

Hotel Directory







The Hidden Charm of the East

Tawa Ravadee Resort is a unique and distinctive property set on 19 hectares of land (120 rai), situated in the beautiful agricultural province of Prachinburi. The resort is surrounded by mature tropical vegetation, a large lake, tranquil lotus ponds, and abundant open spaces, providing seclusion, peace and relaxation, fresh air, and the perfect setting for any occasion year-round.

Whether for a relaxing weekend getaway, hosting meetings, events, weddings, conferences, or team-building activities, we provide traditional Thai hospitality while creating memorable moments.

The architecture of the resort was inspired by the ancient Dvaravati culture, which thrived in this eastern area of Thailand between the 4th and 11th centuries. Our name, Tawa Ravadee, originates from the Dvaravati culture, meaning "gateway." The hotel serves as a gateway to Khao Yai, Thap Lan, and Pang Sida National Parks, located about 40 minutes from the resort, and is also a convenient stopover to and from Siem Reap, Cambodia.

The resort is easily accessible from Bangkok and Suvarnabhumi International Airport, only 1.5 hours away.

This blend of culture, heritage, history, and Thai hospitality makes every stay meaningful.





WELCOME!

Thank you for choosing Tawa Ravadee Resort, Prachinburi, located in this wonderful eastern part of Thailand.

Our dedicated team looks forward to assisting you in creating memorable moments with the true warmth of Thai hospitality in the Land of Smiles.

Tawa Ravadee Resort Prachinburi, WorldHotels Distinctive, is a unique and distinctive property situated in the beautiful agricultural province of Prachinburi.

Our name, Tawa Ravadee, originates from the Dvaravati culture, which is recognized as the earliest Buddhist culture in Thailand. The hotel name Tawa Ravadee is taken from the Sanskrit word dvāravatī, which translates as "that which has gates" or "a gateway to the port."

Historically, about 1,500 years ago, the deltas where cities such as Bangkok, Nonthaburi, and even Thailand's historic capital Ayutthaya now stand did not yet exist. Instead, the coastline extended much further inland, placing cities such as Lopburi, Ratchaburi, and Saraburi on or near the coast. It may seem surprising today, but many of these ancient cities, now several hours away from Bangkok, were once located along the ancient Thai coastline.

Tawa Ravadee Resort is the perfect venue for meetings and events. Our team provides unique, welcoming, and attentive service while creating memorable moments for every occasion.

The resort is positioned as a "gateway" to Khao Yai, Thap Lan, and Pang Sida National Parks, part of the largest protected natural area in Thailand and a UNESCO World Heritage Site. The resort is located 175 km northeast of Bangkok and approximately 90 minutes from Suvarnabhumi International Airport.

The resort is ideal for weekend getaways, corporate meetings, conferences, exhibitions, business retreats, family gatherings, weddings, and team-building activities. Set on 120 rai of land (19 hectares), the resort is surrounded by nature, a large picturesque lake, and plentiful open spaces that provide seclusion, peace and relaxation, fresh air, and the perfect setting for any occasion.

The resort features nine spacious and airy function rooms in various sizes, including the largest ballroom in the province. The ballroom is divisible and can accommodate up to 900 guests in theatre style or 600 guests for a seated dinner. We can also arrange outdoor events, concerts, and dinners throughout the hotel grounds, subject to seasonal conditions, for groups ranging from 50 to 2,000 guests.





We are the only hotel in the province with a helicopter landing pad. Details are available upon request.

Prachinburi is rich in history and culture. The city of Prachinburi was established during the Dvaravati period (B.E. 1000–1600).

We hope you enjoy your stay with us, whether for relaxation, business, leisure, or a family trip. Our culinary team has created a selection of memorable dishes for you to enjoy, complemented by our

leisure activities and the proximity of local attractions, including Khao Yai, Thap Lan, and Pang Sida National Parks. Our aim is to provide you with a truly relaxing and memorable stay.

Our team is always available to assist you and answer any questions about the hotel or the local area.

The Front Office team will be pleased to assist you with bookings for local services, leisure activities, shopping, or dining recommendations.

My team and I wish you a very pleasant and memorable stay.

Yours sincerely,

David A. Hill
General Manager



HOTEL RULES & REGULATIONS

GENERAL

A government-issued identification card or passport must be presented upon check-in.

A form of payment is required upon check-in. This may be a debit card, credit card, cash, or direct billing arrangements with a company or travel agent.

Full payment for the stay will be collected at the time of check-in. In addition, a service deposit of USD 25 per day will be required for any room charges. If no deposit is provided at check-in, all services, meals, and leisure activities must be paid for at the time of use.

Illegal activities (including prostitution, drugs, trading illicit substances, gambling, etc.) are strictly prohibited under Thai law and will not be permitted in the hotel or on any land owned by the resort.

CHECK-IN & CHECK-OUT TIME

Check-in time: 3:00 PM (15:00 hrs.) on the day of arrival. Check-out time: before 12:00 PM (noon) on the day of departure.

Should you wish to extend your check-out time, please contact our Service Center or dial "0" for assistance.

METHOD OF PAYMENT

The hotel accepts Visa, Mastercard, UnionPay, and JCB credit and debit cards. The hotel also accepts American Express credit cards.

Payment may also be made in cash or via international or local bank transfer for conferences and events.

Credit facilities are available for corporate clients, subject to approval.



FIRE INSTRUCTIONS

Fire safety instructions are displayed on the back of your guest room door, indicating the location of your nearest emergency exit.

The hotel is a low-rise construction with three guest room floors in each building block. The property is equipped with automatic fire detection, prevention, suppression, and alarm systems. "Fire Exit" signs are installed in all public areas.

If you discover a fire in your room or in another area of the hotel:

Do not panic. Do not attempt to fight the fire yourself. Please notify our Service Center by dialing "0" on your room telephone, or inform a member of staff immediately.

EVACUATION PROCEDURES

If the hotel alarm is activated and there is no fire or smoke in your room or guest corridor, please remain in your room.

