ALL YOU NEED TO KNOW

Directory of Services

HELLO, RAYONG

Hi there,

We aredelighted that you have chosen to stay with us at Holiday Inn & Suites Rayong. On behalf of the entire team I extend you a very warm welcome and we hope you enjoy your stay with us.

The hotel offers a number of services which are detailed here in your room. We also offer a free breakfast service to ensure you don't miss out on the most important meal of the deal.

Should you require any extra assistance please do not hesitate to contact myself or another staff member at reception.

Best regards,
Vazid Shaikh

THE HOLIDAY INN HOSPITALITY PROMISE

Making your stay a complete success is our goal. Just let our Manager on Duty or front desk staff know if any part of your stay isn't satisfactory. We promise to make it right or you won't pay for that part of your stay.

THE COOL STUFF...

Family-Friendly

There's no hiding from tooth brushing.

All our hotels are designed with family travel in mind. Relax, reconnect or just take a dip in the pool. And of course, kids stay and eat free. See the next page for more details.

Business is Pleasure

Work on your own terms.

Answer email from your room or leave them speechless in a meeting room. Then celebrate your success at the bar downstairs.

Sips & Bites

You really don't have to leave.

You don't have to go far to grab a drink or find a meal with our restaurants and bars all on-site. Of course, there's always room service, too.

Breakfast Time:

Level 5, 6.00am – 10.30am
Monday to Friday

Level 5, 6.00am – 11.00am
Saturday to Sunday

Special for Events

Up for any party.

We'll give you the rooms, the space and the support to help make sure your group event or meeting is one everyone remembers.

Rooms & Spaces

Your retreat from adventure.

You deserve a clean, comfortable guest room. Climb into a cosy bed, pull up a fluffy comforter and pick between a firm or soft pillow.

Trip Ideas

Discovering is half the fun of traveling.

Search our 1,200 locations around the world. While you are at it, get some ideas to help plan your next trip.

IHG® Rewards Club

Elevate your travel.

IHG® Rewards Club gives you more options and places to use your points. It's why more people choose the benefits of our award-winning hotel loyalty program than any other worldwide.

KIDS STAY & EAT FREE

Kids Stay Free

Up to two (2) children stay free when sharing a room with up to two (2) adults, subject to maximum room occupancy restrictions and subject to availability. Baby crib/cot is complimentary while rollaway beds may be chargeable. Rules for maximum room occupancy will supersede this offer.

Kids Eat Free

For registered guests only. This is available for children:

A) when ordering for breakfast, lunch & dinner;
B) when ordering in the hotel's dine-in restaurant;
C) when ordering from the Kids' Menu (which must consist of at least 1 main course and 1 dessert) and;
D) when accompanied by at least one (1) adult who is registered as a hotel guest and must order at least one main course from the full priced menu.

The Kids Eat Free offer is limited to up to four (4) children per dining family, per meal OR up to two (2) children per parent, per meal.

The Kids Eat Free offer is not available for room service* or with room rates negotiated for groups of 10 or more rooms, travel industry rates, corporate rates or employee rates.

SERVICES & FACILITES

ENJOY ALL WE HAVE TO OFFER

Adapters

Power adapters and converters are available upon request. Please contact the Guest Experience Center for assistance.

ATM Machine

ATM is conveniently located at the Passione Shopping Destination, adjacent to the hotel.

Business Center

Our Business Center is located at CU Lounge, L Floor and operates from 7.00 am to 9.00 pm daily. A variety of business services and equipment are available to support your work needs.

Check-In / Check Out Times

Check-in time is from 3.00 pm.
Check-out is at 12.00 noon.
For late check-out requests, please contact the Guest Experience Center.

Cots / Cribs

Baby cots are available free of charge. Please contact the Guest Experience Center to request one.

Currency Exchange

Selected foreign currencies are available for exchange at the Guest Experience Center.

