



Chida-Som
CHIDA-SOM



GUEST SERVICE DIRECTORY

CHIVA-SOM PHILOSOPHY

Chiva-Som's holistic approach to wellness incorporates the mind, body and spirit, providing a basis for lifelong health through personal programmes that combine rejuvenating treatments, focused nutrition and state-of-the-art knowledge. Embark on a lifelong journey of learning, achievement and discovery.

Our tailored programmes are based on our 6 Wellness Modalities—Spa, Fitness, Physiotherapy, Holistic Health, Nutrition and Aesthetic Beauty.

As each individual is unique, we are ready to listen and work one-on-one with you in establishing your goals and finding the way to achieve them. There is no one-size-fits-all at Chiva-Som and our journey together is intended to be mutually rewarding.

BELIEFS AND AIMS

This concept is represented with our tri-part logo, the components which stand for mind, body and spirit.

Mind

Learning to harness the power of the mind is a key part of wellness development. The mind should be clear, receptive and responsive.

Body

A healthy body is optimally fit without chronic illnesses.

Spirit

Spiritual wellbeing is achieved through constant learning, calmness and tranquillity.

MAKING THE MOST OF YOUR STAY AT CHIVA-SOM

Chiva-Som staff are dedicated to helping you reach your goals; from pure relaxation to lifestyle transformation. Your Wellness Advisor, for example, will assist in goal setting, programme development and making the entire experience memorable.



IN-HOUSE COURTESY

Chiva-Som aims to maintain a peaceful and tranquil atmosphere that allows you to put the stresses of your daily life on hold as you begin to pay attention to your own individual needs.

We are grateful for your co-operation in observing the following policies:

Non-smoking policy

In the interests of your wellbeing, Chiva-Som is a non-smoking property, however, there is a designated smoking area within the resort. Please note; in January 2018, the Thai Government decreed all public beaches as non-smoking areas. Heavy fines apply for those found breaking the law. For more information, please contact the Guest Service Agents (Ext. 6).

Electronic-free resort

Chiva-Som does not permit the use of digital devices in the resort's public areas, including mobile phones, tablets, computers and e-readers, etc. Digital devices are permitted for use in the library, the open lounge, and in the privacy of your room. Our telephone operators can manage incoming calls and are able to send messages to your room. In the event of an urgent message, we will locate you immediately. Free Wi-Fi is available in all guestrooms.

Children under the age of 14 are not allowed into the resort

Although we love children, we operate a strict adults-only policy.

Noise

Please do not play music on any portable devices outside your room.

Pets

With the exception of guide dogs, pets are not allowed into the resort.

Food

Please refrain from bringing in food and drink from outside the resort. Guests should consult with their Wellness Advisor if they have special dietary requirements.

Outside visitors

Outside visitors are not encouraged at Chiva-Som. We ask that visits be limited to a few hours only, at the reception area at the main entrance or restaurants, so as not to interrupt programmes or healthy activities and treatments. Please advise the Front Desk in advance if you expect to receive a visitor.

Disconnecting from a highly connected life is central to rediscovering true relaxation and privacy. Although it might be a challenge, taking a break from constantly being online will bring great benefits to your personal wellbeing.

SAFETY

Thailand is generally a very safe country, however, for your protection and safety, the following information has been provided. If you have any concerns or need any special assistance, please contact the Front Desk. (Ext. 1)

SAFETY IN AND AROUND THE RESORT

In-room safe

The in-room safe is recommended for the storage of valuables, cash and personal documents. We will not be held responsible for any losses from the in-room safe. Additional dual-key safety deposit boxes are available free of charge at the Front Desk.

Beach safety

As there can be sharp shells or objects buried in the sand, please wear footwear when walking on the beach. Be cautious when walking alone on the beach in the evening, and refrain from stopping to talk to strangers.

Please take note of the safety flag advisory information near the steps from the resort to the beach. At certain times of the year large jellyfish are present in the sea, meaning that swimming is best avoided.

We strongly recommend against hiring horses or jet-skis that are available on the beach.



