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Television on Request

Not all room categories offer television, but we do have available on request. Please ask at our reception if you require a television.

FREE UNLIMITED WI FI

Puri Mas Beach & Spa Resorts- Wi Fi Vouchers

Please note on check in you will be given your Wi Fi vouchers for the duration of your stay.

Should you have any issues making a Wi Fi connection do not hesitate to Dial 0 or visit reception who may assist you.



PURI MAS BOUTIQUE RESORT & SPA COVID 19 STANDARDS OF PROCEDURE FOR GUESTS

Guest Transport

Driver temperature will be recorded prior to departure to collect clients
Driver to temperature check the guest prior to entry to the vehicle
Driver will wear protective gear such as mask, gloves etc.
Driver will provide a mask for the Guest(s) if Guest is not wearing one
The luggage area of the car will be plastic covered for ease of disinfecting following luggage removal
The car will be disinfected following every arrival
Where possible the driver section will be segregated with a temporary plastic or a transparent sheet
Driver will limit conversations to minimum
If the guest has an available internet connection, they will be asked to download the Puri Mas App (if they have not done so already). The Puri Mas App contains all digital written detail regarding the SOP for guests and staff as well as the Guest In House Information.

Entrance/Guest Arrival

Guest and Visitor Temperature checks on arrival to the hotel are mandatory
A doctor Certificate of Covid Clearance must be produced by all guests on check in
Guests running a temperature of more than 98.6° F or 37 C will be politely asked to return or directed to the closest hospital/medical facility
Driver will remove luggage from the vehicle and luggage will be quarantined while being disinfected with a safe product.
Puri Mas Staff wearing protective apron, gloves and mask will assist guests with their luggage to their room.

Reception Arrival

Guest must produce prior information to reception if they are arriving from restricted areas.
Guests will be encouraged to download the Puri Mas Application which contains online check In and Guest In House Information etc.
Where possible guests will make an online check in prior to arrival to reduce client staff contact.
Guest In House information contains all details about SOP of Covid for Guests and Staff.
Paper information will be kept to a minimum and laminated for ease of sanitizing in the case of a guest being unable to download the App.
Reception seating will be clearly marked to ensure physical distancing is adhered to.
One person will complete the check in process of deposit with credit card if this has not already been handled online!
We are asking ALL agents to arrange a holding deposit paid via a secure payment process ipay88 in order to reduce guest/staff contact on check in. This credit card verification must be the card the client is planning to check out with.
Masks and gloves are mandatory for all hotel associates working together at check in and room location.
Alcohol impregnated tissues are handed to client on check in to clean credit card after use. Hand sanitizer is readily available also.
Room keys will be handed over in plastic bags previously sanitized.
On check in Guests will be allocated a sunbed number and restaurant table number to ensure physical distancing. Note if the guest is unhappy with the allocation position, they can discuss with the Restaurant staff who will assist by changing the number if possible.

Guest Rooms

Rooms will be allocated to guests with adequate spacing between buildings to ensure physical distancing.

Guests rooms will be sanitized when cleaning. Guests will be asked to keep surfaces as clear as possible to allow HK to more easily sanitize the rooms.

Housekeeping Associates will wearing safety gear clothing – Apron, mask, gloves, shower cap and plastic shoe covering when cleaning rooms

Standard Sanitiser is provided in all rooms and public areas

Services such as restaurant menu, and Guest information will be available on the hotel App which is accessible offline and online.

Room linen to be changed once in three days or on request; no turn down services to facilitate minimal contact

A Pool Towel pp will be available in room to reduce personal contact. Guests must be responsible for their pool towel which must be brought back to the room and changed every 3 days unless on request.

Restaurant

Social Distancing will be followed by pre allocation of table numbers to clients on arrival.

Seating for the tables to be reduced to half of capacity

There will be no buffet meals provided during the ongoing situation

Staff are trained for minimal contact/communication during service

The restaurant menu is available on the Puri Mas App for easy pre ordering via telephone from the guest room to the restaurant.

