



SANCTUARY

PAKBENG LODGE

TRAVELER INFORMATION

To make your stay as pleasant as possible, please read through this guide which will give you a few facts on the hotel but also a few hints and tips about Laos.



SANCTUARY

HOTELS & RESORTS

A BRANDING THAT GROUPS 3 HOTELS



SANCTUARY

LUANG PRABANG HOTEL



SANCTUARY

NAM NGUM BEACH RESORT



SANCTUARY

PAKBENG LODGE

WITHOUT FORGETTING



Our properties draw from a colonial but also cultural heritage. Each of them have been designed in order to meet your needs and expectations. Their different profiles indeed suggest the best of Laos and will allow you to soak up the benefits of your stay.

From the mountains and greenness of the North in Pakbeng, to the UNESCO heritage site Luang Prabang, to the magnificent landscapes around the Nam Ngum Lake of Vang Vieng, Sanctuary Hotels and Resorts will make sure that the Charms of Laos remains with you.

SPECIAL FEATURES AND ADVANTAGES THAT YOU WILL FIND WITH OUR PROPERTIES:

- **A true responsible vision**
 - **Elephant encounters throughout the mountains of Pakbeng**
 - **A 5 minute walk from the hotel to Luang Prabang's main sites,**
 - **The one and only sandy beach of Laos next to Vang Vieng.**



SANCTUARY

PAKBENG LODGE

❖ GENERAL PRESENTATION ❖

THE SANCTUARY PAKBENG LODGE... A place of comfort, tranquillity, even luxury although surrounded by nature and wildlife, protecting the authenticity of nestled villages, where tradition is alive. All of these wait to be discovered, easily explored, upon your stay at the Sanctuary Pakbeng Lodge.

The Lodge overlooks the legendary Mekong River, with a stunning vista of the surrounding jungle, backdropped against the towering hills. At nightfall, there is magic in the air.

The area presents some of the most interesting and nature related walking excursions, to the villages all around. The place is also famed to discover the privileged role elephants play in Lao culture through the Mekong Elephant Park **preservation** project.

Our friendly staff will endeavour to make your stay a truly memorable one, by providing you with true Laotian hospitality. Do not hesitate to contact us any time during your stay.

Again, thank you for choosing the Sanctuary Pakbeng Lodge. We are looking forward to making your stay memorable



❖ OUR MISSION: RESPONSIBLE TOURISM ❖

Sanctuary Hotels and Resorts understands the need to balance sustainable tourism practices alongside social, cultural and ethnic differences.

Our mission works towards a 3 tier approach with a focus on;



Socio-economic
development



Environmental
sustainability



Cultural
sensitivity

OUR LEADING CSR PROJECTS TODAY:



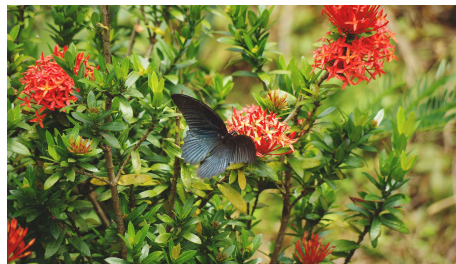
DRINKING WATER

Sanctuary Hotels and Resorts aims **to be a leader in the field of sustainability** and has become a proud partner of the **Refillable Bottles Initiative**. We wish for our clients to leave a positive footprint within the country and reduce plastic consumption. Guests may now purchase a refillable bottle at the reception as to limit single-use plastic bottles and **use freely our refill water stations** in all our hotels.

THE BOTANICAL GARDEN

The Sanctuary Pakbeng Lodge enjoys participating in Pakbeng's local life. Members of our staff have been allocated a plot of land from the property's garden for their personal use, not just in order to provide enough fruit and vegetables for their family but also giving them the opportunity to earn an extra income by selling their harvest at the local market or directly to the Lodge.

You may also be pleased to know that what you are served at the restaurants has been grown just a few feet away and helped the local economy!



THE MEKONG ELEPHANT PARK

Funding for the construction and maintenance of the Mekong Elephant Park, a non-riding Elephant Preservation Sanctuary in Pakbeng.