DURING YOUR STAY

DRESS CODE

Although the atmosphere at Chiva-Som is generally relaxed and informal, there is a dress code in all of our restaurants and the Library. We request that you refrain from wearing swimwear or wet clothing when in the restaurants, library or the Orchid Lounge. The evening dress code in all our restaurants is 'elegant casual' with appropriate footwear. No slippers and sandals are allowed.

A bathrobe and a pair of casual slippers have been provided in your guestroom for use during your stay. Bathrobes are also on sale in our Boutique should you wish to take one home with you. They are also provided in the lockers in the Spa. Casual wear or bathrobes are the norm throughout the day in the resort and the Spa, as well as at mealtimes, however we do request that footwear is worn during meals.

For cultural reasons we request that you refrain from sunbathing nude, including women bathing topless. We also request that men do not remove shirts when in the Gymnasium.



RESORT FACILITIES

Internet

- ◆ Complimentary Wi-Fi is available in the library and in all guestrooms

Chiva-Som Boutique

- ◆ The Boutique carries a range of essential items, books, artefacts, souvenirs and branded Chiva-Som products
- ◆ Documentation enabling VAT refunds for tourists are available

Foreign currency exchange

- ◆ Foreign currency may be exchanged for Thai baht at the Guest Accounts Office next to the Front Desk
- ◆ Upon departure, Thai currency can be exchanged at the airport

Guest Service Agent

If further assistance is required at any time, please contact our Guest Service Agent (Ext. 6) or the desk between the Orchid Lounge and the Spa, where they will be pleased to answer any queries.

Library

- ◆ A variety of books, magazines and newspapers are available to borrow
- ◆ The library may also be used for playing board games or for silent activities with electronic devices

Mail and messages

- ◆ Incoming mail will be delivered to guestrooms as soon as it arrives
- ◆ Our Guest Relations Desk will be happy to take care of any outgoing mail you may have

24-hour medical assistance

In the event that medical assistance is required, please contact our medical team. (Ext. 4)

Guests who are categorized as being in an unstable health condition and require hospital care will be transferred to the nearest international standard hospital.

Shuttle bus service

A complimentary shuttle bus leaves several times a day from the resort to select shopping spots in Hua Hin town. Seats can be reserved by contacting our Guest Service Agent. The shuttle bus schedule can be found in the Local Information section of this directory.

Wake-up calls

Please contact the operator (Ext. 0), to place a wake-up call.

Water facilities and pools

Chiva-Som has two pools, one indoor and one outdoor. The indoor Bathing Pavilion is heated to 31° C, while the ambient tropical temperature warms the outdoor pool.

The Spa offers a choice of:

- ◆ Sauna
- ◆ Steam
- ◆ Jacuzzi
- ◆ Cold plunge pool

The Bathing Pavilion also has a unisex steam room and relaxation area.

THAI FOR BEGINNERS

In Thai it is polite for males to finish their sentence with 'krab', and for females to finish their sentences with 'ka'

Hello	Sawatdee krab/ka
How are you?	Sabaidee mai krab/ka?
I'm fine, thank you	Sabaidee krab/ka
Thank you	Kop koon krab/ka
Sorry / excuse me	Kor tot krab/ka

HEALTH & WELLNESS

For enquiries regarding treatments or service bookings, please contact the Health & Wellness Reception. (Ext. 3)

CHIVA-SOM'S 6 MODALITIES

At Chiva-Som, we distinguish ourselves from other resorts through the depth and breadth of our wellness services, each of which addresses the complete mental, physical and spiritual needs of our guests across six key modalities:

Nutrition

- ◆ Exclusively wellness cuisine

Fitness

- ◆ Sophisticated services complemented by tailored programmes

Physiotherapy

- ◆ Massage, exercise, rehabilitation and recovery programmes

Aesthetic Beauty

- ◆ The latest in FDA-approved technology for non-invasive and minimally invasive procedures

Holistic Health

- ◆ Diagnostics and therapies to help identify and heal both acute and chronic conditions

Spa

- ◆ Hydrothermal facilities providing relaxation, pain relief, improved circulation and wellbeing

HEALTH & WELLNESS CONSULTATIONS

Shortly after your arrival, our Front Desk will arrange a consultation with one of our Health & Wellness Advisors. The purpose of the consultation is to determine your individual needs and goals, and to recommend a holistic approach and balanced programme based upon those

needs. An appointment can be made by contacting the Health & Wellness Reception (Ext.3)