Associates will be equipped with masks and gloves

Disposable pre packed napkins will be used

No table cloths or placemats/coasters

Dining tables to be equipped with sanitizer and alcohol swabs available for cleaning mobile phones, reading or sun glasses etc.

Spa

Puri Mas Spa will be closed until the situation is confirmed safe for clients and staff under Government Regulations and Advisory.

Yoga

Yoga activities may take place on the designated free yoga days Wednesday & Saturday if the educator is available but physical distancing of 2 metres between participants will be enforced.

Tours and activities – Driver SOP as above.

Tours will be limited to two pax per vehicle.

Physical distancing will be in place for visits to local places of interest/walks/etc. Guests will be advised to order hotel food and drink to avoid visiting local restaurants and warungs where hygiene and safety standards may not be applied. This will also be subject to Government Regulations.

Check Out

- Guest bill will be ready one day in advance and emailed to the client for checking and payment clarification will be made with the guest at this time.

- Email check out will be offered to the guest to minimise contact – using ipay88 hotel secure payment system.



A WELCOME FROM PURI MAS OWNER

Marcel De Rijk

Dear Guest(s),

It is a great pleasure to welcome you to my beautiful Resort.

You will no doubt spot me walking around the Beach Resort most days, or in the Spa Resort where I have made my home.

I hope during your stay we will get an opportunity to meet.

From myself and all of my staff we wish you a wonderful stay and a very “happy holiday” here in Puri Mas.

Warm regards

Marcel de Rijk
President Director & Owner

A SHORT HISTORY – OUR OWNER MARCEL DE RIJK

Marcel de Rijk is of Dutch descent; born in the Netherlands to a family who had close connections with Indonesia.

Marcel's Maternal Grandfather came from the Keraton, or Palace of Solo (Surakarta), on the Island of Java. He was born into a family of **"dance"**, and became a world champion ballroom dancer together with his sister Ratna Wati.

For many years he held the auspicious title of Vice President of the World Dance Council, having retired from this position he was awarded the title of Honorary Vice President of the World Dance Council. He is also President of IDA - International Dance Asia Association Ballroom & Latin Dance, and the Dutch Professional Dance Sport Federation. Marcel has recently been made Vice President of the EADC – Euro Asia Dance Council . He is also a renowned International Adjudicator and Trainer.

Being a World Champion ballroom dancer, avid traveller and entrepreneur, Marcel has turned his passions of dance, travel and building magnificent luxury homes filled with antiques and artefacts, into a successful business that he is able to share and enjoy with people from all over the world.

PURI MAS BEACH RESORT – A BUSINESS BY CHANCE!

From his first visit to Indonesia with his mother, Ratnawati, Marcel fell instantly in love with the country, its people and their culture. His dream was to build a home for his mother who was half Indonesian, which would double as a holiday home for himself. His dream was realised in 1987, when he built the luxurious three bedrooms **Superior Pool Villa known as Ratna Wati Villa**, named after his late mother Ibu Ratna Wati De Rijk.

A Resort was never in Marcel's planning – he was after all a busy dancer. However, the Government changed the rules after Marcel purchased this land, and Marcel was unable to have his private residence – in order to continue his dream, he had no other choice but to make a few rooms in order to call it a hotel! As more suites and rooms were added, Puri Mas grew into the beautiful Beach Resort we see here today.

A SPA IS BORN

As time moved on and the **Beach Resort** increased in popularity, Marcel had inspiration to move his home in land to Kerandangan Valley just 2km from the beach where he has built yet another oasis known today as **Puri Mas Spa Resort and Puri Mas Luxury Spa**.

MOROCCAN PROPERTY

For your information Marcel has also created an amazing property in Zagora in the South of Morocco. We invite you to take a look at this creation on the website www.riadmarrat-zagora.com. Many of our guests have visited this property. Just ask the reception for more information if you are keen to visit!

The property is called Riad Marrat, and is a 7 roomed Riad located in one of the last available palmerie's before the government restricted building in such an oasis. Absolutely worth a visit.