Contact the Service Center by dialing "0" on your room phone for further information. There is no need to leave your room if there is no smoke or fire in the immediate area.

If evacuation is required:

Vacate your room and take your key card from the electrical slot to turn off the power and air-conditioning system. Close the guest room door behind you.

Leave the guest room area immediately using the nearest emergency exit. Emergency exits are located at the end of each building block.

Do not use the lifts. Please use the fire staircases, which are clearly marked.

Proceed to the hotel lobby and follow the directions of hotel employees.

An announcement will be made by hotel staff when it is safe to return to your guest room.



THINGS TO KNOW

GEOGRAPHY

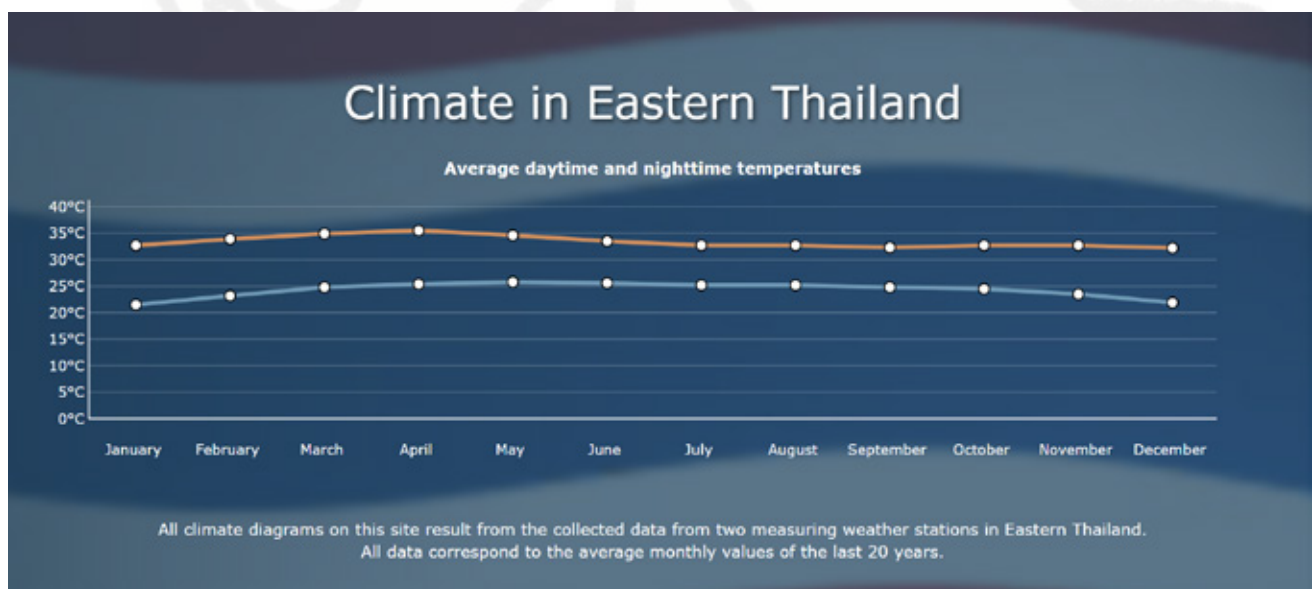
Prachinburi Province is located in eastern Thailand, approximately 176 km from Bangkok's central business district. It borders Nakhon Ratchasima, Sa Kaeo, Chachoengsao, and Nakhon Nayok provinces.

The province has a total area of 4,762 km² and a population of approximately 484,000. It is well known for agriculture, especially rice farming, and provides access to several large national parks in the region. These include Khao Yai, Thap Lan, and Pang Sida National Parks, which together cover more than 3,000 km

CLIMATE

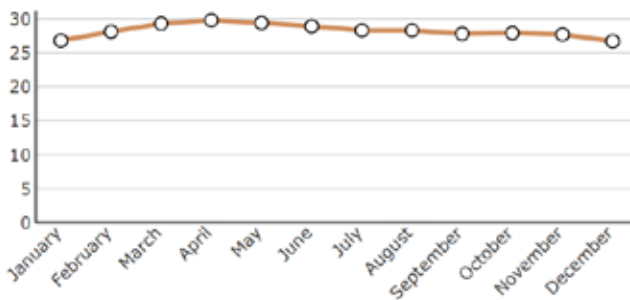
The climate of eastern Thailand is tropical, with periods of high humidity ranging between 70–90%, depending on the month. Temperatures are generally warm throughout the year.

The rainy season typically occurs from May to October, while the drier season runs from November to April. The annual average temperature in eastern Thailand is approximately 28°C



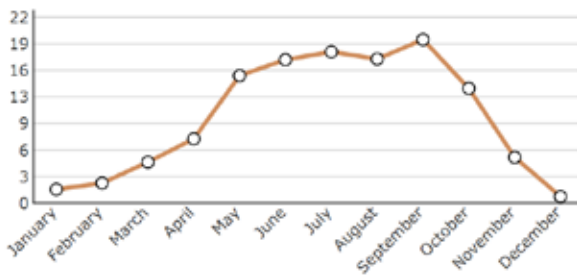
AVERAGE ANNUAL TEMPERATURE

Mean temperatures



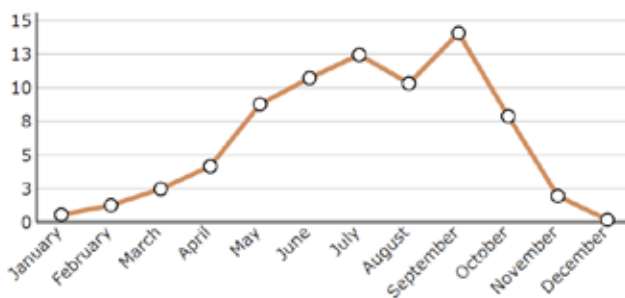
The mean temperature is determined around the clock, including at night. The temperatures are usually measured between 6 and 24 times a day and summarized as an average. The average annual temperature in the region of Eastern Thailand is 28 degrees Celcius. It is highest in April at 30 °C and lowest in December.

