



MERCIEL
RETREAT & RESORT

GUEST INFORMATION





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Dear Guest

A warm welcome and thank you for choosing us.

We hope this “Guest Information” will be a useful guide to help answer questions you may have about the facilities and services offered at our hotel. At the same time, we would like to let you know that we have dedicated front desk (dial 0) is ready to serve you at all times. This guide is reviewed regularly and updated if necessary. Our guests will always find the most recent version of “Guest Information” on hotel’s official website www.mercielretreatandresort.com.

We hope you have a lovely stay and a home away from home experience with us.

The Management Team

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Airport Transfers

We provide complimentary round-trip airport transfers to all our guests. Please inform your flight details at the front desk in advance for pick-up and drop-off service.

Taxi & Car Rental

Taxi can be booked via front desk. During peak travel season it is advisable to book in advance. Taxi fares may vary depending on where you travel. Please approach front office for booking and most updated taxi fares.

Sightseeing Arrangement

Please contact the front desk for sightseeing information and assistance.

Bicycle

Bikes are available free of charge. Please enjoy a bike trip around the Ngapali Beach area.

Breakfast

Daily breakfast in the Restaurant is served from 7:00 am to 10:00 am.

Restaurant

Our restaurant is open daily for breakfast from 7:00am to 10:00am, lunch from 12pm to 3pm and dinner starts from 6:00pm to 9:30pm (last order). Please call 505 to book your table.

Bar

Open daily from 1:00pm – 11:00pm

Sunset Bar

There's more to Ngapali than sparkling blue sea, fine white sand and coconut trees. With your favorite cocktails in hand and a board of tapas served right next to you as you take in the dreamy tropical sunset is an experience anyone will fall in love with. Please call 506 to book your table.



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In-room Dining

Room service is available if you prefer to dine in the comfort of your room. The menu is provided in your room. There is a \$1 tray charge per order. Once you have finished your room service please feel free to call hotel reception for service tray collection. Please leave your tray outside your bedroom door so we won't disturb you when we collect it.

Internal Call (Room to Room)

For room-to-room calls, please dial to connect with:

A-Rooms:

"3" followed by the 2-digit room number. (i.e. A1 = Tel. 301)

B-Rooms:

"2" followed by the 2-digit room number. (i.e. B2 = Tel. 202)

S-Rooms:

"1" followed by the 2-digit room number. (i.e. S3 = Tel. 103)

Local Call

Please dial "9" followed by the number.

Minibar

Select your favorite drink or refreshment from your in-room bar.

Housekeeping will record your consumption and replenish your supply daily. If you require any additional service please contact the restaurant.

DVD Player

There are a limited number of DVD players available upon request. Please contact front desk if you would like to get arranged.

In-house Movies

In-house movies are available upon request. Please contact the front desk.

Television Channel

Sit back and relax as you enjoy our TV channels selections. To make your leisure time more delightful, we have a range of TV channels for your entertainment options.



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- Wakeup Call** Should you require a wakeup call, please inform the front desk in advance.
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- Laundry Service** Guest laundry can be arranged on a daily basis. Please leave your laundry bag on the bed for housekeeping to collect and the cleaned laundry will be returned to you the following day. Please note that we can only accept the laundry items when the Laundry Request Form is completed correctly and signed by the guest.
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- Baby Cot** Baby cots are provided free of charge during your stay. Kindly contact our front desk for arrangement.
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- Safe Deposit Box** A complimentary safe is provided in your room to store your valuable items during your stay. The Hotel accepts no liability for any valuables kept in bedroom safes.
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- Housekeeping** Housekeeping service is provided daily. Extra amenities are available upon request.
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- Do Not Disturb** If you do not wish to be disturbed please hang your Do Not Disturb door hanger outside your door. If a Do Not Disturb door hanger is displayed, we will respect your privacy and your room will not be serviced. In the interests of safety each of the guest rooms will be checked once during every 24 hours period, initially by phone and if no answer, by a visual room check.
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- Lost & Found** Any lost property found in the hotel is placed in storage. Please contact the front desk. When contacted, we will return the lost item to you or arrange an international shipping if required subject to reimbursement for any postage charges. The hotel is not responsible for any lost items within hotel premises.
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Luggage

Should you require help with luggage please contact the front desk and they will arrange a bell boy to assist you.