A WARM WELCOME FROM PURI MAS GENERAL MANAGER – SARA SANDERS

Hello and Welcome to Puri Mas

Being the General Manager of Puri Mas Boutique Resorts & Spa is a great privilege.

I believe Indonesia is one of the most interesting places in the world to visit, and Puri Mas is one of the most stunning properties that Lombok has to offer.

Together with Marcel De Rijk - Puri Mas Owner & the Puri Mas Staff, we aim to ensure that your stay with us is a positive and truly memorable experience.

I am always around the hotel, and live on site at the Puri Mas Spa Resort. Our paths will surely cross during your visit and I am always available should you have anything to discuss during your stay.

It is my hope that you will take the time to visit the many wonderful places of interest throughout this magical island, enjoy talking to the very friendly local people, and most of all relax in our tranquil gardens and beautiful rooms.

I would also like to recommend that you take advantage of our two marvellous properties, and visit each of them during your stay.

The contrasts of **Puri Mas Spa Resort** and **Puri Mas Beach Resort** enable you to enjoy the best of both venues while staying under one roof.

I thank you on behalf of us all for choosing Puri Mas and wish you a very happy stay.

Best wishes

Sara Sanders
General Manager

PURI MAS BEACH RESORT

Puri Mas Beach Resort was the first resort to be completed, and celebrated its Silver Jubilee of 25 years in 2012.

As you have read in the history of Marcel the owner, the Beach Resort was built by accident, with no intention of it ever becoming a thriving hotel. Having said this, we are proud to say we are one of the most popular resorts on the island.

The Beach Resort encompasses all that is Indonesian, from the quirky garden rooms, to the palatial Presidential Villa.

The village design with its compound style behind high walls and wooden gates is typical of places you will find on most islands. The meandering pathways between the buildings, the arts and artefacts in the rooms and gardens have all been considered, to encourage guests to feel that they have stepped into the world of Indonesia!

The Beach Resort offers something for all travellers and all budgets. A list of our room types is below, and we encourage you to take a look at our room categories as they are all different and quite interesting. Whether you are in a Quirky Garden room, or a Romantic Pool Villa I am sure you will love the different styles and eclectic decoration. **Please ask our reception staff if you wish to take a look at our room types.**

Location location location, to coin a phrase is second to none for the Beach Resort – just watch at sundown on the beach terrace and see Mount Agung in Bali, often framed by one of the most breath-taking sunsets you will have the joy to experience.

Walk the beach, there and back is 2.5km! Snorkel off shore and more often than not spot a turtle and many tropical fish on the coral reef that is slowly regenerating following many years of education to the local villagers and fishermen about how to care for their environment. Snorkel equipment is available at the Dive Desk beside the Infinity Pool.

Surfing

If you are lucky you might even catch a wave as the surf breaks to the right of the resort and can often give even a well-polished surfer a bit of a run for their money!

ACCOMMODATION PURI MAS BEACH RESORT

Puri Mas offers a unique experience in each and every room. We invite our guests to view our rooms during your stay. Please ask our Reception Staff which rooms are open for viewing daily!

- ⦿ Quirky Garden
- ⦿ Classic Queen
- ⦿ Royal Suite (Ocean View)
- ⦿ Jacuzzi Villa
- ⦿ Romantic Villa with pool
- ⦿ Ratna Wati Villa with pool (three bedrooms)
- ⦿ Presidential Villa with pool (four bedrooms)
- ⦿ Spa Villa

PURI MAS LUXURY GARDEN SPA

PLEASE NOTE THAT DURING THE COVID 19 PANDEMIC – CLOSURE OF OUR SPA HAS BEEN ENFORCED BY THE LOCAL GOVERNMENTS.

The **PURI MAS SPA** is the focus of this amazing property, and a **MUST DO** for every visitor to Puri Mas.