SERVICES & FACILITES

ENJOY ALL WE HAVE TO OFFER

Do Not Disturb

To ensure your privacy, please activate the "Do Not Disturb" feature at the entrance of your room or hang the "Do Not Disturb" sign on the door handle.

Fitness Center

Located on the 28th floor, our Fitness Center is open 24 hours and available for guests aged 12 and above. It features a range of cardio and strength-training equipment.

Forgot Something?

For extra bathroom amenities, towels, or other necessities, please contact the Guest Experience Center.

Housekeeping

Housekeeping is available 24 hours. Should you prefer cleaning at specific times, please inform the Guest Experience Center.

Ice

Ice cubes are available 24 hours upon request. Please contact the Guest Experience Center.

Internet

Complimentary Wi-Fi is provided throughout the hotel. For upgraded high-speed access, please contact the Guest Experience Center.

IHG® One Rewards

Join the IHG® One Rewards loyalty program to enjoy exclusive member benefits and earn free Reward Nights at over 6,000 locations worldwide. Guests can enroll by visiting www.ihg.com, downloading the IHG® app, or by inquiring at the front desk of any IHG® hotel globally.

Kids Room

Located on the 5th floor inside the Brasserie Restaurant, the Kids Room features cartoons and weekend activities available from 1.00 pm to 4.00 pm on Saturdays and Sundays and public holidays.

Laundry and Dry Cleaning

Garments received before 10.00 am will be returned the same day by 8.00 pm Items submitted after 10.01 am will be returned the next day by 8.00 pm.

Local Attractions

Explore Rayong with our local attraction recommendations. Please contact our Concierge for personalized sightseeing suggestions and directions.

SERVICES & FACILITES

ENJOY ALL WE HAVE TO OFFER

Lost and Found

For lost items, please contact the Guest Experience Center. Lost belongings are retained by the hotel for up to 6 months.

Luggage

For luggage delivery or pick-up, please contact the Guest Experience Center.

Mini Bar

The minibar is stocked with complimentary coffee and tea packets, which are replenished daily for your convenience.

Parking

Complimentary parking is available on Basement Level and the 3rd and 4th Floor. Please contact the Guest Experience Center for assistance.

Pet Policy

For the safety and comfort of all guests, pets and animals are not permitted within the hotel premises.

Printing

Black-and-white printing service is available. Up to 5 pages are complimentary. For additional pages, a fee of THB 5 per page will be applied.

Safety Deposit Box

A personal safe is provided in your room. Please note, the hotel is not liable for valuables stored in the room safe and assumes no responsibility under applicable laws or regulations.

Swimming Pool

Enjoy breathtaking city and sea views at our outdoor pool, open daily from 6.00 am to 9.00 pm. Towels and lockers are provided. Children under 16 must be accompanied by adults.

Transportation & Taxi Service

For local transportation, airport transfers, or private tours, please contact the Guest Experience Center at least 24 hour in advance.

SERVICES & FACILITES

ENJOY ALL WE HAVE TO OFFER

Wakeup Service

Wake-up calls can be arranged through the Guest Experience Center. Please dial '0' to schedule your preferred time.

Wheelchair Access

Wheelchairs are available upon request. Please contact the Guest Experience Center for arrangements.

TV Programs

Refer to the television guide for available programming. For assistance, contact the Guest Experience Center.

Umbrellas

Umbrellas are available at the Guest Experience Center. Kindly return them after use.

EAT & DRINK

SOMETHING FOR EVERY APPETITE

Restaurants and Bars

The Brasserie

Location: 5th Floor

Savor global flavors at Brasserie, where Asian delicacies meet European classics. Enjoy seasonal seafood buffets on weekends, expertly crafted with authentic ingredients. Kids can delight in our dedicated kids room while you dine.