Rain days per month



A rain day is a day on which at least 1 mm of precipitation (=1 liter) per square meter falls. This can be rain, snow, hail, or even dew. So it doesn't have to rain all day. With 20 rain days, September offers the most rain days, while December has the fewest.

Precipitation amount in mm/day



The amount of precipitation is measured in millimeters per square meter. Thus, at two mm/day, two liters of water fall on one square meter within 24 hours. With only 0.2 mm, the least amount of rain falls in December. September, on the other hand, has the most rain.



CURRENCY

The official currency in Thailand is the Thai Baht (THB), which, like many currencies, originally derived from a traditional unit of mass (silver).

The currency value was originally expressed as the weight of silver (now defined as 15 grams). This standard remained until 1897, when the currency was decimalized so that 1 Baht = 100 Satang. The system was devised by Prince Jayanta Mongkol and introduced by King Chulalongkorn, along with the demonetization of the silver bullet coins on 28 October 1904.

Thailand uses both coins and banknotes.

Coins: 100 Satang = 1 Baht 1, 5, 10, 25, 50 Satang and 1, 2, 5, and 10 Baht coins.

BANKNOTES

20, 50, 100, 500, and 1,000 Baht notes.

ATMs are widely available throughout the area. The closest ATM is located in the 304 shopping area opposite the hotel's main entrance. Several banks are located in this area, along with retail shops and convenience stores.

DRESS CODE

Please wear suitable clothing in the areas you visit. Thailand is a predominantly Buddhist country, and visitors are encouraged to be respectful of local culture and customs. When visiting temples, pagodas, or official buildings, modest dress is required, covering the shoulders and knees.

Wearing revealing clothing in public areas (away from tourist beaches and resort areas), such as singlets, short skirts, short dresses, or bathing suits, may be considered inappropriate and could cause offense. Please respect local customs and traditions.

ELECTRICITY

The most common electrical plug used in Thailand is the European two-pin plug. The voltage is 220V with a frequency of 50 Hz.

It is advisable to use a surge protector when using computers or other sensitive electronic equipment. The hotel has a selection of adapters available upon request, which can be obtained from the Front Office Service Center.



LANGUAGE

Thai is the national language and the primary language spoken by people in Prachinburi. Other languages commonly spoken in the business community include English, Japanese, Chinese, French, and German.

SECURITY AND SAFETY ADVICE

Prachinburi is generally a friendly and safe place to visit. Violent crime is rare; however, petty crime can occur, as in many places around the world.

For your safety, please keep cash, credit cards, airline tickets, and other valuables secure and out of sight when traveling. Guests are encouraged to use the in-room safe provided during their stay. It is also recommended not to carry high-value items when going shopping or sightseeing.

TIME ZONE

Thailand is in the Indochina Time Zone (ICT), which is UTC +7 hours.



GUEST DIRECTORY (A-Z)

AIR-CONDITIONING

All rooms are equipped with ventilation systems that can operate either as air-conditioning or as a fan. If you have any questions regarding the operation of the control unit, please contact the Front Office through the Service Center by dialing "0" on the room telephone.

AIRPORT TRANSFERS

Our Front Office team will be pleased to assist with airport transfer arrangements. A selection of vehicles and buses is available, ranging from economy to luxury options.

The hotel also has a heliport available for VVIP air transfers from the resort to many destinations in Thailand and Bangkok.

"ALWAYS ON" ELECTRICAL OUTLETS

Inside your room, the electrical outlet at the work desk, as well as the outlet for the minibar, remain active even if the key card is removed from the key card slot.

AUTOMATIC TELLER MACHINE (ATM)

Several ATM machines are located close to the hotel. The nearest ATM is located at the 304 Shopping Area, at the top of the resort entrance road (across Highway 304). Additional ATMs can also be found at 7-Eleven stores and the Big C Shopping Center, approximately 2 km from the hotel.

SCB Bank ATMs and others accept international bank cards. Banks are also located in the same area if you require foreign currency exchange into Thai Baht.

For more information, please contact the Front Desk for directions or assistance. The hotel may also be able to assist with drop-off and pick-up services to the 304 Shopping Area or Big C Shopping Center at certain times.



BABY COTS

Available upon request. Please contact our Service Center by dialing "0" for assistance.

BATHROBES AND SLIPPERS

For your convenience, bathrobes and slippers are provided in your room.

BOTTLED WATER

Complimentary bottled drinking water is provided daily in your room. Please note that tap water is not recommended for drinking.

BREAKFAST

Breakfast is served daily from 06:30 to 10:00 at the All-Day Dining Restaurant.

Room service breakfast is also available (additional charges apply). An Early Express Breakfast (To Go) can be arranged with advance notice.

Please contact the Service Center by dialing "0" for assistance.

CHECK-IN & CHECK-OUT TIME

Check-in time: 3:00 PM on the day of arrival. Check-out time: before 12:00 PM (noon) on the day of departure.

Should you wish to extend your check-out time, please contact our Service Center by dialing "0" for assistance. Every effort will be made to accommodate your request. A late check-out charge may apply.

Please remember to empty your in-room safe upon departure and leave the safe door open.

COFFEE & TEA

Complimentary tea and coffee are provided in all rooms and replenished daily during your stay.



CREDIT CARDS

The hotel accepts Visa, Mastercard, UnionPay, and JCB credit and debit cards. American Express credit cards are also accepted.

Payment may also be made in cash or via international or local bank transfers for conferences and events.

Credit facilities are available for corporate clients, subject to the submission of relevant documentation and approval by hotel management.

Personal cheques are not accepted.

CURRENCY EXCHANGE

Foreign currency can be exchanged at local banks located in the 304 Shopping Area opposite the hotel or at the Big C Shopping Mall.

Please contact the Front Office for assistance and directions to these locations.

DOCTOR & EMERGENCY MEDICAL SERVICE

An international-standard hospital is located close to the hotel and provides full medical services, including a 24-hour Accident and Emergency department.