Puri Mas Spa proudly boasts **many awards and recommendations.**

**Voted “Best Couple Spa Conde Nast Johannsen’s, Best Hideaway Spa - Continent Asia
Best Boutique Spa - South East Asia, by hideaway Spa’s of The World.**

Getting to the Spa Resort:

Complimentary Transport will take you on the fascinating 2km journey between our Beach and Spa Resorts on request any time, whether you are having treatment, dining, or just enjoying relaxing ambiance.

Revitalising Pool – remember when you visit the **Spa Resort** to **take your swim clothes with you** so that you can enjoy the **Revitalising Pool with hydrotherapy benefits.**

A fantastic way to moisturise your skin, take away aches and pains, and reduce any sunburn with a gentle soak in this fabulous feature of our spa.

Lap Pool & Sun Lounge – the Taj Mahal style lap pool is so inviting on a hot day. Enjoy some relaxing dips and laps, order lunch, reserve for dinner and drift away for a while in this totally restful atmosphere.

All Puri Mas Guests are invited to enjoy the Spa Pool and gardens at any time.

Remember - **You are staying in one resort that offers two locations.**

Please ask our waiter or spa staff to view the museum. Marcel has a unique collection of amazing items from all over Asia and Europe. Sunday tour includes his house, but guest are also welcome to enjoy a Museum tour at anytime when visiting the spa Resort.

DINING IN PURI MAS

PLEASE NOTE DURING THE COVID 19 PANDEMIC SPECIAL ARRANGEMENTS ARE MADE

A GREAT VENUE FOR INTIMATE ROMANTIC DINING

PURI MAS BEACH RESORT

Puri Mas Ballroom Restaurant is located at the Beach Resort.

The **Ballroom Restaurant** is so named because of Marcel's history with dance. Here you will see a biography of Marcel's parents and sister Ratna in pictures from their years in the dance world.

Many guests from Holland holidaying in Puri Mas have very fond memories of the De Rijk Dance School in Utrecht.

The **Ballroom Restaurant** offers guests an exciting array of international cuisine as well. Our chef specialises in delicious seafood and is always happy to head to market to choose the freshest catch of the day! "Requests for our famous seafood platter are preferred one day in advance".

Please note during Covid 19 Special Menu and restaurant arrangements will be in process.

SPECIAL DINING MOMENTS

Puri Mas Resort Rijstaffel – A night of romance and tradition!!

Indonesia is famous for its wonderful spices and traditional foods. The Rijsttafel dinner is from the time of Dutch Colonial Rule. A mixture of small Indonesian dishes. A great opportunity to try the wide variety of flavours from around the Archipelago. If you would like to enjoy a traditional Indonesian setting full of romance, we suggest you try the Indonesian Rijsttafel prepared for you in the exotic retreat of Puri Mas Spa Resort.

Note: The Rijsttafel has a separate menu card with 5 choices. The menu card is in your guest information, and available in our restaurant.

Please order 24hrs in advance.

PRIVATE CANDLELIGHT BEACH FRONT DINNER

Nothing beats the romance of sand under your feet, a full moon, and candlelight – with the ocean softly lapping to the shore. Top this off with a fabulous seafood banquet or choice from our a la carte menu and the night is sorted.

Enquire at our restaurant to arrange your private dinner.

PURI MAS SOCIAL DANCE PROJECT

Puri Mas "Friendship Through Dance" - A community project funded indirectly by You our Puri Mas Guests!

Marcel believes that young people should be encouraged to learn Latin and Ballroom dance as a part of their education. He feels it is particularly important especially in Lombok to create a respect and friendship between young people from all different religions and social backgrounds. Using **"Friendship Through Dance"** as a medium, these young people become one. Besides the Social elements and benefits of the project, the young people can learn the following:

Interaction between male and female on a positive level, showing respect and understanding for one another. Other benefits important for young people are, their health and fitness, balance, coordination, musical interpretation, discipline, punctuality and building confidence. All gained from learning to dance!