Hours:

Breakfast		
	Mon-Fri	6.00am - 10.30am
	Sat-Sun	6.00am - 11.00am
Lunch & Dinner (à la carte)		
	Everyday	11.00am - 9.00pm
Buffet Dinner		
	Fri-Sat	6.00pm - 9.00pm

Elementi Rooftop Restaurant & Bar

Location: 30th Floor

Perched above the city, Elementi is Rayong's premier rooftop dining destination, celebrated by TripAdvisor's Travelers' Choice. Under the guidance of our French Chef, each dish is a masterful blend of classic Western flavors and modern finesse. Paired with artisan cocktails and panoramic views of the coast, Elementi offers an unforgettable evening of elevated indulgence beneath the stars.

Hours:

Restaurant	5.00pm - 1.00am
Bar	5.00pm - 1.00am

EAT & DRINK

SOMETHING FOR EVERY APPETITE

Restaurants and Bars

CU Lounge & Bar

Location: Lobby Floor

A refined and inviting space offering a well-stocked bar with a wide selection of beverages from aromatic teas and specialty coffees to creative cocktails and refreshing soft drinks. Enjoy our all-day international à la carte menu or indulge in our elegant afternoon tea service in the welcoming atmosphere of our hotel lobby.

Hours: 7.00am - midnight

In-Room Dining

Our in-room dining menu offers an array of international and local favorites, perfect for a leisurely breakfast in bed, a quiet dinner, or a late-night indulgence.

Available 24 hours

Need Help?

For any assistance during your stay, please dial '0' to the Guest Experience Center or reach our The Guest Experience Center.

OUT & ABOUT

TAKE A LOOK AROUND

Airports

Suvarnabumi Airport, 152 KM. 1.50 Hrs
U-Ttapao Airport, 39 KM. 45 Mins

Public Transportation

Rayong Tour, 3 KM. 7 Min
Nakornchai Rayong, 3 KM. 5 Mins

Nearby Attractions

Laem Charoen Beach, Sangchan Beach, Miracle of Nature
Koh Samet, Rayong Old Town (Yomjinda Road),
Rayong Botanic Garden

Nearby Restaurants

Uncle Ra's Seafood Restaurant, Laem Charoen Seafood,
Barameehoy Seafood

Nearby Shops

Passione Shopping Destination, 0 KM - adjacent to hotel
Central Rayong, 5 KM. 10 Mins

OUT & ABOUT

PLACES OF INTEREST

Khao Laem Ya

A new landmark of Rayong, along with a popular photo spot on the glass bridge, and walk holding hands with your lover, take photos in beautiful locations

Yomjinda Road : Classic Old Town

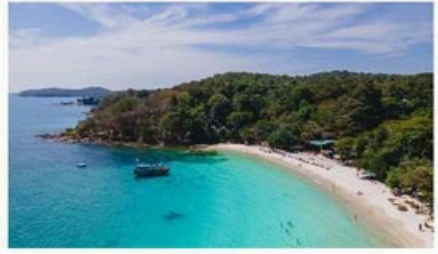
Stroll down Rayong's iconic old town street, a signature destination you shouldn't miss. Café enthusiasts will love Lan Ek Coffee House, a museum-style coffee shop that celebrates community heritage. The café perfectly blends Thai atmosphere with contemporary art.

Laem Charoen Beach

Beach near Rayong city center offers a perfect setting for romance with camping-style seating and beachfront cafés. Relax with your loved one, sip refreshing drinks, and listen to soft love songs while enjoying the gentle ocean breeze.

Koh Samet

Paradise for sea lovers with crystal-clear waters and white sandy beaches. It's the perfect weekend escape. Ideal for both relaxing getaways and romantic trips with someone special.



Miracle of Nature

Experience the beauty of cool-climate tulips in a refreshing atmosphere that feels like you're abroad. Capture gorgeous photos that your partner will adore, and surprise them with tulip flowers.

Rayong Botanic Garden

Rayong Botanic Garden is a peaceful conservation area in Thailand, featuring wetlands, rare plant species, and scenic trails for nature lovers. It's perfect for eco-tourism and outdoor relaxation.