A park that is committed to animal welfare that encourages travellers to raise awareness and to support the protection of the Asian elephants.

THE SANCTUARY PAKBENG LODGE'S FREE HEALTH CENTER

The Sanctuary Pakbeng Lodge's free health center is a division of the Association of **"Les Médecins de Pakbeng"**.

This association built the health center, which has been managed by French doctors since November of 2007. These doctors, who are present every month year-round, deliver free care to the local population in Pakbeng and its surrounding villages.

The Sanctuary Pakbeng Lodge houses the health center on its property, finances the presence of doctors every year, and takes care of the transportation and accommodation of the entire team.

The Sanctuary Pakbeng Lodge facilitates the collaboration between the association and the local structures of health, by arranging meetings and training initiatives.

The Sanctuary Pakbeng Lodge collects medicine donated by travellers and gives them to the free health center, which, in turn, organizes and classifies the drugs according to their expiration date.

The Sanctuary Pakbeng Lodge manages a fund of donations for this purpose.



***Our involvement continues in other various different projects.
Should you wish to find out more about our Corporate Social Responsibility,
please ask a member of the team or check out our website.***



❖ HOTEL SERVICES ❖

THE ROOMS

The Sanctuary Pakbeng Lodge holds 30 rooms divided into two separate buildings by the Mekong. Each balcony is orientated towards the mythical and majestic river giving place to an incomparable view whilst still combining intimacy, comfort and quietude.

SUPERIOR ROOMS

The Lodge has 20 superior rooms bordering the Mekong. Decorated with bamboo, Hmong wall hangings and with parquet floors of rosewood, they have a real traditional feel. The en-suite bathrooms have hot showers.

Each room has a large, private balcony with a coffee table and deckchairs, overlooking the Mekong.

From this vantage point, you have a great view of the last boats returning to port, while the sun dips behind the mountains at the river's edge.



DELUXE ROOMS

8 Deluxe Rooms feature 24 sqm of floor space with high ceilings. The walls, beams, and doors are all made of wood, the luxurious parquet floors of rosewood. An added feature is the walls, which are completely removable with a system of sophisticated sliding panels.

They open to reveal an incredible view of the Mekong and the surrounding landscape. The bed is centered in the room, with the sink, shower, and toilet hidden from view.

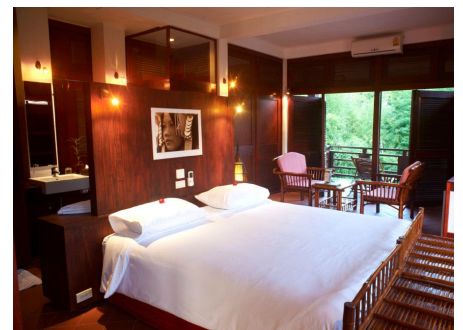
Each room has a spacious balcony with coffee table and deckchairs.

SUITES ROOMS

The 2 Suites feature 32 sqm of floor space with high ceilings. While Suites are larger than Deluxe rooms, their characteristics are the same, except for the addition of a lounge area. There is a large private balcony offering additional space.

The Suites are located in the building preponderant to the Lodge and look over the Mekong. Boasting a triple exposition they are also located at the top of the hill and offer a unique and nonpareil sunrise.

As to reduce single-use plastic consumption, we provide a glass jar you may refill freely at the drinking water station located at each room level.





SWIMMING POOL

Free access to the swimming pool.
For security reasons, children need to be under an adult supervision at all times.



AC

Each room of the hotel provides AC. For energy savings, please remember to switch the AC off when leaving the room. The rooms cool down rapidly once turned back on.



INTERNET

The wireless network is free throughout the lodge and works in every public area and rooms.
To connect yourself from your computer, you just need to choose the Pakbeng Lodge network and enter the password. You can then easily and quickly surf the web. The needed passwords are available at the reception and within the rooms.



LAUNDRY (24H OR 2 NIGHTS STAY MINIMUM)

Please list the quantity of each article and sign the list. Charges will be billed to your room, do not pay cash.
Please put anything you want washing in the laundry basket provided. The Chambermaids will take it away when they clean your room and return it the next morning. We have the laundry done locally and although they are trustworthy and careful with washing clothes, the hotel takes no responsibilities for lost or damaged items.