Kasemrad Hospital is the nearest medical facility. Please contact the Front Office or Service Center by dialing "0" for assistance if medical help is required.

For emergency medical assistance or to arrange a doctor's visit or appointment, please contact our Service Center by dialing "0".



EMERGENCY & FIRE INSTRUCTIONS

FIRE INSTRUCTIONS

Fire safety instructions are displayed on the back of your guest room door, indicating the location of the nearest emergency exit.

The hotel is a low-rise building with three guest room floors in each block. The property is equipped with automatic fire detection, prevention, suppression, and alarm systems.

"Fire Exit" signs are installed in all public areas.

If you discover a fire in your room or in another area of the hotel, please remain calm and immediately notify the Service Center by dialing "0".

EVACUATION PROCEDURES

If evacuation is required, please follow these instructions:

Vacate your room and remove your key card from the electrical slot to turn off the power and air-conditioning system. Close the guest room door behind you.

Leave the guest room area immediately using the nearest emergency exit. Emergency exits are located at the end of each building block. Proceed to ground level and exit the building.

If you are trapped in a room, place a wet towel at the bottom of the door to help prevent smoke from entering.

Follow the directions of hotel employees at all times.

ASSEMBLY POINTS

The designated assembly points are located at:

- Swimming pool area and the grass section by the pool and lake closest to the main road (in front of Block 5)
- Sports Center car park area
- Ballroom car park closest to the main road (adjacent to the ballroom)

Do not use the lifts. Please use the fire staircases, which are clearly marked.

An announcement will be made by hotel staff when it is safe to return to your guest room.



ELECTRONIC SAFE BOX

For your convenience, an electronic safe box is provided in your room. Instructions for use are available in the room. We recommend that you store all valuables and travel documents in the safe during your stay.

The hotel cannot be held responsible for personal belongings or valuables lost in guest rooms or elsewhere on the property.

EMBASSIES & CONSULATES

For information regarding embassies and consulates in Bangkok, please contact our Service Center by dialing "0" for assistance.

FAX & PHOTOCOPY

Fax and photocopy services are available 24 hours a day at the Reception Desk. Please contact the Front Office for assistance. Charges may apply.

FRONT OFFICE

The Front Office desk, located in the entrance lobby, is available 24 hours a day and will be pleased to assist you with any requests or information.

GOLF DRIVING RANGE KIOSK & FITNESS CENTER

A selection of canned beers (available at the Golf Kiosk only), bottled juices, soft drinks, and snacks are available during operational hours.

Fitness Center Opening Hours: 06:30 AM – 10:00 PM daily

Golf Driving Range Kiosk Hours: Weekdays (Monday – Friday): 1:00 PM – 10:00 PM Weekends (Saturday, Sunday & Public Holidays): 8:00 AM – 10:00 PM



HIGH-SPEED INTERNET ACCESS (HSIA)

For your convenience, complimentary Wi-Fi is available throughout the hotel and in all guest rooms, with upload and download speeds of up to 30 Mbps.

ICE CUBES

If you require ice cubes to be delivered to your room, please contact the Service Center by dialing "0".

IN-ROOM DINING

In-room dining is available daily from 11:00 AM to 9:00 PM (last orders at 8:30 PM). Please contact the Service Center by dialing "0" to place your order.

IRON & IRONING BOARD

An iron and ironing board are available upon request. Please contact the Service Center by dialing "0" for assistance.

LAUNDRY AND PRESSING

Laundry services are available at the hotel and are charged based on weight (kg) for larger washes and for long-stay guests.

External laundry services for dry cleaning and specialty washing are also available.

Please complete the laundry/pressing form when requesting laundry service and place it in the laundry bag located in your wardrobe together with your laundry.

Laundry bags collected before 9:00 AM will be returned the same day.

Please inform the Service Center by dialing "0" to arrange laundry pick-up.

LOBBY COMPUTER & BUSINESS CENTER SERVICES

A computer is available in the hotel lobby, and printing services can be arranged through the Front Desk team.

High-speed internet access is available complimentary in the lobby 24 hours a day, 7 days a week.

Please note that charges may apply for printing and other business services in accordance with hotel policy.



LUGGAGE ASSISTANCE & STORAGE

We are pleased to assist you with your luggage 24 hours a day, 7 days a week. Complimentary luggage storage is available before check-in and after check-out.

Please contact the Concierge Desk in the lobby or the Service Center by dialing "0" for assistance.

MEETING & BANQUET ROOMS

The hotel offers nine meeting and event rooms, accommodating groups from 8 people (boardroom style) up to 900 people (theatre style) in the ballroom.

Additional outdoor event space is available within the hotel grounds, with capacity for events and concerts ranging from 30 to 2,000 guests.

Wedding packages, meetings, and conference facilities are available upon request. Meeting rooms can also be arranged at short notice, subject to availability and applicable charges.

For further information, please contact the Sales Team through the Service Center by dialing "0".

MINI REFRIGERATOR

A mini refrigerator is provided in your room. Should you wish to have beverages pre-delivered for your stay, please select your preferred items from our in-house beverage list. These items can be delivered to your room on a prepaid basis.

For a wider selection of food and beverages, please refer to the In-Room Dining menu.

MORNING WAKE-UP CALL

A personalized wake-up call can be arranged through the Service Center. Please dial "0" to schedule your wake-up call.

PETS

Pets are permitted in the hotel with a maximum weight of 5 kg (dogs or cats). A charge of THB 1,000 per pet per stay applies.

Registered guide dogs for visually impaired guests are permitted free of charge.

PHARMACY

The nearest pharmacy is located in the 304 Shopping Area across from the hotel entrance. Alternative locations can be found at the Big C Shopping Center or at the nearby international hospital (24 hours).

Please contact the Service Center by dialing "0" for further assistance.



POWER INTERRUPTION

In the event of an unexpected power interruption, the hotel is equipped with a generator that provides essential backup power to the lobby area, function spaces, and the fitness center located in the main building.

