



SANCTUARY

NAM NGUM BEACH RESORT

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

NAM NGUM BEACH RESORT

❖ GENERAL PRESENTATION ❖

YOUR HOLIDAY VILLAGE RESORT

Located 30 minutes away from Vang Vieng and 120km from Vientiane capital, the Sanctuary Nam Ngum Beach Resort is ideal for sharing privileged moments. Alone or with your family, you will have the opportunity to relax in fascinating landmarks on the banks of Tha Heua.

The picturesque village will charm you by its population mainly composed of fishermen, its home on stilts and its various markets.

The Nam Ngum Lake is dotted with small islands that offer breathtaking views where you can admire magnificent sunsets in a mountain setting.

During the day, you can enjoy the resort's sandy beach and outdoor swimming pool. As the reservoir remains the main draw of this location, be sure to take a boat ride out amongst the many islands and can get a glimpse of the villagers' unique lifestyle. In addition to peaceful boat rides and soft adventure water activities (kayaking, paddling...), more adventurous water sports such as jet skis are available on site for you to enjoy.

Staying at the **Sanctuary Nam Ngum Beach Resort** will allow you to experience the tranquillity and beauty of Laos and forge authentic experiences whilst in the midst of beautiful nature.



❖ 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

We aim **to contribute to a sustainable society and to sustainable tourism** by;

- Committing that our travel experiences are in-line with sustainable standards.
- Empowering our partners with sustainability practice recommendations.
- Engaging with our suppliers to ensure we continue to provide high levels of care and attention, in-line with our CSR policies and Travelife centered values.
- Maintain a constant commitment to review our policies and practices, to ensure they are in-line with our 3 tier approach.



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.

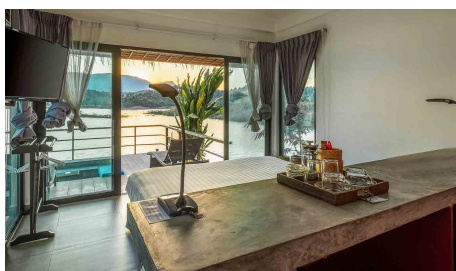
Our involvement continues in other various different projects. Should you wish to find out more about our Corporate Social Responsibility, please ask a member of the team.

❖ HOTEL SERVICES ❖



THE ROOMS

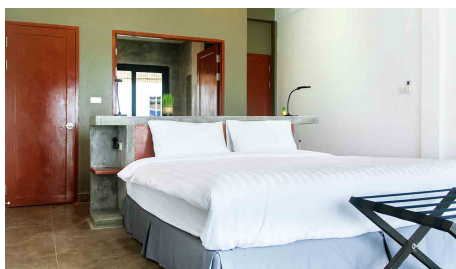
The Sanctuary Nam Ngum Beach Resort offers 30 spacious bungalows of different categories. All overlook the lake allowing you to have a breathtaking view on the spectacular scenery directly from your private terrace. The interior of the rooms are designed to offer you all the necessary comfort. Their layout is modern and ergonomic.



THE 17 SUPERIOR BUNGALOWS

27m² + 21m² terrace | 2 pers + 1 babycot

All rooms offer a lake and pool view. They combine modernity and comfort in an environment that lends itself to relaxation. The large windows are oriented as to allow a maximum of sunshine in the room and grant you with stunning views when you awake.



THE 6 DELUXE BEACH VIEW BUNGALOWS

28m² + 21m² terrace | 2/3 pers + 1 babycot

They all offer absolute calm in the heart of the establishment and allow a direct access to the beach. They are spacious, airy and comfortable.

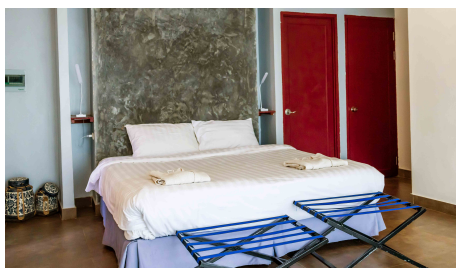
In the evening, pleasantly settled down on your terrace, you may have the opportunity to enjoy a drink whilst admiring sunset over the lake.



THE 2 DELUXE POOLSIDE BUNGALOWS

28m² + 21m² terrace | 2/3 pers + 1 babycot

These spacious and comfortable bungalows offer a calming atmosphere in the heart of the village resort, with a direct access to the pool. The terrace is the perfect place to sit back with a drink whilst taking in the peacefulness of the surroundings.