TV GUIDE

TIME TO PUT YOUR FEET UP

INFORMATION

01 Hotel Information

THAI DIGITAL TV

02 NBT HD
03 Thai PBS HD
05 Tahi Ch5 HD
07 T Sports 7
10 TPTV
16 TNN 16
18 JKN 18
22 NATION
23 Workpoint
24 True4U
25 GMM25
27 Thai Ch8
29 MONO29
30 MCOT HD
31 ONE HD
32 Thairath TV HD
33 Thai Ch3 HD
36 PPTV HD

News

40 Al Arabiya (Arabic)
41 abc NEWS (English)
42 Channel News Asia (English)
43 TV5MONDE (French/English)
44 DW (English)
45 FRANCE24 (French)
46 TVE (Spanish)
47 Euronews (English)
48 AL JAZEERA (English)
49 TRT WORLD (English)

VARIETY/DOCUMENTARY & LIFESTYLE

50 XING KONG (Chinese)
51 NHKG (Japanese)
52 TV Asahi (Japanese)
53 NHK WORLD JAPAN
54 National Geographic HD
55 Global Trekker

MOVIES

61 HBO
62 B4U Movies

SPORTS

71 ESPN

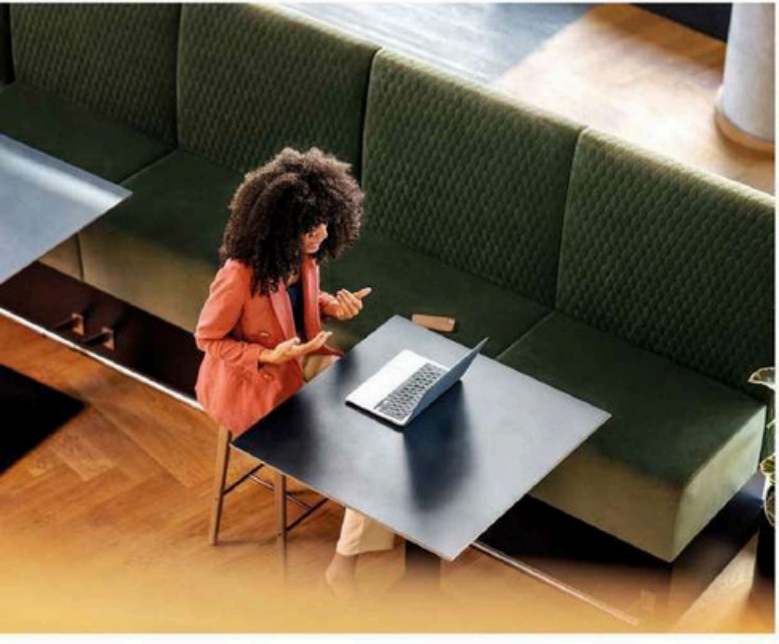
KIDS

81 NickToons

Music

91 Channel V

PHONE DIRECTORY



JUST A PHONE CALL AWAY

Facility Services

Reception, Concierge, Housekeeping, Laundry, Voicemail, Restaurant Room service, Wake up, Operator, Outside line

Dial '0' to access

- Room to Room — Dial 7 - Room No.
- Local Call — Dial 9 - Number (Charges apply)
- Mobile Call — Dial 9 - Number (Charges apply)
- International Call — Dial 9 - 001 - Country Code, Area Code - Number (Charges apply)

HEALTH & SAFETY

LOOKING OUT FOR YOU

Drinking Water

Complimentary bottled water is provided daily in your room. Please contact the Guest Experience Center if additional bottles are needed. Tap water is not suitable for drinking.

Emergency Contact

In case of emergency, dial '0' to reach the Guest Experience Center, available 24 hours.

Fire and Safety Procedures

Your safety is our priority. Guest rooms and corridors are equipped with smoke detectors and sprinkler systems. Emergency exits are clearly marked on the floor plan located on the back of your room door.

Local Doctor

Should you require medical attention, our reception can arrange for a local doctor or transportation to the nearest hospital. Basic first-aid supplies are also available at the Guest Experience Center.