Dancing lessons are traditionally an expensive activity/hobby, there is no way the young people in Lombok could afford to pay for lessons, and therefore all lessons are free for the students. Marcel and his team invite young people with a Kartu Belajar, or ID card that proves they are studying at lower or high-level education, to join dance classes in the Mataram and Kerandangan International Dance Studios. This project began with just 20 young people, and over the last two years has grown to include more than 130 students, 40 of whom are under 12.

After one year of mostly social dance instruction, the young people are able to join Dance Sport competitions as athletes, in competitions run under the official Indonesian Dance Sport Organisation IODI, which is recognised by KONI, and the Olympic Committee in Indonesia. Some students already have a passport and have competed not only in local and national competitions, but have travelled overseas with Marcel to Malaysia, Thailand, Australia, Hong Kong, Singapore, China and Thailand to compete against international dancers. This form of social activity helps the young people prepare for their future. It helps them to gain confidence, and indirectly can help them in their education and work for the future

This exceptional project is funded indirectly by **You, Our Guests**, who stay in Puri Mas Boutique Resorts & Spa. It **gives another purpose to your holiday in Lombok**. By staying with us in Puri Mas – you are not just on holiday, but you too are **"giving back" to the community**, as a proportion of the income from your stay is dedicated to the dance project and students by providing their lessons, clothing, competition entries, travel locally and internationally, accommodation, and so on. Puri Mas believes in the importance of an international company in Indonesia giving back to the community in some way, and one of the ways we are all doing this is via the project **"Friendship through Dance"**.

HOLIDAY & DANCE - LOMBOK INTERNATIONAL DANCE FESTIVAL (ANNUAL CHAMPIONSHIP)

Annually the Lombok International Dance Festival now elevated to the Indonesian Open is organised by Marcel and a Committee of staff from Puri Mas. This competition is becoming renowned by Professional and Amateur Dancers in Ballroom and Latin as the place to be for one of the most exciting, and friendly competitions held on the International dance circuit. This event is one of the only international events to be held in Lombok. Dancers from all over the world, and Indonesia take part. During the three day competition, International Adjudicators judge the talented young people of Lombok alongside their counterparts from up to eighteen different countries. Both Professional and Latin dancers compete in different categories and disciplines of dance from Ballroom and Latin to Traditional, Street Dance, Electric Boogie, and More.

Dance Lessons – please ask at our Reception if you wish to enquire about the possibility of having private Ballroom, Latina American or Salsa lessons with Marcel De Rijk or one of his competent student teachers!

HELPFUL INFORMATION

Valuables

We wish to remind you to take care of your personal belongings. We recommend that you put your valuables in the **safe provided** in your room. We are sorry but Puri Mas is unable to accept any responsibility for lost or damaged items. Likewise, we advise you to always keep your door locked when vacating your room. We also suggest that you do not leave your valuables unattended in your room or around the property. We provide combination safes for the protection of your items.

Laundry Service

Our Resorts provides an excellent laundry service. You will find a laundry checklist in your closet together with a laundry bag. Please leave the bag in your room for collection, or hand to our Reception Staff, or dial 0 for it to be collected from your room. Our staff will check your clothing for pre-existing damage or stains prior to laundering.

Note: if you are checking out, please inform our staff to ensure your laundry is returned promptly. Laundry normally takes one day **unless by special request**.

Mini Bar

All rooms are equipped with mini-bar. All drinks and snacks used will be added to your bill. A mini bar list is provided together with a sheet for you to sign.

Puri Mas Merchandise for purchase

In your room you will enjoy the use of our sandals & sarong. These items are for your enjoyment during your stay. Should you wish to purchase any of these items, **please ask our Reception or Housekeeping staff**. We ask our staff to check your room prior to checking out. **Please do not be offended if they ask you for any misplaced item – they are only doing their job!**

Beach Towels

You will find beach towels provided daily at the dive counter close to the infinity pool. Please ask your Housekeeping staff should you require fresh towels.

Going out for the day and need a towel – Special towels are available for you to borrow should you be heading out for the day. Please ask our housekeeping or reception staff should you wish to borrow a towel. We ask you to confirm you have returned the towel(s) at the end of the day.