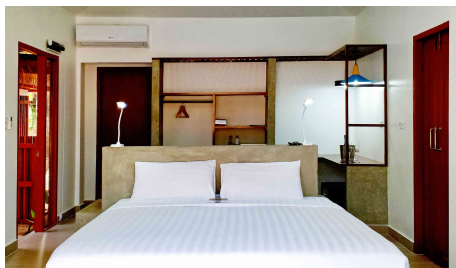
THE 2 SALA SUITE BUNGALOWS

34m² + 40m² terrace | 2/4 pers + 1 babycot

The 2 suites have an exceptional exposure. Their terrace are very spacious and offer a view overlooking the Nam Ngum Lake. The interior design of the suites are modern.

They provide a small lounge area with a foldout sofa to accommodate up to 4 people.

On the other side of the room, the independent bathroom opens onto a small back garden in which stands a Jacuzzi.



THE 3 FAMILY BUNGALOWS

Each room consists of 2 private communicating bungalows | 2 pers + 1 babycot

All rooms offer a village view around the lake and are ideally set to welcome you and your loved ones. They are spacious and offer intimacy both for adults and children in a modern decor. Each terrace await for you to share magical moments of relaxation and the pleasure to spend time together.

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 from 8am to 8pm
For security reasons, children need to be under an adult supervision at all times.
Pool Bar open from 8am to 8pm



AC

For energy savings, we please ask you to switch off the AC if you are going out for the day. The rooms do cool down very quickly when the AC is switched back on.



INTERNET

Our Wi-Fi is free of charge and works in all areas of the hotel. The password is given at the reception upon arrival along with the keys to your room. To log in, you simply have to choose your room connection and enter your access code. Once entered you may browse freely on the web.
In case of difficulty, please ask at reception.



LAUNDRY

The hotel offers a laundry service. A laundry bag is provided in your room. Please put anything you want laundered inside and then fill in the form with the number of items you wish to be cleaned. Housekeeping will then take the bag and form when they come to clean your room. Your items will be returned the next day in the afternoon washed and ironed.

Should you wish for your items to be returned the next day in the morning, please drop off your laundry bag directly at the reception before 8.30am the day before. Please note that the laundry is done locally and although we take great care of your belongings, the hotel will bear no responsibility for any loss or damage to items.



SAFE

We strongly urge guests to make use of the room's safe and to make sure it is closed when leaving the room. You will find the instruction manual in or on top of the safe.



ELECTRICITY

The voltage here is 220V and works with most European and American electrical appliances. Luang Prabang is also subject to sudden power cuts usually caused by storms or by the national electric company doing some maintenance on the line. These generally come unexpectedly and can last an hour or so.



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.



OUR CUISINE

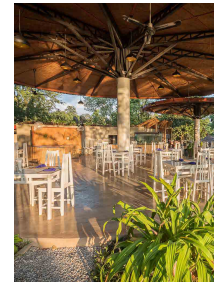
The Sanctuary Nam Ngum offers a fusion menu that consists of Asian and Continental dishes.



BAR / RESTAURANT

Timings: 7:00 am to 10:00 pm (last order to be placed by 9:30 pm)
The Sanctuary Nam Ngum Beach Resort features a wide bar and restaurant area.

Arranged on two levels, this space has a unique charm as protected by two large umbrella shaped roofs. The display also seems to give the impression that the restaurant is sitting on a small hill at the top of the island.



It is bordered by luxuriant nature and offers a panoramic lake view. Guests can enjoy breakfast, lunch, dinner or even enjoy a homemade cocktail at sunset and make the most of the peace and quiet that reigns in this singular place that the Resort has to offer.



BREAKFAST

Breakfast buffet or a la carte (depending on the season) is available from 7:00am to 10:00am. Should you wish to have breakfast brought to your room, please fill in the room service form without forgetting to specify the desired delivery time. Place your request directly on the outside door handle of your room the prior evening before 10:00pm.



TRAVEL DESK

Located in the reception area, the Travel Desk is a good tool to organize and make sure you do not miss out on the Resort's main features. Here you will find all related information regarding our water and land activities alongside our kid friendly activities.

You will also find useful information on the highlights of Vang Vieng. Check out our activity book for a unique and memorable discovery of the region's treasures.



TRANSFERS

The Resort can help you to be picked up upon arrival or facilitate your travels to your next destination. We offer private minivan transfers to and from:

- Vang Vieng city centre (30min)
- Vang Vieng train station (35 min)
- Vientiane Capital city centre (1h30)
- Vientiane Airport (1h45)

Further information or bookings, please ask the reception.



MASSAGES & SPA

Opening Hours: From 8am to 9pm.

Last session at 8pm:

For further information about rates and suggested massages, please ask the reception or check out the menu.



❖ DISCOVERING THE NAM NGUM LAKE REGION ❖

ABOUT THE NAM NGUM LAKE



HISTORY OF THE LAKE - THA HEUA VILLAGE

The Nam Ngum artificial lake was created in 1972 during the construction of the dam which allows the power supply of the hydroelectric power plant, indispensable to provide Vientiane with electricity. The lake serves as a reservoir, and water levels have created innumerable small islands. The South shore of the lake is located just 60kms from Vientiane and the North shore, 25kms from Vang Vieng.