DAILY ACTIVITIES AND CLASSES

A schedule of daily activities is available in your room and on display by the stair in the Orchid Lounge. The activities run throughout the day for all guests. They range from gentle meditation, mindfulness sessions, Pranayama and Tai Chi to invigorating, Aqua Aerobics and Gyrokinesis, to name a few. Chiva-Som's range of yoga sessions suit all abilities and levels of fitness. Beginners can be assured that they will be able to participate in all classes unless they are marked as 'advanced'. Please check with your Wellness Advisor for guidance.

We request that the correct footwear be worn in the Gymnasium and in fitness classes, such as:

- ◆ Trainers
- ◆ Running shoes
- ◆ Tennis shoes, etc.

Open-toed sandals, bare feet or shoes with no grip are not suitable in the Gymnasium. A pair of sports shoes may be purchased from the Boutique selection.

The majority of classes are complimentary, however, where a fee is charged it will be marked on the activity calendar. Classes with charges include:

- ◆ Flower Arranging
- ◆ Wellness Cuisine Cooking Class with the Reformer
- ◆ Pilates with the Reformer

For these classes, please reserve a place with one of our Health & Wellness Advisors or through the Health & Wellness Reception. (Ext. 3)

SPA GUIDE

Preparation

Please arrive at the Spa 30 minutes prior to your scheduled treatments, so you can relax and experience the relaxation area in the Water Therapy Suite.

These facilities do not require reservation, so please make the most of them during your stay.

There are lockers provided in the Spa, however it is preferable to leave valuables and non-essential items in your room safe. For your comfort and convenience while relaxing or having treatments, the Spa provides:

- ◆ Robes
- ◆ Disposable underwear
- ◆ Shower caps
- ◆ Slippers
- ◆ Thai pyjamas for Thai massage
- ◆ Hairdryers
- ◆ Brushes
- ◆ Toiletries

Ensuring the Spa's tranquillity and privacy, we request that noise be kept to a minimum, and that all electronic devices, such as mobile phones, cameras, iPads and e-readers, are kept in guestrooms.

Appointments and scheduling

All treatments require reservation. Please be available for your treatment at least five minutes before the scheduled time. If you arrive late, this could possibly deprive you of valuable treatment time. We will endeavour to complete the full treatment; however, as a courtesy to our next guest, the treatment will end at the scheduled time.

We require a minimum of three hours' notice if guests are unable to keep their appointment. Appointments can be rescheduled by contacting the Health & Wellness Reception. (Ext. 3) A cancellation charge of 50% will be incurred if a cancellation is made less than three hours in advance, or if a guest does not show up.

Health concerns

If you have pre-existing medical conditions, please contact our Health & Wellness Advisors prior to using our heat or fitness facilities. We recommend that the sauna and steam be used for no more than 15 minutes at a time. Please shower before and after use, and remember to remove contact lenses prior to any facial treatments. We recommend that gentlemen shave prior to having a facial treatment.

Our medical therapies, such as blood testing and medical check-ups, will help to highlight any medical issues that may arise. Our Health & Wellness consultations also give comprehensive, preventive assessment recommendations to help maintain your good health. Please contact your Wellness Advisor for guidance

We will endeavour to accommodate requests for specific therapists, or a preference for a male or female therapist, whenever possible.



HOLISTIC/MEDICAL SERVICES AND TREATMENTS

Chiva-Som's Holistic Health and Medical Departments offer something for everyone, with experienced staff able to guide and recommend holistic courses of action to help optimise your wellbeing. We base holistic health on an integrative medicine model, which may combine several different strategies and modalities, according to your individual needs.