Jumper	\$2.50
Shirt	\$1.50
T-shirt	\$1.00
Trousers	\$3.00
Shorts	\$1.00
Skirt	\$2.50
Dress	\$3.00
Underwear	\$0.50
Towel	\$1.50
Hankerchief	\$0.50
Socks	\$0.50



HOUSE KEEPING SERVICE

In order for our rooms to be water savers, we only change the bedsheets and towels every 3 days to avoid further use of laundry detergent and water. Should you need to replace the linen within this given time, please inform a member of staff. Towels that would need changing may be placed, directly on the bathroom floor.



ELECTRICITY

The Voltage of the sockets is 220V and work with the majority of European and American electrical items. As for the rooms to be energy savers, the equipment provided have remained limited as to not consume further electricity given from Pakbeng village that could threaten the needs of the locals.



COMMUNICATIONS

Given the poor quality of communications in Pakbeng, we can not make available to our guests neither telephone and fax.



WAKE UP CALL

Thank you to inform the reception desk if you want to be woken up. At the appointed hour, a member of our staff will come knocking at your door.



THE RESTAURANTS

The Sanctuary Pakbeng Lodge has two restaurants overlooking the Mekong River.
"The Moonlight" caters for the Superior Rooms and suggests tasty fresh Lao set menus using seasonal produce from our organic farm
"The Sunset", which is located on top of the hill, caters for the Deluxe rooms and the Suites but is also open to outside guests. A menu a la carte is available to discover the pleasures of fine dining in Pakbeng where the spices of Laos and western flavors meet up in a charming atmosphere.



BREAKFAST

American breakfast set menus are served from 6:30am – 9:00 am (Possibility to extend breakfast timings on request and upon availability.)
As the sun rises, you may watch the elephants from the Park situated across the river from the Lodge, or a herd of water buffaloes that come to drink and bathe.



THE BARS

The Sunset Bar: Enjoy a cocktail and snacks accompanied by an incredible view of the setting sun.
The Moonlight Bar: A perfect Jazzy lounge to appreciate an after dinner drinks.
Our sala overlooking the Mekong houses our restaurants, bars, reception, shop, and lounge area. The location of our bar and lounge is positioned so that you may enjoy the landscape and the comings and goings of boatmen below, while enjoying a glass of wine or a chat with a new friend.
Comfortably seated on plush sofas, you may sample your choice of BeerLao (the locals' favorite beverage), Loa Lao (a whisky made from rice alcohol), or a Green Naga (the Lodge's signature cocktail)



THE SHOP

The shop located next to the reception (with a smaller selection in the upper building) offers a selection of goods made by regional craftsmen from our Elephant Park and in the North of Laos and Thailand, all far more authentic than the items found in the city markets in Vientiane or Luang Prabang.



TRAVEL DESK

Also located at the reception desk, the Travel Desk will help you enhance your stay and make sure you do not miss out on Pakbeng's and the Lodge's unmissables. Discover our tailor made packages for a unique and memorable discovery.



TRANSFERS

Should you wish to reach your next destination by private minivan, the reception may organize your transfer. We service to and from Luang Prabang, Meung Ngeun, Oudomxai/Muang Xai train station and Sayaboury Province. Please ask the front office team for assistance



MASSAGES & SPA

Your treatment would be a wonderful moment of relaxation after a walk through the mountains or elephant encounters: Lao Massage, Foot Massage, Oil Massage...
Our team of masseurs and masseuses is at your disposal from 09:00am until 9:00pm. (Last session at 8:00pm)
Prices range from 10\$ to 20\$ for a 1h massage.

Thank you for booking with our staff.

❖ PRACTICAL GUIDE OF LAOS ❖

PAKBENG'S HISTORY & HERITAGE

Pakbeng is one of the most unvisited and unique culture preservation place in Laos. From temples to an important ethnic diversity, travelers in Pakbeng get to immerse themselves in fascinating local villages, seeing heritage preservation and the local's daily way of life.

