



**Best
Western®**

GUEST DIRECTORY

Ratchada Hotel

Bangkok, Thailand

This hotel is independently owned and operated.

Guest Directory

Dear Valued Guests,

Sawasdee, A Warm Welcome to Best Western Ratchada Hotel!

It is an honor and pleasure to be your host on your journey through the City of Angels, Bangkok - the world's top tourist destinations known for ornate shrines and vibrant street life

Every effort has been taken to ensure that your stay with us is an unforgettable one. We are proud to say that this perfection has bloomed into an unrivalled experience. Everything from our rooms to our leisure facilities, has been refined to reflect not only the Best Western service excellence, but the enchanting persona of hospitality that engulfs Bangkok and Thailand. In that very same spirit, we have compiled this directory as an easy way to become more familiar with the services on offer to you at Best Western Ratchada Hotel

If we can be of any further assistance to make your stay more enjoyable and memorable, please contact our Reception. As always, we wish you a fabulous stay with us at Best Western Ratchada Hotel

Yours faithfully,
Best Western Ratchada Hotel

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Adaptor

Adaptors are available upon request, free of charge. Please contact reception or dial “0”

Baby Cot

Baby cots are available upon request, free of charge. Please contact reception or dial “0”

Bathrobe

Bathrobes are available upon request, free of charge. Please contact reception or dial “0”

Boardroom

Boardroom is located on 2nd floor. Additional charge may apply. Please contact reception or dial “0” for information

Body Lotion

Body lotions are available upon request, free of charge. Please contact reception or dial “0”

Bottle of Water

Complimentary two bottles of drinking water are available in guest room

(Please note that tap water is not safe to drink)

Breakfast

Breakfast is served each morning from 6.30 a.m. until 10 a.m. at the restaurant on 2nd floor

Coffee and Tea Maker

Complimentary coffee and tea are provided in guest room. Please contact reception or dial “0” for replenishment

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Comb

Combs are available upon request, free of charge. Please contact reception or dial “0”

Co-working Space

Co-working space is available for in-house guest and is located on 2nd floor

Credit Card

The hotel accepts major credit cards (American Express, Master Card, Visa, JCB, UnionPay)

Dental Kit

Dental kits are available upon request, free of charge. Please contact reception or dial “0”

Early Express Breakfast

Early express breakfast is available upon request from 5.30 a.m., Monday to Friday. Pre-order is required by 10 p.m. the night before at the latest and additional charge may apply. Please contact reception or dial “0” for information

Electricity

Electric supply/voltage in Thailand is 220 volts. All electric outlets in your room are off when your key card is not inserted in the power socket. In case you prefer to leave your electronic devices charged while leaving the room, the additional key card can be provided upon request. Please contact reception or dial “0”

Emergency

In the unlikely event of an emergency, please contact reception immediately or dial “0”

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Express Check Out

Express check out is available upon request. Please contact reception or dial “0” for information

Face Towel

Face towels are available upon request. Please contact reception or dial “0”

Fax

Fax service is available at reception, additional charge may apply. Please contact reception or dial “0” for information

Fire Instruction

The fire safety procedures are available in the appendix section within this guest directory

Forget Something

We want your stay with us to be comfortable. Kindly be informed that we have complimentary toiletries available if you need them. Please contact reception or dial “0”

Hair Conditioner

Hair conditioners are available upon request, free of charge. Please contact reception or dial “0”

Housekeeping

For your comfort and convenience, we provide maid services from 8 a.m. until 8 p.m. daily. For any additional housekeeping services and/or requirements, please contact reception or dial “0”

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Iron and Ironing Board

Irons and ironing boards are available upon request, free of charge. Please contact reception or dial "0"

Laundry Service

Laundry list and bag are available upon request. Items collected before 10 a.m. will be returned on the next day. Please contact reception or dial "0" for assistance

Liability

The hotel is not liable for loss of personal valuables in guest room and public areas. We strongly advise that you make use of the personal safe box provided in your room

Luggage Assistance

Luggage assistance is available 24 hours a day. Please contact reception or dial "0" for assistance

Medical Service

Should you require any medical attention, please contact reception or dial "0" for assistance. Our reception can also provide further details should you be looking for a local pharmacy

Phone Charger

Phone chargers are available upon request. Please contact reception or dial "0"

Photocopy

Photocopy service is available at reception. Additional charge may apply. Please contact reception or dial "0" for assistance

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Printing

Printing service is available at reception. Additional charge may apply. Please contact reception or dial “0” for assistance

Reception

Reception is available 24 hours a day. Please contact reception or dial “0” for assistance