Lost or unreturned Beach Towels - USD45, Bath Towel USD38, Hand Towel USD30,

Beach & Safe Swimming

Our beach is safe for swimming and snorkelling but remember there is no lifeguard on patrol. If you choose to walk the reef at low tide we recommend you use reef shoes to protect your feet. **Snorkel equipment** is available for hire please enquire with our staff at the Bagus dive & snorkel counter beside the infinity pool area. They can also help you arrange a wonderful trip to the Gili Islands for diving and snorkelling.

Swimming Pools

Puri Mas Beach Resort offers an infinity pool, and all private villas have a pool

Puri Mas Spa Resort offers one large lap pool, and a Revitalising Pool.

The swimming pools at our resorts are for PURI MAS GUESTS ONLY and swimming is at your own risk as all pools are one depth approximately 1.5 meters.

CHILD SAFETY – all swimming pools, both public and private villa pools are ungated. All parents must adhere strictly to our policy that: ALL CHILDREN MUST BE ACCOMPANIED BY AN ADULT AT ALL TIMES WHEN USING THE SWIMMING POOL.

VILLA GATES MUST REMAIN LOCKED WHEN VACATING YOUR VILLA TO ENSURE ACCESS BY YOUNG CHILDREN IS PROHIBITED.

Water Safety

Please notice you are swimming at your own risk. All swimming pools are one depth therefore we ask you to take care not to dive into the pools. We also ask you to respect other guests when entering into the pool!!

No Glasses or Glass Bottles should be used beside or in our swimming pools

We thank you for NOT consuming personal food or drink in our public areas such as swimming pools or restaurants.

Modesty:

In respect of our Muslim neighbours we ask you to be discreet when sunbathing.

Beach Sellers

You will find friendly people at our beach who are trying to make a living in a tough environment; we hope you can offer them a little patience and understanding even though at times they can become annoying.

Please understand that we have **very little jurisdiction over the sellers**. Should they cause you considerable irritation, please inform our security who standby at the beach, or report an unwanted disturbance directly to the Management who will try and tame their enthusiasm.

Bargaining

It is normal in Indonesia to bargain for a price that you are comfortable with, and generally the sellers are happy to chat and enjoy your company as well as making a sale.

However, at times they may irritate guests therefore we detail some simple rules that may help!

Soft Rules for Beach Sellers and Guests!!

- We kindly ask you **not to invite the sellers on to our Hotel property** for purchasing or looking at their goods. This includes haggling at the wall beside the beach. It is preferable for you to make your negotiations down on the sand away from the hotel or in the hut provided at the end of our beach terrace past the infinity pool.
- If you would like to buy from the beach sellers, we ask you to respect the privacy of other guests and to please negotiate on the beach.
- Please do not invite beach sellers into your room or terrace, if you have an appointment with a beach seller or local person, we ask you to invite them to the Restaurant or Lobby and meet them there.
- **Some useful advice** – if you say to a Beach Seller **“may be later”** – they will take this statement literally, and may continue to bother you until later comes – or you go crazy!!! If you do not wish to be bothered by the sellers, a polite no thank you should be enough, however you may need to repeat this a few times for them to take the hint. In Indonesia the words are **Tidak Terima Kasih – this will help.**
- The local people selling from the beach are friendly, but can become annoying to some guests, especially when you are a captive audience at meal times. If their behaviour becomes unpleasant at meal times please call our security or restaurant staff directly.

Overnight Visitors of Puri Mas Guests!

Overnight guests are not accepted into our resort without handing over their **ID card to our Security** – this will be given back in the morning.

Please note we do not encourage you to invite local people to stay overnight for your personal security, and the security of the resort and other guests. Guests are not always aware, that hotels are at liberty to disclose all guest reservations to the local authorities by law. We thank you for your understanding.

Inviting Business People To Your Room

Please be advised that we do not allow external businesses to enter our hotel rooms or public areas for massage, mani pedi or for selling items.