Please note that there is no backup power in guest rooms, except for the Wi-Fi and telephone systems, which operate through a UPS connection. Guest rooms are equipped with a flashlight located in the wardrobe or kettle area for use during power interruptions. Emergency directional lighting is installed in walkways and staircases throughout the hotel.

RECEPTION / FRONT OFFICE

Our Reception and Front Office team is available 24 hours a day and will be pleased to assist you.

RECREATIONAL FACILITIES

The Fitness Center is located in the main building on the lower level and is open daily from 06:30 AM to 10:00 PM.

Facilities include:

- Locker rooms
- Showers, sauna, and steam rooms
- Golf driving range with 28 bays
- Fully equipped fitness center with cardio, resistance, and free-weight equipment, as well as an outdoor gym
- Tennis courts (2)
- Futsal / basketball court (shared)
- Boules area
- Walking and running paths throughout the resort grounds
- Swimming pool with a shallow children's pool
- Table tennis

Swimming lessons are available upon request (additional charges apply) and are subject to instructor availability.

Please note that swimming pool opening hours may change due to weather conditions or special events and may occasionally result in temporary closure.

For safety reasons, oversized inflatable toys are not permitted in the swimming pool.



RESTAURANT & FOOD AND BEVERAGE SERVICES

ALL-DAY DINING RESTAURANT

Our all-day casual dining restaurant is located on the lower level and offers both indoor seating and an outdoor terrace. The restaurant serves breakfast, lunch, and dinner à la carte, and also provides buffet options for special events, conferences, and meetings. The menu features a wide selection of Thai, Asian, and international cuisine.

Breakfast: 06:30 AM – 10:00 AM Lunch: 11:00 AM – 3:00 PM Dinner: 4:30 PM – 10:00 PM
(last orders at 9:30 PM)

LOBBY LOUNGE

The Lobby Lounge offers a selection of fresh juices, protein shakes, milkshakes, international coffees and teas, along with a variety of snack items including homemade cakes and pastries. Light snacks, signature cocktails, and alcoholic beverages are also available.

Location: Lobby Level Opening Hours: 07:00 AM – 10:00 PM daily

POOL BAR

The Pool Bar serves a selection of juices, soft drinks, ice cream, light snacks, and children's menu items, as well as signature cocktails and alcoholic beverages.

Location: Swimming Pool Area

Pool Opening Hours: 7:00 AM – 9:00 PM

Food and beverage service hours: Weekdays (Monday – Friday): 12:00 PM – 9:00 PM Weekends
(Saturday – Sunday): 9:00 AM – 9:00 PM

Food and beverage service outside staffed hours may be arranged by contacting the Service Center by dialing "0".

ROOM SERVICE

An in-room dining menu is available daily from 11:00 AM – 9:00 PM. Please contact the Service Center by dialing "0" on your room telephone to place an order.



SERVICES AT NO EXTRA FEE

For your comfort and convenience, the following items are available complimentary during your stay:

- Extra pillows
- Extra towels
- Extra clothes hangers
- Iron and ironing board
- Phone chargers
- Electrical adapters

These items are available 24 hours a day. Please contact the Service Center by dialing "0" for assistance.

SMOKING POLICY

The hotel is a 100% non-smoking property, and smoking is not permitted inside guest rooms.

All rooms are equipped with a balcony where smoking is permitted. Please contact the Service Center if you require an ashtray to be delivered to your room.

If smoking or vaping occurs inside a guest room or if the fire alarm is activated due to smoking or vaping, a cleaning fee of 2,000 THB per room will be charged.

TAP WATER

Please note that tap water is not safe for drinking. Complimentary bottled water is provided daily in your room for your convenience.



**TAP WATER
NOT SAFE TO DRINK**
น้ำประปาไม่ปลอดภัยสำหรับดื่ม



TRANSPORTATION

Subject to availability, a shuttle drop-off service to the 304 Shopping Area and Big C Shopping Center can be arranged. Please contact the Service Center by dialing "0" for assistance.

TAXI

Taxis are available at the hotel and can be pre-booked by contacting the Service Center by dialing "0".

TOILETRIES

Additional toiletries are available upon request and are provided complimentary. Please contact the Service Center by dialing "0" for assistance.

UMBRELLA

Due to the climate in Prachinburi, it may be advisable at certain times of the year to use an umbrella when visiting local attractions, either to protect from the sun or rain.

VISITORS

If you wish to invite guests to your room, all visitors must be registered with the Front Office.

Non-staying visitors are required to leave guest rooms by 8:00 PM. If your guests wish to stay overnight, they must register at the Front Office and an additional person charge will apply.

If the number of guests exceeds the maximum room occupancy, an additional room will be required.

WHEELCHAIR

Wheelchair assistance is available upon request. Please contact the Service Center by dialing "0" for assistance.



ABOUT FUNDAMENTAL POLICIES

At BWH Hotels, we are committed to maintaining an inclusive, respectful, and environmentally responsible experience for all guests, employees, and the communities in which we operate. Below is a detailed summary of our policies related to harassment/child right, equal opportunity, neighboring impact, natural surrounding protection, animal welfare and recycling programs, to help you understand how we strive to create a safe, sustainable, and inclusive environment.



HARASSMENT/CHILD RIGHT POLICY

At BWH Hotels, we have a zero-tolerance policy for harassment of any kind, including any form of verbal, physical, or sexual harassment. This extends to the protection of children's rights and the prevention of child exploitation, including child sex tourism. We are committed to providing a safe, respectful, and welcoming environment for all guests, staff, and third parties. All employees receive training to recognize and prevent harassment, child exploitation, and abuse. Any reports of such behavior are taken seriously and investigated promptly. If a guest experiences or witnesses any form of harassment or suspected child exploitation, we urge them to report it immediately to hotel management. We are committed to addressing and resolving any concerns swiftly to ensure the safety and well-being of all individuals, especially children, within our hotels.



EQUAL OPPORTUNITY POLICY

BWH Hotels is firmly committed to equal opportunity for all. We embrace diversity in our workforce and in our guest experience. We do not discriminate based on race, gender, age, religion, disability, nationality, or any other protected characteristic. Our employment practices, as well as our services, reflect this commitment to inclusion and fairness.