FITNESS SERVICES AND ACTIVITIES

When it comes to fitness, our aim is to nurture you towards your goals, as opposed to shocking your body with an over-the-top exercise prescription. In keeping with our holistic philosophy, many of the services we offer have a relaxing, as well as therapeutic side. Our highly qualified staff are ready to lead you on the right path to achieve your goals. Physical sessions include:

- ◆ Personal training
- ◆ Thai boxing
- ◆ Yoga
- ◆ Pilates
- ◆ Stretching

PHYSIOTHERAPY SERVICES AND TREATMENTS

Physiotherapy is more than a simple rehabilitation exercise that lasts a few weeks after injury. Physiotherapists are experts at assessing limitations of movement, injuries or musculoskeletal imbalance. With our Physiotherapists' assistance, you can look forward to:

- ◆ Regaining your full range of motion
- ◆ Relieving niggling pains
- ◆ Correcting muscular imbalance
- ◆ Planning safe exercise programmes for rehabilitation or recovery from injury

AESTHETIC BEAUTY

From Pali-Sanskrit, Niranalada means 'eternal beauty', and that is what we strive for in nurturing the Mind, Body and Spirit. Niranalada Medi-Spa complements our philosophy and traditional approach to overall wellness with the latest developments in both modern aesthetic treatments and micro-invasive cosmetic treatment, offering you a path to eternal beauty. All of our treatments are delivered by our certified dermatologist or trained medical practitioners to achieve the rejuvenation you desire on your journey to eternal beauty.

ROOM SERVICES

If you require any assistance at all in relation to your room, please contact Housekeeping. (Ext. 2)

HOUSEKEEPING AND MAID SERVICES

Make-up room service is available from 8:30 – 17:30, and turn-down service is available from 18:00 – 21:00 daily. Extra pillows, blankets or additional room supplies are available upon request.

ROOM AMENITIES

Air conditioning

The easy-to-use controls are on the bedside touch panel. Sensors will automatically shut down the air conditioning when the balcony doors are open for more than five minutes.

Furthermore, if the room is vacated with the key left in the keycard holder, the air conditioning will switch off after 45 minutes.

Chiva-Som has registered with LEED (Leadership in Energy Efficiency and Design) and we hope to achieve LEED Certification within one year of energy consumption data.

Aromatherapy oil burners

We provide a lemongrass oil burner on a daily basis from 18:00 – 21:00. Lavender oil or eucalyptus oil are also available.

Drinking water

We recommend that guests refrain from drinking tap water. Complimentary drinking water is provided in the room on a daily basis; please contact us if more is required.

Electrical supply

The electric current in Thailand is 220 volts. Should adapters be required for your electronic devices, please contact Housekeeping. (Ext. 2)

Flowers

Cut flowers and plants are available as gifts, to take home or brighten your room. Please contact us for prices and to order your arrangement.

Guestroom items

Bathrobes, Thai pyjamas and celadon and ceramic bathroom bottles are all available for sale in the Boutique or from Housekeeping. If these items are taken from your guestroom they will be added to your final bill upon check out.

Hairdryer

A hairdryer is located in the dressing room bathroom.

Ice

Ice is available upon request from Room Service. (Ext. 7)

In-room entertainment

There is an extensive selection of books and DVDs available for your use. Please contact the Guest Service Agent (Ext. 6), for our full selection.

Laundry services

Laundry services operate daily from 8:00 – 17:00. Garments received by 10:00 will be returned the same day. Please check your package details to see if laundry services are an extra charge.

Lights

An intuitive lighting design approach with scene-setting lighting enables you to set the ambience to suit your mood or activity. Sensors catch your movement as you step out of bed to softly light your way to the bathroom.

Mattresses

Guestrooms are made up with our standard mattress. Softer or harder mattresses are available upon request.

Mosquito nets

These are available upon request.

Mosquito spray

We provide one complimentary bottle of Anti-Mosquito Aromatherapy Spray in all guestrooms. Extra bottles can be purchased in the Boutique.

Pillow selection

Ensuring a restful sleep, guestrooms are equipped with natural feather pillows. There are also two non-allergenic pillows located on the top shelf of the wardrobe.

We also have an extensive range of other pillows, including goose down, ultra-soft microfibre, medium firm polyester, firm ball fibre, class standard latex, contour, contour massage, neck support, cervicalopedic, bolster, kapok, buckwheat, Thai triangular and sponge. Please contact Housekeeping (Ext. 2) to peruse our selection.

Room necessities

Bathroom amenities are provided throughout your stay. The hair care products provided are for normal hair, products for dry or oily hair are available upon request.