Smoking / Non-Smoking Policy

Smoking is strictly prohibited within the hotel premises, with the exception of designated smoking areas clearly marked for this purpose. Please be advised that this is a non-smoking room. A cleaning fee of THB 5,000 will be applied if there is any evidence of smoking found in the room.

Spa Service

Indulge in a rejuvenating experience at Bonita Wellness Spa, located opposite the hotel. Open from 9.00 am to 8.00 pm daily. For spa appointments, please contact the Guest Experience Center.

Ko Samet Island Adventures

ISLAND TOURS • SNORKELING • SUNSET CRUISE

เกาะเสม็ด – เที่ยวหลายเกาะในวันเดียว!

FAMOUS 6 ISLANDS TOUR – MOST POPULAR!

TIME: 12:00 – 17:00 | PRICE: 700 THB/PERSON

Highlights:

- ✓ Visit Separated Sea at Koh Kham & Koh Krauy (tide dependent)
- ✓ Cruise around Koh Plateen – scenic boat views
- ✓ Snorkel at Koh Khang Khao – swim among colorful fish
- ✓ Lunch & fruit break on Koh Kudee – beach relaxation
- ✓ Koh Thalu (Highlight!) – see the natural arch, snorkel with clownfish, relax on pristine beach, short walk to a breathtaking viewpoint
- ✓ Designed to avoid crowded tour spots

Includes:

- Snorkeling gear (no fins)
- Lunch (chicken fried rice, fried chicken, sausage)
- Fruits, snacks, soft drinks, drinking water
- Free underwater photography

EASY 5 ISLANDS TRIP – GREAT VALUE!

TIME: 10:00 – 13:00 OR 14:00 – 17:00
PRICE: 500 THB/PERSON

Highlights:

- ✓ Separated Sea at Koh Kham & Koh Krauy
- ✓ Scenic cruise around Koh Plateen
- ✓ Snorkeling at Koh Khang Khao – vibrant fish life
- ✓ Relax and unwind on Koh Kudee – beach time, fruit break, and sea breeze

Includes:

- Snorkeling gear (no fins)
- Fruits, snacks, soft drinks, drinking water
- Free underwater photography

KOH THALU ONLY – FOR NATURE LOVERS

TIME: 14:00 – 17:00 | PRICE: 600 THB/PERSON

Highlights:

- ✓ Direct to Koh Thalu – the gem of the Samed archipelago
- ✓ See the natural arch rock
- ✓ Snorkel with clownfish & explore coral reefs
- ✓ Swim, relax on quiet beach, walk to stunning viewpoint

Includes:

- Snorkeling gear (no fins)
- Fruits, snacks, soft drinks, drinking water
- Free underwater photography

PRIVATE SUNSET CRUISE – ROMANTIC & RELAXING

TIME: 16:00 – 18:XX (FLEXIBLE) | PRIVATE CHARTER ONLY

Highlights:

- ✓ Cruise around Ko Samet's beautiful coast
- ✓ Snorkeling at 1–2 calm spots
- ✓ Visit 1–2 peaceful beaches
- ✓ Enjoy fruit break, sunset views, and serene moments with loved ones

Includes:

- Snorkeling gear (no fins)
- Fruits, snacks, soft drinks, drinking water
- Free underwater photography

Tour Notes:
Prices exclude the Coral Reef Admission Fee (100 THB/person, cash only). | Itinerary may change without notice due to weather or sea conditions. | Private trips or charter boats available upon request. | Tours operate with safe speedboats, experienced crews, and include accident insurance. Private hire available at competitive rates.

SINSAMUT GROUP TOUR
สินสมุทร กรุ๊ป ทัวร์

Holiday Inn & Suites BY IHG RAYONG CITY CENTRE

Dial '0' from your room to book your trip
Sinsamut Group Tour
www.sinsamutgroup.com
Sinsamutgrouptour@gmail.com

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