We aim to create an environment where everyone feels valued and respected. Guest and employees alike are treated with dignity, and we ensure that all individuals have equal access to opportunities, both within our hotels and in the broader community.



NEIGHBORING IMPACT POLICY

We understand the importance of being good neighbors. BWH Hotels strives to minimize any negative impact on the local communities surrounding our properties. Our operations are designed to respect the well-being and privacy of neighboring residents, ensuring that our presence does not cause disruption or inconveniences.

This includes efforts to minimize noise pollution, manage traffic, and ensure that our events and activities do not interfere with the local community. We encourage our guests to join us in being considerate of our neighbors, respecting the local environment, and following any specific guidelines provided by our hotel staff during their stay.



ANIMAL WELFARE POLICY

BWH Hotels is fully committed to the ethical treatment of animals in all areas of our operations. We ensure that our practices align with the highest standards of animal welfare, whether in relation of food sourcing, wildlife interactions, or the use of animal-derived products. We ask our guests to be mindful of the local wildlife, avoid disturbing animals, and engage in eco-friendly activities that do not harm the environment or its creatures.



NATURAL SURROUNDING PROTECTION POLICY

BWH Hotels is deeply committed to protecting the natural environment. Many of our hotels are located in areas of significant natural beauty, and we recognize our responsibility to safeguard these surroundings for future generations. Our natural surrounding protection policy focuses on conserving local ecosystems, reducing waste, saving energy, and minimizing our environmental footprint.

We also encourage guests to engage in sustainable practices during their stay by reducing water and energy usage, participating in waste reduction programs, and respecting local wildlife and ecosystems.



RECYCLING POLICY

At BWH Hotels, we are dedicated to minimizing our environmental impact through a comprehensive Recycling Program designed to promote sustainability and resource conservation.

Commitment to Sustainability:

Our Recycling Program aims to reduce waste, conserve natural resources, and encourage responsible waste management practices throughout our hotel.

Guest Participation:

We invite our guests to join us in our recycling efforts. Public areas are equipped with clearly labeled recycling bins. We provide easy-to-understand signage to help you sort recyclables properly.

Common Area:

Recycling stations are available in public spaces, such as lobbies and dining areas, to facilitate proper disposal of recyclable materials. We encourage you to use these stations during your stay.

Food Waste Management:

In our restaurants, we prioritize reducing food waste by composting organic materials. We also work towards minimizing single-use plastics in our food and beverage services.

Employee Engagement:

Our staff are trained to promote and uphold recycling practices, ensuring that everyone is working together to achieve our sustainability goals.

Ongoing Improvement:

We continually assess and improve our recycling efforts to align with best practices and local regulations. Your feedback is invaluable in helping us enhance our program.

By participating in our Recycling Program, you contribute to a cleaner environment and help us create a more sustainable future. Thank you for your support and commitment to sustainability during your stay at BWH Hotels.

EARTH
Operating responsibly is an obligation, not a choice.

PEOPLE
Everyone is valuable contributor to our success.

COMMUNITY
Together we will make the world stronger, one community at a time.

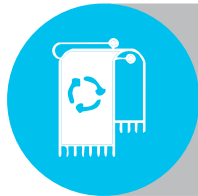
At BWH Hotels, we believe that creating a positive, safe, and responsible environment is essential for our guests along with our employees, and communities. Our policies on harassment/child right, equal opportunity, neighboring impact, natural surrounding protection, animal welfare and recycling program are designed to reflect our commitment to these values. By adhering to these principles, we aim to foster an inclusive, respectful, and environmentally sustainable experience for everyone. We appreciate your cooperation in helping us uphold these standards, and we hope you enjoy your stay with us knowing that we are all working together to create a better world.

WELCOME TO A GREENER STAY

Join us in saving water and energy for a sustainable future



Water Saving Tips



Reuse Towels & Linen:

Hang towels if you'll reuse them. Request linen changes only when necessary.



Turn Off Tap:

Close taps while brushing your teeth or shaving.



Shorten Showers:

A quick shower saves liters of water

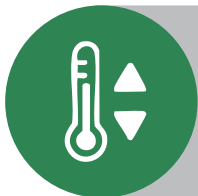


Energy Saving Tips



Turn off When Not in Use:

Switch off lights, TV, and air conditioning when leaving the room.



Set Comfortable Temperature:

Keep the temperature at 24-25°C for efficiency and comfort.



Use Natural Light:

Open curtains during the day to reduce light use, and close them to keep the room cool.

“THANK YOU FOR HELPING US MAKE A DIFFERENCE”

Enjoy your stay while contributing to a sustainable future

EcoStay Initiative (Stay Green, Sleep Clean)

Our hotel is committed to providing a comfortable stay while minimizing our environmental impact. We have implemented a Eco-Towel Initiative, Eco-Clean Initiative, and Eco-Linen Initiative to conserve water, reduce energy use, and limit the use of chemicals. We invite our guests to participate in this initiative to help protect the environment.

1. Eco-Towel Initiative (Save Water, Save Towels)

How to participate:

- **Hang your towel to reuse it.** If you are happy to reuse your towels, please hang them on the towel rack. This indicates that you do not require a fresh towel today.
- **Place towels on the floor for replacement.** If you would like fresh towels, leave them on the bathroom floor, and housekeeping will replace them.

Why Participate?

- **Water Savings:** Washing towels uses large amounts of water. By reusing your towels, you can help conserve hundreds of gallons of water per week.
- **Energy Savings:** Reducing the number of towels we launder decreases energy consumption for washing and drying.
- **Chemical Reduction:** Fewer laundry loads mean fewer detergents and chemicals released into the environment.

2. Eco-Clean Initiative (Save Energy, Clean Smart)

Our housekeeping team is happy to clean your room according to your preference. To further reduce environmental impact, we offer flexible room cleaning options:

Cleaning Frequency Options:

- **Daily Cleaning:** If you prefer daily cleaning, please inform the front desk and we will ensure that your room is cleaned every day.
- **Eco-Friendly Cleaning (Every 2 Days):** Opt for less frequent cleaning to conserve energy and resources. Housekeeping will clean your room every other day, which reduces water, energy, and cleaning product use.