Candlelight – in your room or terrace!!

Our resorts are romantic, and we are happy for our guests to enjoy the atmosphere of candlelight, however, we must ask you to please take care not to use candlelight in your room. Take care where you place the candlelight and ALWAYS extinguish safely and PLEASE never leave a candle unattended.

Doctor on call

Please contact our Reception Staff should you require the services of a doctor. A doctor may visit to the resort, or you may attend the clinic.

Telephones: Puri Mas Beach Resort/Puri Mas Spa Resort

Telephones are available in all rooms – dial 9 for outside connection / 0 for assistance

Wi Fi

A FREE Wi Fi service is available at both the Beach and Spa Resorts.
Please ask our front desk officer for Wi-Fi voucher.

TV On request

Not all rooms offer television, please ask our reception staff should you wish to have a TV in your room.

Transfers between Puri Mas Resorts

We provide complimentary transport between each of our resort venues.

Puri Mas Complimentary Shuttle/One Way Only to Senggigi

11am Daily from Puri Mas Beach Resort Reception – via Puri Mas Spa Resort

Taxis

Are readily available at a meter rate to Senggigi and elsewhere– Please ask our Reception to help you, or dial (9) 627000 for a blue bird meter taxi. Note minimum charge Rp. 20,000 all hours.

Private Transport

We are happy to arrange transport to areas such as Senggigi, Lembar Harbour, Bangsal Harbour, or Teluk Nare or Teluk Kodek and the Airport, our Reception can inform you of the cost.

Vehicle Rental

Puri Mas Mountain Bicycles are available with our compliments.

We can also help you with motorbike or car rental. For information please ask our Reception Staff.

Tipping

Often guests ask what they should do about tipping. Should you wish to show your kindness and appreciation to our staff, envelopes are available from reception. It is nice if you make a comment on the envelope as all staff will see this.

All Tips are shared equally amongst the Puri Mas Beach and Spa Resort staff including our trainee staff. We thank you for your generosity.

Government Tax & Service

All our rates are subject to 21% Government Tax and Service Charge, unless otherwise stated.

Changing Money & ATM's:

We are happy to change your currency; however, we do not carry large amounts of cash on the premises. There are several reputable money changers in Senggigi.

ATM's CAUTION: There are several ATM machines in Senggigi – denomination Rupiah.

When taking money from local ATM – we advise the following

- 1. Use an ATM attached to the bank – in Senggigi**
Options :
-BNI
- MANDIRI
- 2. Do your best to take money during banking hours – Many times Lombok experiences power cuts – your card may get stuck in the machine.**
- 3. Always remember to remove your card. This is advise to help you stay safe.**

Lost & Found

Please be aware items in Lost & Found will be kept in our hotel for a period of 2 weeks.

If during this time the hotel receives **NO** notification from the guest, the item will be disposed of!

TOURS OF LOMBOK → Please see the separate brochure (TOUR BROCHURE)

PURI MAS HOTEL ACTIVITIES & SERVICES

- ◆ Romantic Rijsttafel Dinner at Puri Mas Spa Resort or Beach Resort
- ◆ Diving, PADI courses, & snorkel equipment hire – Visit our Bagus Dive Counter close to the infinity pool
- ◆ Dance Lessons – keep fit and have fun. If you would like a private Ballroom or Latin American / Salsa Dance Lesson, Marcel De Rijk our owner and professional dance teacher or his teachers can help you. Please ask at Reception.
- ◆ Full legal Weddings & Honeymoon packages / Function room for small conferences/party venue
- ◆ Outer island visits, tours and sightseeing adventure
- ◆ Booking and confirm Domestic and International flight.