Around the lake, there are many fishing villages, including the village of Tha Heua (which means port), on the Northern shore that is renowned for its fish market. There is a wide variety of species (fresh and dried fish) displayed along the road.



|| TREE CUTTING ||

During a cruise on the lake, you will soon see tree trunks under water and even on the surface. Indeed, during the digging up of the lake, the existing forest was completely submerged, leaving the trees and plants bathing in water. Teams of diving woodcutters equipped with pneumatic chainsaws, have been cutting the trunks at the bottom of the lake since the building of the dam. This is to ease the flow of boats but also to export the wood to the rest of Asia.

FISHING TECHNIQUES

|| CHINESE FISHING NET ||

The fishermen use nets attached to a 3 meter high wood and bamboo structure. This net is lowered into the water and risen 5 or 6 times per night. A whole system of pulleys and ropes serves to facilitate this task. Lights are positioned above the nets to attract insects that will become fish bait. This light, which was once a candle, has been replaced by a bulb that is fitted to a battery.

|| FISHING NET ||

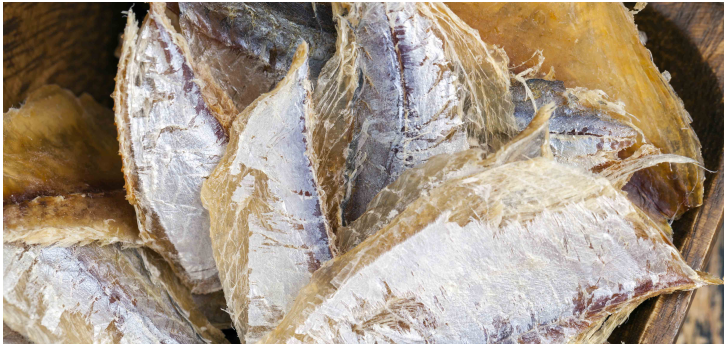
This circular net can reach a diameter of 4m and is connected to a chain (5 kilos) along its circumference. This will serve as a weight to trap fish at the bottom of the water. The net is launched by the fisherman with a technique of which only the insiders have knowledge. It is then brought back to the bank to recover the hoped for captive fish.

|| THE FLOATING NETS ||

Attached to floats (bamboo, polystyrene, empty bottles, ect ...), this net is arranged nicely by the fisherman with the aid of a pirogue. The fisherman then uses a long bamboo girdled with metal parts to strike the surface of the water strongly as to excite the fish that will come and get stuck in the net holes.

❖ DISCOVERING THE NAM NGUM LAKE REGION ❖

ABOUT THE NAM NGUM LAKE



TRADITIONAL LOCAL LIFE STYLE

|| FISH DRYING ||

Fresh fish is spread over large nets exposed to the sun. The larger ones are placed on grills above of a very low heat fire for about ten hours.

|| LOCAL FISH MARKET ||

The picturesque village of Ban Tha Heua will seduce you with its population, composed mainly of fishermen, its houses on stilts and its various markets.

The village is famous for its fish market, where is a wide variety of fish, may they be dried or fresh.

The majority of the fish caught are from Nam Ngum Lake. However, there are several exotic species sold on the market, such as the common carp and the silver carp.

|| THE LAO LUM ||

The Lao Loum are the major ethnic group in Laos and live in fertile plains, near rivers and streams, where they grow rice. They move according to the fertility of the earth. They are also present around the Nam Ngum Lake,

They are mainly Buddhist.

TRADITIONAL HOUSES ON STILTS

The houses and walls are usually entirely made of wood, but they can also be made out of bamboo. The wooden poles, foundations of the house, are placed on stones to ensure the stability of the house. The roof is covered with sheet metal.

The interior of the house is basic with a single spacious room where the beds are only mattresses laid to the floor. The kitchen is not the central space in the house, the Laotians cook by lighting a fire in the ground. The Laotians take their shower outside the house, thanks to a water reserve.

Under the house, thanks to the piles that support it, space is available to keep wood but also to weave cotton and silk.

WEAVING TECHNIQUES

Women weave with cotton or silk, fabrics to create skirts, stoles, scarves. They will wear silk fabrics during traditional ceremonies, weddings.

Each ethnic group works differently on cotton and silk, creates its own motifs, and decides, for example, on a fabric that is more or less soft to the touch. Each creation is specific to an ethnic group as is entirely part of their cultural identity.

Each step is carried out manually, from spinning to weaving, to dyeing.