Seamstress

Our seamstress is available to assist with any small repairs to clothing.

Water flask

In our ongoing effort to reduce plastic waste at Chiva-Som, it is our pleasure to provide you with a complimentary personal beverage container. Feel free to use it for any beverage during your stay and please take it home with you upon departure.

IN-ROOM DINING

In-room dining during mealtimes is complimentary. Please call Room Service (Ext. 7) to order.

- ◆ Breakfast from 7:00 - 10:30
- ◆ Lunch from 12:00 - 14:30
- ◆ Dinner from 18:00 - 21:00, from Sunday to Friday
- ◆ BBQ Dinner on Saturday from 18:30 - 21:00

Outside of regular meal hours, a menu with prices is available between 14:30 - 17:30. Please select from our healthy menu.

To facilitate digestion, we recommend that you do not eat for at least 2-3 hours before sleeping.

Lost and found

All lost and found items are kept with Housekeeping. Please be aware that we will not forward any items unless requested to do so.

FOOD, RESTAURANTS AND WELLNESS CUISINE

7 RULES OF CHIVA-SOM WELLNESS CUISINE

Chiva-Som's Wellness Cuisine is created around the view that one's diet is inextricably connected to one's long-term health. We believe that food should be viewed as the foundation of health through the nutrition it provides. It is equally important that food should taste good, for without that, eating holds no pleasure.

Such food should provide a balance of macronutrients such as fat, protein and carbohydrates, as well as micronutrients such as calcium or a range of B vitamins. An imbalance in these will surely lead to poor health.

Food should also minimise harmful ingredients such as unhealthy fats or excess cholesterol. It should focus on fresh and organic ingredients with all their natural goodness retained.

Following these beliefs, Chiva-Som has developed an award-winning range of Wellness Cuisine that brings our guests back to us time and time again. We believe, and have seen, that adopting the above principles brings about lasting changes to the long-term health of our guests.

RESTAURANTS

The Emerald Room

The Emerald Room presents contemporary interactive wellness cuisine where you can work with the Chef to design your own pescatarian dish by choosing your preferred 'catch of the day', along with its method of cooking and accompanying sides. In addition, enjoy the delights of our Siam Steamboat, a nourishing Thai hotpot that invites guests to share in a warm, joyful, and healthful dining moment together. Open daily for dinner.

Taste of Siam

Our casual beachfront restaurant, which showcases Thailand's exceptional wellness cuisine, is open for breakfast, lunch and dinner. The open kitchen creates an interactive dining experience. On Saturday evenings, Taste of Siam invites guests to join its renowned barbecue buffet.

We invite you to join our Talk Table- a welcoming place to share experiences and connect with other members of the Chiva-Som family

SPECIAL DIETARY REQUESTS

Chiva-Som is able to cater to special dietary requirements if you are looking to lose weight, or if you have a medical condition that is being supported by a specific diet.

If you have health issues where diet plays a healing part, we strongly suggest having a Nutrition Consultation with one of our in-house experts, so that you can not only experience good food, but you can understand how to adapt your diet and lifestyle at home to reflect what you experience with us at Chiva-Som.

If you would like to participate in our Cleansing Diet and Detox Programme, we ask that you first consult with your Wellness Advisor.

NATURAL FOOD PRODUCTS

Chiva-Som's natural food products are produced at the resort with the same commitment to quality, health and nutrition we aim for on our menu.

We have a variety of natural food products made from ingredients in our Organic Garden, such as breakfast spreads, honeys, salad dressings and herbal teas, that are available for purchase in the Boutique.

PREPARING FOR DEPARTURE

We hope that the details below will help facilitate a convenient, efficient and comfortable departure for all our guests. For further information please contact the Front Desk. (Ext. 1)

CHECK-OUT TIME

Check out: noon

We do offer a later check-out time until 18:00 with the equivalent of a half-day charge, and after 18:00 with the equivalent rate of a full-day charge. We ask that you kindly contact our Front Desk if you wish to have a late checkout. Every effort will be made to accommodate requests, depending on occupancy.