Restaurant

Restaurant is located on 2nd floor and is available only for breakfast from 6.30 a.m. until 10 a.m. daily

Safe Box

For convenience and safety, all guest rooms are equipped with in-room personal safe box. It is strongly recommended that guest places all valuables in the safe box when leaving the room

Sanitary Napkin

Sanitary napkins are available upon request, free of charge. Please contact reception or dial “0”

Security

The hotel grounds are patrolled 24 hours a day by our trained security team. Nevertheless, we recommend that you keep your door locked. All staff coming to your door is uniformed and has name badges and if you have any concerns, please feel free to contact reception by dialing “0” for identification

Sewing Kit

Sewing kits are available upon request, free of charge. Please contact reception or dial “0”

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Shaving Kit

Shaving kits are available upon request, free of charge. Please contact reception or dial “0”

Smoking Policy

Please note that we are a non-smoking hotel. Smoking is NOT permitted in guest room and hotel public areas. A designated smoking area is available outside of the hotel, please contact reception or dial “0” for information

(A deep cleaning fee of THB 5,000 will be charged to the room account should any signs of this be discovered)

Snack & Cold Beverage

Snacks and cold beverages are available at reception, additional charge may apply

Storage Service

Storage service is available at reception, additional charge may apply. Please contact reception or dial “0” for information

Sustainability

We care about environment and reduce our global footprint. Your guestroom will be serviced daily and your bed linens refreshed every other day. If you prefer a more frequent change, please contact reception or dial “0”

If you would like to reuse your towels, please hang them on the towel hook to ensure they are not replaced daily

Swimming Pool

The salt water swimming pool is located on 2nd floor, available from 7 a.m. until 9 p.m.

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Telephone

Internal calls and external calls can be made through the in-room telephone. A surcharge of external calls will be automatically charged to your room account. Please contact reception or dial “0” for assistance

Visitor

For security purposes, it is highly recommended to have all visitors registered at reception

Wake-up Call

Please contact reception or dial “0” for assistance

Wireless Internet Access (Wi-Fi)

Complimentary wireless internet is accessible throughout the hotel, including in all guest rooms. Username is R followed by the room number and password format is MMY

(MM is the 2 digits of month of your stay and YY is the last 2 digits of year of your stay in A.D.)

Example: Your room number is 888 and you period of stay is in May 2023. Your username is R888 and your password is 0523

Should you experience any problems with your connection, please contact reception or dial “0” for assistance

Appendix

Our hotel is equipped with an efficient fire alarm system. The hotel has taken every precaution to ensure guest's comfort and safety during their stay. However, in the unlikely event of a fire, we would like to highlight some basic safety recommendations

We want to be sure that you are prepared to leave the hotel safe if one of our warning signals sounds. For your own safety, please make yourself familiar with the location of the fire exits, fire alarms and safety items as mentioned on the fire escape plan which is placed behind your room door. Should evacuation be necessary, please proceed to the nearest fire exit as shown on the fire escape plan

Smoke detectors are installed throughout the hotel, including guest rooms. In the unlikely event of a fire, please proceed the followings;

- If you happen to be located in your room, please leave the building through the nearest fire exit
- If you are in an affected public area, follow the signs to the nearest fire exit where our staff will guide you to the designated assembly point
- Once the cause of the alarm has been identified, and it has been deemed safe to re-enter the hotel, the fire department will inform the Management, who in turn will advise you that you can return to your room
- If you discover fire or smoke inside your room:
 - Inform the Reception immediately by dialing "0" on your in-room telephone

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- Take your room key card, exit the room and close the door behind you
 - Alert others in the same area
 - Activate the nearest fire alarm pull station to initiate the alarm
 - Leave the building by using the nearest fire escape
- In the unlikely event of fire leading to an evacuation and you are asked to evacuate your room:
 - Exit with caution. Feel the door - if door is not hot, open it slightly, and check both directions
 - Do not use the elevators; instead use the nearest and safest fire exits
 - If smoke is present, stay low
 - Do not run, remain calm and avoid panic
 - Once you exit the building, our staff shall guide you to the designated assembly point
 - Do not re-enter the building until the “All Clear” message is given and the management advises that it is safe to do so
- If you are asked to evacuate your room and the door is hot:
 - Do not open the door
 - Call the Reception to alert them that you are unable to vacate the room and require assistance
 - Stuff wet towels or clothes under the main door and in the air ventilation to keep smoke and fumes out to protect yourself against fire until the arrival of the rescue team
 - Remain calm and wait for further instructions. If you cannot exit; your room is the safest place to be