EVACUATION

ON EVACUATING YOUR ROOM

PLEASE LEAVE YOUR DOOR OPEN SO THAT OUR SAFETY STAFF KNOW THE ROOM IS
VACATED

ASSEMBLY POINTS

Puri Mas Beach Resort

Car Park at entrance of hotel

Puri Mas Spa Resort

Car Park at entrance of hotel

EMERGENCY PROCEDURES

The Indonesian phrase for “HELP ME” is “TOLONG SAYA”

In the event of an emergency the Puri Mas Alarm will sound. If this happens (outside of testing), please follow our evacuation procedure.

FIRE:

If YOU LOCATE A FIRE - please alert a staff member immediately giving your room number and SAY – the Indonesian WORD for “FIRE” **KEBAKARAN**

EARTHQUAKE:

We advise guests if possible to leave their room immediately to an open area, and take to the ground immediately. Wait for the quake to subside. Shield you head and face from falling glass and debris. Take care for falling objects. If you are unable to leave the room furniture can provide cover and air space if the building collapses. If you cannot get under furniture, crouch in an inner corner or a doorway.

Warning signs of a Tsunami In the event of a Tsunami we may receive a warning from the local authorities.

The sea may suddenly go out very quickly and much further than normal.

IF you notice this taking place or if our staffs alert you to a Tsunami please follow the evacuation procedure:

Evacuation Tsunami

Make your way swiftly to the hotel entrance car park where our staff will account for you.

We ask all guests to make their way to the high ground behind the hotel as quickly and safely as possible. Do not stop to gather belongings.

**Take all warnings seriously and DO NOT GO TO THE SHORELINE TO VIEW
WHAT IS HAPPENING!!!**

TELEPHONE SERVICES/BEACH RESORT/SPA RESORT

BEACH RESORT SERVICE	EXTENSION	BEACH RESORT/SPA RESORT		Outside line :	
Operator/Reception	0 /202	Room to Room directly		Local calls dial 9 followed by number International dial 9 followed by 001 or 007 then country code and number	
Room Service/Restaurant	209				
Housekeeping/Laundry	0/220				
Spa appointments					
Tours & Diving information					
Pool Bar	212	Room No.	Extension	COUNTRY	CODE
		Presidential Villa	401	USA	01
		Ratnawati 3 bedroom	100	Australia	61
SPA RESORT SERVICE	EXTENSION	Villa 31	301	Austria	43
Spa Resort Telephone Number	(0370) 692021	Villa 32	302	Argentina	54
Spa	0	Villa 33	303	Belgium	32
Room Service	150	Villa 34	304	Brazil	55
		Villa 35	305	Canada	1
		Villa 36	306	China	86
		Villa 37	307	Denmark	45
		Villa 38	308	UK	44
		Villa 39	309	France	33
		Villa 40	310	Germany	49
		Villa 41	341	Greece	30
		Villa 42	342	Hong Kong	852
		Villa 43	343	India	91
		Villa 44	124	Italy	39
		Jacuzzi Villa 20	320	Japan	81
		Jacuzzi Villa 21	321	Korea	82
		Jacuzzi Villa 22	322	Malaysia	60
		Jacuzzi Villa 23	323	Netherlands	31
		Jacuzzi Villa 24	324	Norway	47
		Jacuzzi Villa 25	325	Philippines	63
		# 01	101	Singapore	65
		# 02	102	Spain	34
		# 03	103	Switzerland	41
		# 04	104	Sweden	46
		# 05	105	Australia	61
		# 06	106	New Zealand	64
		# 07	107		
		# 08	108		
		# 09	109		
		#10	110		
		#11	111		
		#12	112		
		#14	114		
		# 15	115		
		# 16	116		
		# 17	117		
		# 18	118		
		# 19	119		
		# 120	120		
		#121	121		
		Royal Suite A Ratu	402		
		Royal Suite B Raja	404		
		Buddha Room	405		
		SPA RESORT ROOM EXTENSION			
		RAMA VILLA	231		
		SITA VILLA	106		

Emergency Telephone Numbers:

Dial 9 for outside line

Police 110

Fire 113

Ambulance 118

24 Hour Emergency Clinic

Located at:

Holiday Resort Ph.693 444

Kila Resort Senggigi Ph. 693 210