TRANSFER TIMES TO BANGKOK

Travelling by road to Bangkok usually takes three hours. Off-peak hours may be a little shorter, but rain, public holidays, road construction or accidents can easily create traffic delays. We suggest allowing at least three hours to the airport, plus your check-in time, just to be on the safe side.

AIRPORT TRANSFERS

If you wish to make or change arrangements for returning to Bangkok or the airport, please call our Guest Relations Desk. (Ext. 6) to secure your transportation requirements. We recommend that bookings should be made at least 24 hours in advance.

FLIGHTS AND FLIGHT CONFIRMATIONS

For information on local and international flight connections and confirmations, please contact our Guest Relations Desk. (Ext. 6)

PRIVATE PLANE

We are able to arrange transfers to and from of Bangkok's airports, or transfers on to Samui, Krabi, Phuket or Chiang Mai, with prices ranging from 130,000 THB to 500,000 THB.

The price includes the cost of all flight operations such as landing, parking, and catering, etc. A maximum of eight passengers can be transferred at one time, with a maximum luggage allowance of 250kg.

For more details, please contact our Guest Service Agent. (Ext. 6)

CHECKING YOUR ACCOUNT

In order to facilitate a smooth check out, we will send you a copy of your current charges the night before you check out. This is so expenses can be verified in the privacy of your room.

All supporting documents are available at the Front Desk should you require them.

TRANSPORTATION

If you would like us to organise faster private transfers to the airport, or elsewhere, we are able to arrange transfers by limousine and private plane.

SHUTTLE BUS

The shuttle bus leaves from the Front Desk Reception area entrance and makes stops at Bluport, Market Village, Hua Hin Night Market, and the Hilton Hotel; pick-ups are from the same places. For shuttles to other nearby locations, please contact our Guest Service Agent (Ext. 6) in advance of your transportation time.

RESORT – TOWN	TOWN – RESORT
08:00	08:10
11:00	11:10
14:00	14:10
16:30	16:40
18:00	18:10
20:15	20:25
21:15	21:25

LOCAL RESTAURANTS

Although there are a wide selection of local cuisine in Hua Hin, we cannot guarantee their quality. If you are playing golf or taking a tour, we recommend requesting one of our breakfast or lunch boxes to take with you. This allows you to continue to enjoy our specially designed Wellness Cuisine as well as prevent any dietary mishaps.

If you would like to eat out at a local restaurant, our Guest Service Agent (Ext. 6) can recommend a number of trusted restaurants. Nevertheless, our Wellness Cuisine is highly recommended for all meals during your stay.

PLACES OF WORSHIP

LOCATION	SUNDAY SERVICE TIME	LANGUAGE
All Nations Fellowship Christian Church	10:00 – 11:30	English
St. Theresa Catholic Church Service	07:00 – 08:30 09:00 – 10:30	English
Mosque Huay Sai Tai	10:30 – 12:30	Thai



Focusing on reducing the ecological footprint of Hua Hin's growing population, Chiva-Som formed the Preserve Hua Hin Group, under Royal Patronage, as a community development organisation in 2004.

ENVIRONMENTAL & SOCIAL SUSTAINABILITY

We believe good Corporate Social Responsibility (CSR) practices should not be about how a company donates funds to philanthropic efforts, but rather how it conducts itself through responsible and ethical business practices, policies and initiatives, to help grow and sustain a business while providing direct benefit to stakeholders.

The Chiva-Som Integrated Wellness Initiative is a multifaceted approach to unified wellness with a primary focus on our stakeholders and preservation of our planet Earth. This includes personal wellness and development of our staff, our guests, our operations, our facilities, and the conservation of energy and natural resources.

In terms of community engagement and inclusion, Chiva-Som is an integral part of Hua Hin, and actively partners with diverse stakeholders through the Preserve.

Hua Hin Group operates under the Royal Patronage of HRH Princess Maha Chakri Sirindhorn.

Chiva-Som is proud to have been recognised as the Bangkok Post Readers' Choice Awards 2021's winner of Most Environmentally Friendly & Sustainable Company

As we believe personal wellness goes hand in hand with environmental wellness, we are committed to nurturing a healthy, safe and vibrant community, cultivating a socially responsible and environmentally conscious approach that will help sustain our organisation and allow us to grow in the future.