How to Participate:

- If you would like **daily cleaning**, place the "Clean My Room" sign on your door handle.
- If you would like **Eco-Friendly Cleaning**, place the "Do Not Disturb" sign on your door to skip the daily cleaning. Your room will be serviced every other day.

Benefits of Reduced Cleaning:

- **Energy Conservation:** Less frequent room cleaning reduces the use of vacuum cleaners, washing machines, and other electrical equipment.
- **Chemical Reduction:** By reducing cleaning frequency, we lower the amount of cleaning chemicals and detergents used.



3. Eco-Linens Initiative (Save the Planet, Save Linens)

For stays longer than one night, we offer an option to change your linens based on your preference. Fresh linens are important for comfort, but washing them daily consumes large amounts of water and energy. Here's how you can help:

How It Works:

- **Standard Linen Change (Every 3 Days):** To reduce the environmental impact, we change linens every third day for longer stays. This saves water, energy, and detergent use.
- **Request Fresh Linens Anytime:** If you prefer fresh linens more frequently, simply place the "Change Linen" card on your bed, and we will change the sheets during your next housekeeping service.

Why Participate?

- **Water and Energy Savings:** Laundering bed linens daily can consume significant amounts of water and energy. Choosing to have linens changed less frequently conserves these resources.
- **Sustainability:** Fewer laundry loads means using less detergent, helping to minimize the hotel's ecological footprint.

Your Impact:

By participating in the Eco-Towel Initiative, Eco-Clean Initiative, and Eco-Linen Initiative, you can make a positive impact on the environment while still enjoying a comfortable stay. Here's how your actions help:

- Up to 50% reduction in water use for laundering.
- Significant energy savings from reduced washing and drying.
- Fewer chemicals used in the washing process, plays a part in a healthier planet.

Thank You for Supporting Our Sustainability Efforts!

Your choice to participate in these programs helps our hotel reduce its environmental footprint and conserve valuable resources. If you have any questions or would like more information about our sustainability initiatives, please contact the front desk.

Protecting Our Environment



At BWH Hotels, we are dedicated to preserving the beautiful surroundings of our community and ensuring a sustainable future for all. We encourage you to join us in protecting our environment by avoiding personal-use substances that may be harmful to the local ecosystem. Here's how you can help:

1. Reduce Single-Use Plastics

Why it matters:

Plastic waste is a major pollutant that harms wildlife and pollutes our oceans. Single-use plastics such as straws, water bottles, and packaging contribute to this growing issue.

What you can do:

- Opt for reusable water bottles.
 - Choose paper or reusable alternatives to plastic straws and cutlery.
-

2. Avoid Non-Biodegradable Toiletries

Why it matters:

Some toiletries contain synthetic chemicals that do not decompose and can harm local water systems and wildlife.

What you can do:

- Use the eco-friendly amenities.
 - If you bring your own, consider switching to biodegradable or natural personal care products.
-

3. Be Mindful of Chemical-Based Products

Why it matters:

Chemicals in cleaning products, cosmetics, and other personal items can pollute our environment and disrupt local ecosystems.

What you can do:

- Avoid using harsh chemicals or cleaning products in your room.

- Choose eco-friendly beauty and cleaning products whenever possible.
 - Choose eco-friendly sunscreen product.
-

4. Dispose of Waste Responsibly

Why it matters:

Improper disposal of waste, like cigarette butts or other non-recyclables, can damage the environment and harm wildlife.

What you can do:

- Use the designated disposal bins around the hotel to properly dispose of waste.
 - If you smoke, please use the designated smoking areas to properly dispose of cigarette butts.
-

5. Conserve Water and Energy

Why it matters:

Water and energy use have a significant environmental impact. Simple actions can reduce consumption and help preserve valuable resources.

What you can do:

- Turn off lights, air conditioning, and appliances when not in use.
 - Avoid leaving the tap running while brushing your teeth or washing your hands.
-

By making small changes to your daily habits, you help us in our mission to reduce our environmental footprint. Thank you for supporting our efforts in protecting the environment and making BWH Hotels a greener place for everyone!

✦ Together, We Can Make a Difference! ✦

BWH Hotels:

Guidelines for Respecting Cultural Heritage and Local Communities

Introduction

Welcome to BWH Hotels! We are delighted to host you and offer unforgettable experiences in our diverse destinations around the world. As part of our commitment to sustainable tourism, we ask that you follow this guide to ensure respectful interactions with local cultures and communities, as well as preserving the unique cultural and environmental heritage of the region.

Contents

1. Understanding Local Cultures
2. Respecting Sacred Sites
3. Supporting Local Communities
4. Preserving Cultural Heritage
5. Responsible Environmental Practices
6. Ethical Photography and Media Sharing
7. Shopping for Souvenirs
8. Following Local Laws
9. Engaging in Responsible Tourism
10. Conclusion

1. Understanding Local Cultures

Respect Local Customs: Every destination has its own unique customs, traditions, and way of life. Before visiting, take time to learn about local etiquette, greetings, and behaviors. This could include:

- Proper attire (e.g., modest clothing in religious areas)
- Greeting people in the local language
- Respecting local eating customs

Observe Local Norms: It's important to be sensitive to how locals live and what they value. Avoid behaviors that may be considered disrespectful, such as public displays of affection in conservative cultures or talking loudly in sacred places.

2. Respecting Sacred Sites

Many destinations feature religious and cultural sites of great significance to the local community. Here's how to behave respectfully when visiting these places:

- **Dress Modestly:** Cover shoulders, legs, and remove shoes if required.
- **Follow Guidelines:** Pay attention to visitor rules such as "no photography" zones or restricted areas.
- **Silent Reverence:** Maintain a respectful tone, especially during religious services or ceremonies.