In the ancient times, it has evidence that Pakbeng was a centre of production of the Khong Bang. This auspicious bronze drum-like artifact has been produced locally in miniature and serves as a symbol of Pak Beng produced in Ban Don Sa-at (Khamu village). Many of old temples have been destroyed during wars with the Thai Kingdom 300 years ago but remains today:



WAT KOKKOR TEMPLE

This 400 year old temple offers ancient artifacts with amazing views of Pakbeng town. Ideal to see sunset.



WAT CHOMJENG TEMPLE

Beautifully decorated and colorful artifacts, the temple features ancient murals, pictures and sculptures. Possibility to assist to the monks daily prayers.



DO'S

- Enjoy awesome Lao food whenever you can to help local business and Lao farmers.
- Say sabai dee - the Lao word for 'hello' with a smile. When greeting a Lao person you should touch your palms together below your chin and nod your head downwards.
- Help to keep Laos clean and beautiful by not leaving litter.
- Show respect to the local religious customs and dress appropriately (long and body covering clothes) while in religious sites and when taking photos. Generally, locals are happy to be in your photos if you respect their space. If possible, ask permission first.
- Take off your shoes and leave them outside the house before entering a Lao person's home.
- Gently crouch down when passing someone who is seated.
- Show respect to monks, novices, and nuns.
- Purchase local handicrafts and products to support the local economy.



DONT'S

- Don't touch someone's head or show affection in public as it will embarrass your host.
- Don't point with your feet/toes in someone's direction.
- Don't touch the robe of a monk, anyone's head, and women.
- Don't walk around in a swimsuit or bikini.
- Don't wear shorts, tank top to the pagodas, temples or other religious places. You will be considered rude and sometimes you will not be allowed to be in.
- Don't sit down higher than a monk, your host or than a statue of Buddha.
- Don't give gifts or money to children as it encourages begging. Instead, it is wise to give to an established organization or village elders.
- Avoid using plastic bags.
- Don't shout or raise your voice, especially in public, as Lao people speak softly and avoid confrontation.
- Don't buy antique Buddha images or other sacred items as a lot of them were stolen from unprotected temples and sites.

TIPS

Tipping is not expected in Laos but a little spare change left at the end of a meal or taxi journey will be highly appreciated and will probably make a big difference to the worker's daily wage. 10% at the end of a meal and rounding up a taxi fare is a generous way of showing your thanks for good service

SECURITY

Laos is mainly a very safe place. There is of course a certain amount of petty theft, often by youths but hardly ever involving violence. Bag snatching by youths on motorbikes has, lately, become the method of choice so please be cautious. Should a problem occur, please contact our security agent.

NOISE DISTURBANCE

In Laos, noise is not considered as being a bother, but seen as joviality. Therefore, we advise you to adjust to Lao lifestyle: an early bedtime and early awakening.

CURRENCY

The local currency is Lao Kip (LAK) but you can also usually pay in US dollars or Thai Bath (THB) (The hotel also accepts Euros). The exchange rate usually match those of banks with an extra 4% commission.

All banks will exchange foreign currency into kip without you having to produce your passport. However, if you want to draw money against your credit card you will have to take your passport along.

ATM machines are also present around the country but only dispense in kips and only accept credit cards.

Kip come in various denominations:

500, 1 000, 2 000, 5 000, 10 000, 20 000, 50 000 and 100 000.



SHOPPING

Just follow the first rules of shopping: if you like it and you want it, buy it. Don't expect to find any rare valuable antiques, the dealers came through like a plague after the country opened up, though some shops do have some very beautiful pieces, but they are not cheap.

Weaving is one of the main occupations of the area and you can hardly fail to notice that every shop is filled with samples of the different local styles. Scarves and wall hangings are a personal taste and prices and quality range from the simple to museum pieces.

HOTEL BOOKINGS

If you are looking to stay in a hotel in Bangkok or Asia, we recommend you the following referred websites:

www.agoda.com,
www.booking.com,
www.expedia.com.