Check out

Our standard check out time is 12:00pm (noon). Should you require an extension, please contact front desk to check for availability. Subject to our occupancy level and in some cases charges may apply.

Comment Cards

Comment cards are available in each room as well as at the reception. Your opinion matters and the completed comment cards are an important way to help us maintain good service level. We encourage you to fill it out and return it to the front desk upon departure.

Spa

Our spa is all about tranquility and overall wellness. Awaken your senses with the unique massage and treatments to fully rejuvenate your body and soul. Please call 512 to book your treatment.

Meeting Room

Our meeting space can accommodate up to 20-25 guests and includes conference facilities for your business conveniences. Please contact our sales and marketing team at info@mercielretreatandresort.com for more details.

Beach Area

Please use staircase provided at the end of the sea wall to access the beach area.

Local Attractions

Our front desk team will be happy to help you with information on local attractions such as Pearl Island, Local Fishing Villages, Ngapali Central Market, Thandwe Airport, Thandwe Town, Zalun Monastery, Ann Daw, Nan Daw & San Daw Pagodas.

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Local Restaurants Contact

Nearest Restaurant List:

1. Blue Lagoon

Address: In Front Of Amazing Ngapali Resort ,Left Size, Ngapali,
Myanmar
Tel: 09-421723112

2. Ocean Pearl

Address: Ngapali Road-Near Amazing Ngapali Resort, Myanmar
Tel: 09-421730382 / 09-421754059

3. Golden Fish

Address: Ngapali Road-Near Amazing Ngapali Resort , Ngapali,
Myanmar
Tel: 09-252095960

4. Sea Queen

Address: Ngapali Beach Road, Ngapali, Myanmar
Tel: 01-221943 / 09-253674859

Currency Exchange

We offer foreign currency exchange service at the front desk. For your convenience, our hotel reception offers Foreign Currency Exchange to all hotel guests. Daily exchange rates are available at the hotel reception. We accept USD, EURO and Myanmar Kyat (local currency). Notes to be cleaned, unfolded, unmarked and stainless.

Payment

We accept both cash (USD & Local currency) and credit card payments (VISA & Master Card at additional 3% surcharge). We reserve the right to debit a guest's credit card with any changes omitted in error at the time of check-out, when a guest fails to settle their total bill on departure or charges for any damage caused in the hotel during the stay by any guest staying in the room.



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Electricity

The hotel's electrical supply is 220V. The electricity in your room is activated by the general master switch.

Emergencies

In the event of an emergency, medical or otherwise, please contact the front desk for immediate attention. Alternatively, you may also contact our Resident Manager staying at the hotel.

Doctor

Should you require a doctor or emergency service, please call our reception and they will contact the doctor on call immediately. We can also transfer you to a local hospital or clinic to visit a doctor.

Pets

Pets are not allowed.

Save The Earth

Hotels use tons of detergent and millions of gallons of water to wash towels that has only been used once. We have an initiative to help conserve water and other resources, and here is your chance to be part of our water conservation effort to Save The Mother Earth.

So whenever you finish using your towels, THINK twice.

- Your towel on the rack means "I'll reuse it again".
- Your towels on the floor or in the bathtub mean "Please wash it".

Swimming Pool

Water depth is between 0.9m (3ft) and 1.5m (5ft). Please use the towels provided at the pool and do not bring the terry from your guestroom. No lifeguard is on duty. Parent(s) must be present at all times when children are in the pool area. No glass bottles in pool area. Open daily from 7:00 am – 9:00pm.

Umbrellas

Umbrellas are available at the front desk should you require one.

WiFi

Complimentary Wi-Fi service is available to all in-house guests in both public areas and rooms. You may experience low signal strength in Wi-Fi connectivity from time to time due to ongoing construction of telecom towers and lines in Ngapali by local service providers.

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