3. Supporting Local Communities

When visiting new places, your choices have an impact on the local economy and people. Here's how to engage respectfully and responsibly:

- **Shop Local:** Buy products from local artisans and markets. This supports the local economy and helps preserve traditional crafts.
- **Choose Local Restaurants:** Eating at local, family-run restaurants helps ensure that the money stays within the community.
- **Engage with Locals:** Interact with respect. When photographing or filming people, always ask for their permission.

4. Preserving Cultural Heritage

Historic sites and cultural landmarks are irreplaceable. Help preserve them for future generations by:

- **Avoiding Physical Contact:** Refrain from touching artifacts, statues, or walls in heritage sites.
- **Not Removing Items:** Don't take anything from historical sites, including rocks, plants, or artifacts.
- **Following Signage:** Stay within designated areas and avoid crossing barriers that protect fragile sites.

5. Responsible Environmental Practices

Many destinations have unique ecosystems that can be easily harmed. To minimize your environmental impact:

- **Stay on Paths:** Stick to designated trails when visiting natural and cultural heritage sites.
- **Avoid Littering:** Always use designated waste bins, or carry your trash until you find one.
- **Conserve Water and Energy:** Reduce your water usage and switch off lights and electronics when not needed, especially in areas with limited resources.

6. Ethical Photography and Media Sharing

Ask Before You Snap: Some cultures or individuals may not be comfortable with being photographed. Always ask for permission before taking pictures of people, sacred sites, or during cultural events.

Be Respectful in Sharing: When posting on social media, ensure that you portray the culture respectfully. Avoid making cultural or religious practices seem like "entertainment."

7. Shopping for Souvenirs

Buy Authentic: Look for locally made crafts and products that reflect the culture of the destination. Avoid mass-produced souvenirs that often don't benefit local artisans.

Avoid Buying Harmful Products: Don't purchase items made from endangered species or cultural artifacts that are illegal to remove from the country.

8. Following Local Laws

Respect Local Regulations: Different countries have different laws regarding behavior in public, the protection of heritage sites, and environmental conservation. Be sure to:

- **Follow Local Dress Codes:** Some countries have specific clothing requirements for public spaces.
- **Respect Wildlife and Nature:** Don't disturb wildlife or remove anything from national parks or heritage sites.

9. Engaging in Responsible Tourism

Choose Sustainable Operators: When booking tours or excursions, select companies that promote sustainable tourism and respect for the local culture and environment.

Support Conservation Efforts: Consider participating in eco-tourism activities or contributing to local conservation projects.

10. Conclusion

By following these guidelines, you will not only enrich your own travel experience but also contribute to the preservation of cultural and environmental heritage for generations to come. BWH Hotels thanks you for being a responsible traveler and helping us in our commitment to sustainable and respectful tourism.

Final Reminders for Your Journey:

- Be curious and open-minded, but always respectful.
- Engage with the local community in a positive and ethical way.
- Leave the places you visit as you found them, if not better.

Thank you for traveling with respect and responsibility.

This booklet is provided by **BWH Hotels** as part of our dedication to sustainable travel and preserving the world's diverse cultures and environments.

Protect Wildlife – Be a Responsible Traveler

At BWH Hotels we are committed to sustainable tourism and the protection of wildlife. We kindly ask for your support in ensuring that your travel choices do not contribute to the illegal wildlife trade.

Avoid Buying Illegal Wildlife Products

Many souvenirs and traditional items come from endangered species and are illegal to buy or transport across borders. Please avoid purchasing:

-  Ivory, rhino horn, or coral jewelry
-  Turtle shells, seashells, or exotic leathers
-  Shark fin, bushmeat, or other protected species
-  Stuffed animals, bones, or feathers from rare wildlife
-  Traditional medicines made from endangered animals

If in doubt, **don't buy!** Items from protected species may result in customs fines or confiscation.

Choose Responsible Dining

- Say **NO** to restaurants serving **shark fin, bushmeat, or endangered wildlife dishes**.
- Opt for **sustainable seafood** and plant-based options.

Ethical Wildlife Experiences Only

- Avoid attractions that exploit wild animals, such as **elephant rides, tiger petting, or dolphin shows**.
- Support **ethical sanctuaries** that focus on conservation and animal welfare.

Report Suspicious Activity

If you see wildlife products being sold illegally, please inform:

-  **Local Authorities**
-  **Wildlife NGOs (TRAFFIC, WWF, WildAid)**

Travel Responsibly: What You Can Do

- ✓ Avoid purchasing souvenirs made from endangered species.
- ✓ Say NO to restaurants serving shark fin, bushmeat, or turtle meat.
- ✓ Support eco-friendly tours that do not exploit wildlife.
- ✓ Report illegal wildlife trade to local authorities or conservation groups.

Wildlife Species Affected by Over-Harvesting (IUCN - Listed)

1. Marine Life at Risk

- **Sharks & Rays** (e.g., Whale Shark, Manta Ray) – Overexploited for shark fin soup.
- **Sea Turtles** (Hawksbill, Green Turtle) – Hunted for meat, eggs, and shells used in jewelry.
- **Corals** (Red & Black Corals) – Harvested for souvenirs and aquarium trade.

2. Mammals Exploited for Trade

- **Elephants** – Killed for ivory, leading to population declines.
- **Pangolins** – The world's most trafficked mammal, poached for scales and meat.
- **Big Cats** (Tigers, Leopards) – Sought after for skins, bones, and traditional medicine.

3. Birds & Reptiles Targeted for Pet Trade

- **Parrots & Macaws** (Scarlet Macaw, African Grey Parrot) – Captured illegally for the exotic pet market.
- **Tortoises & Lizards** (Radiated Tortoise, Monitor Lizards) – Hunted for exotic pets and traditional medicine.

4. Timber & Plant Species Under Threat

- **Rosewood & Mahogany** – Overharvested for furniture and luxury goods.
- **Orchids & Cacti** – Wild populations threatened by illegal collection.

 **Protecting biodiversity starts with you!**

Together, We Can Protect Wildlife & Preserve Nature 

Thank you for traveling responsibly and supporting ethical tourism.



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