USEFUL WORDS (IN PHONETIC)

Hello : Sa bai dee
 Thank you : Khopjai
 Goodbye : Laa Gon

How much ? : Thao Dai ?
 It is too expensive: Pheng phooft

✿ TRANSPORT IN LAOS ✿



AIRLINES

NATIONAL AIRLINES

Lao Airlines
 Lao Skyway

INTERNATIONAL AIRLINES

China Eastern Airlines Jin Air
 China Southern Airlines Sichuan Airlines
 Vietnam Airlines China Express Airlines
 Bangkok Airways Thai Smile Air
 Thai Airways
 Jeju Air
 Air Busan



BUSES

From	To	Departure Time	Duration
LUANG PRABANG	PAKBENG	09:00 AM	4 H
PAKBENG	LUANG PRABANG	09:00 AM	4 H
PAKBENG	PAKBENG	09:00 AM	4 H
OUDOMXAI	PAKBENG	08:00 AM	4 H
PAKBENG	XAYABURI	13:30/14:00 PM	5 H
XAYABURI	PAKBENG	09:00 AM	5 H

FOR PRIVATE MINIVAN TRANSFERS
 TO ALL DESTINATIONS,
 PLEASE ASK THE RECEPTION



BOAT

Ferries are a major form of transport between Luang Prabang and Huay Xai on the Thai border to the northwest, Pakbeng being your stop between these two destinations.

The ferries, as the speedboats depart from the pier and land at the same place. For charters, speedboat pilots usually ask for the equivalent of 6 passenger fares but they will go if you pay for 4 seats.



Speedboat passengers are required to wear life vests and helmets for safety reasons.





TRAIN SCHEDULE

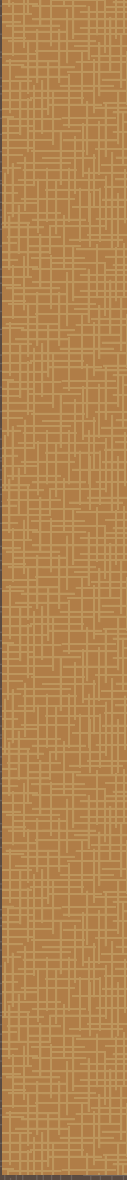
High Speed Train				Ordinary Train	DEPARTURE STATION AND ARRIVAL STATION	High Speed Train				Ordinary Train
D888	C82	C86	C84	K12		D887	C81	C85	C83	K11
DEPARTURE	DEPARTURE	DEPARTURE	DEPARTURE	DEPARTURE		ARRIVAL	ARRIVAL	ARRIVAL	ARRIVAL	ARRIVAL
08:08	08:50	07:30	14:30	09:20	VIENTIANE	17:38	17:00	13:41	20:53	20:27
↓	↓	↓	↓	10:03	PHONGHONG	↑	↑	↑	↑	19:46
09:03	09:51	08:31	15:31	10:43	VANG VIENG	16:45	16:03	12:44	19:56	19:06
↓	↓	↓	↓	11:14	KASI	↑	↑	↑	↑	18:35
09:57	10:53	09:33	17:00	12:09	LUANG PRABANG	15:53	15:05	11:48	19:00	17:48
↓	↓	↓	-	12:46	MUANG NGA	↑	↑	↑	-	17:05
↓	12:02	10:19	-	13:19	MUANG XAI	↑	14:13	10:52	-	16:32
↓	↓	-	-	13:53	NA MOH	↑	↑	-	-	16:02
↓	12:34	-	-	14:10	NA TEUY	↑	13:43	-	-	15:45
12:37	12:45	-	-	14:23	BOTEN	14:39	13:30	-	-	15:30
13:49 (GMT+8)	-	-	-	-	MO HAN	13:57 (GMT+8)	-	-	-	-
16:20 (GMT+8)	-	-	-	-	SIBSONGBANNA	11:26 (GMT+8)	-	-	-	-
17:06 (GMT+8)	-	-	-	-	PU'ER	10:36 (GMT+8)	-	-	-	-
19:38 (GMT+8)	-	-	-	-	KUNMING NAN	08:08 (GMT+8)	-	-	-	-

THANK YOU FOR HAVING CHOSEN SANCTUARY HOTELS AND RESORTS
FOR YOUR STAY IN LAOS.



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