduced locally from the 1st century AD.

➤ Please book activities with hotel reception before 2pm the day before.

Phnom Penh **for Kids!**

Our suggestions for entertainment and educational activities while you are visiting Phnom Penh with family.

1 / RECREATION CENTERS

+ > **Kids City Asia** – Opened June 2013, this indoor leisure and educational complex provides activities including rock climbing, laser tag, go karting, and playgrounds for young children. Toddlers have a whole floor for themselves, Toddlers Town.

Preah Sihanouk Boulevard // Tel: +855 23 220 08

+ > **Monkey Business** – Large playground with swimming facilities and various games, famous in town for its birthday parties. All equipment designed and installed by Playtec, an Australian company.

BKK1, Street 370 // www.monkeybusinesskh.com

+ > **Think Big** – Educational playhouse for kids age 4 to 8 years, with a big selection of educational games designed to enhance motor skills and attention span, from Legos to kinetic sand to Wavelay products.

16B, Street 302, BKK1

2 / ZOO

+ > **Phnom Tamao Wildlife Rescue Center** – More than a zoo, this is a sanctuary for rescued animals such as gibbons, sun bears, elephants, tigers, lions, deer, pythons, with a vast aviary for endangered birds. Rare Southeast Asian species are to be admired here. A well-maintained 6,000 acre park at only 40 kms south of the city. Please inquire at reception for transportation.

www.wildlifealliance.org

3 / WATER PARK

+ > **Grand Phnom Penh Water Park** – With slides, inner-tube rides, mechanized water buckets, forts and play areas surrounded by a slow moving moat, this vast water park evokes a medieval castle and its surroundings. At Grand Phnom Penh International City, 7 km north-west of city centre. Check at reception for transportation.

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Cambodian **Living Arts**

Reviving Khmer traditional arts, especially music and dance, is the core project of this organization. The classic Apsara and folk dances events at Phnom Penh National Museum are part of a sustained program in culture and community development.

Arn Chorn-Pond, CLA founder, is a musician and a survivor of Cambodia's darkest years. Escaping Khmer Rouge terror to Thailand in 1979, he was educated in the USA and launched in 1998 The Cambodian Masters Performers Program, which grew into Cambodian Living Arts, an initiative aimed at supporting older masters in performing arts and helping them to pass their knowledge onto the new generations.

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In addition to biweekly dance performances at the National Museum, CLA holds concerts and ballet performances at several venues in Phnom Penh and Siem Reap.

› Bookings at your hotel reception

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Elsewhere

Casual elegance, 100% natural fabrics, all designed and made in Cambodia.

Launched in 2004 by Marie and Nathalie, two entrepreneurs with a fashion streak, elsewhere is a line of smart casual clothing for women and men. Light and natural fabrics make for a collection that is pleasant to wear in tropical climate.

All garments are made in Cambodian workshops where fair wages and working environment are implemented. Elsewhere also designs and tailors outfits for hospitality staff, with an emphasis on wearability and comfort in a working context.

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LOCATIONS

Phnom Penh

- > Elsewhere, 52, St 240
- > The Plantation Hotel, 28, St 184
- > The Pavilion Hotel, 227, St 19
- > Villa Langka, 14, St 282

Siem Reap

- > Templantation Hotel
Rok Rak Street, Phum Sla Kram

Sihanoukville

- > Independence Hotel,
Independence Beach
- > Naia Resort, Otres Beach

Mondulkiri

- > Mayura Hill Resort
Phum Derm Srol, Sen Monorom