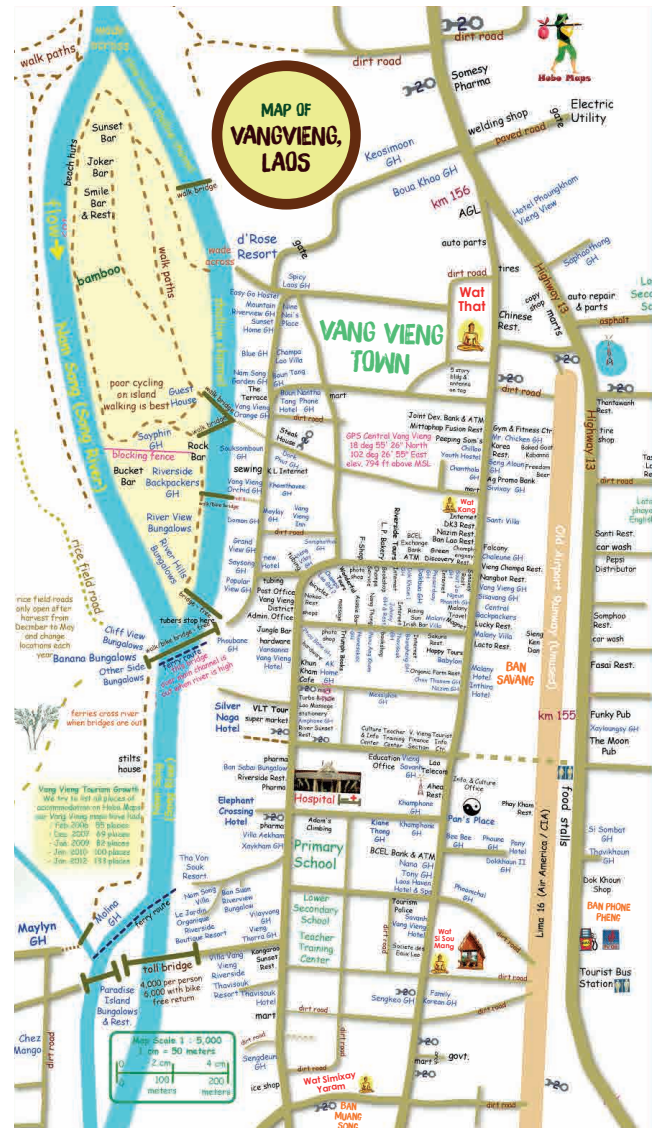
❖ DISCOVERING VANG VIENG REGION ❖

ADVENTURE IN A KARSTIC SETTING



Vang Vieng attracts many tourists due to its sceneries, peaceful atmosphere, and untouched beauty. In recent years Vang Vieng has reinvented itself as the **outdoor capital of Laos**. Now an adventure seekers paradise, the destination is all about hiking dramatic Vang Vieng mountains, kayaking through rapids, hot air ballooning through the natural scenery and practising yoga moves in the serene rice fields.

Check out our activity book and find the list of epic things you may take part in during your stay.



❖ PRACTICAL GUIDE OF LAOS ❖

Our tips to avoid any cultural faux pas:



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.

DRINKING WATER AND ICE

All the water and ice served in the hotel is from bottled water and is safe for you to drink. Also most of the water you will be served in town will be bottled as the locals do not drink tapwater either.

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.

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.



DON'T'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.

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.



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 phooht



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BAN THA HEUA, VANG VIENG, LAO PDR

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WWW.SANCTUARYHOTELSANDRESORTS.COM



✧ TRANSPORT IN LAOS ✧



AIRLINES

NATIONAL AIRLINES

Lao Airlines
Lao Skyway

INTERNATIONAL AIRLINES

China Eastern Airlines
China Southern Airlines
Vietnam Airlines
Bangkok Airways

Jin Air
Sichuan Airlines
China Express Airlines
Thai Smile Air

Thai Airways
Jeju Air
Air Busan



BUSES

From	To	Duration
SANCTUARY NAM NGUM BEACH RESORT	VANGVIENG	40 MN
	VANGVIENG TRAIN STATION	45 MN
	VIENTIANE	1:30 H
	LUANG PRABANG	4:30 H



BOATS

Ferries are a major form of transport between Luang Prabang and Huay Xai on the Thai border to the northwest. The landing for long-distance boats is at Ban Don, at 6km to the north of Luang Prabang.

The speedboats also depart 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.



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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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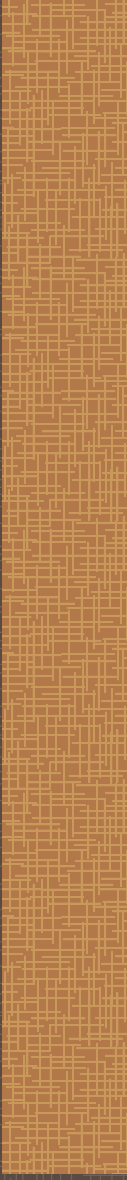
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