



SANCTUARY

LUANG PRABANG HOTEL

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## TRAVELER INFORMATION

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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

LUANG PRABANG HOTEL

## ❖ GENERAL PRESENTATION ❖

Located in the historic heart of the city of Luang Prabang, midway between the Mekong and Nam Khan Rivers, **the Sanctuary Luang Prabang Hotel** is a haven of tranquility on the edge of the peninsula, close to the night market with streets, temples and restaurants typical of Laos.

**The Sanctuary Luang Prabang Hotel** is built around three listed buildings. Its charm, its traditional architecture and exotic garden make it an ideal holiday resort, calm and serene, yet close to everything.

Luang Prabang is the historic capital of Laos, the mecca of Buddhism, and is a UNESCO world heritage site. Most of its architectural treasures are within walking distance of the hotel.

**Sanctuary Luang Prabang Hotel**, a garden in the heart of the city.



## ❖ 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 Luang Prabang Hotel has 30 elegantly furnished rooms. As for the history bonus, the main building now protected by the UNESCO was the former house of the King's brother and the gardens the royal stables.



### THE 22 SUPERIOR ROOMS

24 square meters

**The 20 Superior Rooms with a pond view:** Located on 2 levels owning their own private terrace, all the rooms share similarities when it comes to the wooden style and materials and the large terrace openings allowing plenty of natural light inside. The rooms boast an incomparable view on the garden hence making your stay unique and unforgettable.

**The 2 Superior UNESCO Rooms:** Experience the essence of the World Heritage City by staying in Luang Prabang's former Chinese dispensary protected by the UNESCO.

*Tip: These two rooms interconnect by a private lounge area.*

### THE 6 DELUXES ROOMS

32 square meters

Located on 2 levels in two buildings that offer refined and charming rooms. The elegant features added to the view on the lotus pond lake will definitely be the final touch to an enchanting stay.

**The 5 Deluxes rooms with a balcony:** The lotus pond as a view will certainly help you soak up all the tranquility and greenness that is vital to start a busy day.

**The UNESCO Deluxe room:** Experience the essence of the World Heritage City by staying in Luang Prabang's former Chinese dispensary protected by the UNESCO.



### THE 2 SUITES

36 square meters +  
private garden or balcony

**The suite with a private garden:** The lotus pond on the one side, to a tranquil shady and private garden on the other. Your stay will be filled with greenness and you will embrace the tropical benefits.

**The suite with private balcony:** A view on the heavenly garden whilst accommodated in your suite in Luang Prabang's former Chinese dispensary, protected by the UNESCO: you have it all.

**Amenities:** AC, Internet, Satellite TV, Mini Bar, Safe, Telephone, Tea, Coffee and complimentary drinking water.



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

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 on, you simply have to choose your room connection and enter your access code.



### LAUNDRY

The hotel offers a laundry service. Two laundry bags are 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.



### POOL BAR

Nestled beside the resort's tranquil pool and open until 10pm, this inviting space offers a selection of refreshing cocktails, fresh drinks and light bites. Whether you're unwinding after a day of exploring or soaking up the sun, the Pool Bar provides the perfect setting to enjoy the lush surroundings and the laid-back charm of Luang Prabang.



### THE BOUTIQUE

Located in the reception area, the Sanctuary Luang Prabang Hotel offers an exclusive selection of original artworks from Passapaa that began as a seed of an idea after countless travels through Laos from owner Heather Smith. You may also find DVDs about Laos and Luang Prabang, a selection of books, postcards,...



### TRAVEL DESK

Also located in the reception area, the Travel Desk is a good tool to organize and make sure you do not miss out on Luang Prabang's main features. You will find useful information of the highlights of the Royal city.



### TRANSFERS

Should you wish to reach the airport or train station by private minivan, the reception may organize your transfer. Please ask the front office team for assistance



### MASSAGES & SPA

Opening Hours: From 2pm to 10pm. Last session at 9pm: For any bookings between 9am and 2pm, an extra 50,000 Kips fee will be charged and entirely repaid to our staff.

Our massage sala offers a wide range of quality service. For further information about rates and suggested massages, please ask the reception or check out the spa menu.



### CHEZ AUGUSTE CAFÉ CRÊPERIE

Specializing in authentic crêpes and galettes, both sweet and savory, Chez Auguste Café Crêperie crafts each dish using traditional French techniques and fresh, local ingredients. Here, you can enjoy a buffet breakfast as well as delightful lunch and dinner delicacies, with the option of both indoor and outdoor seating in a warm atmosphere that combines French café bistro charm with Laotian hospitality.



## ❖ ABOUT LUANG PRABANG ❖

### EXPLORING THE ROYAL CITY AND ITS TRADITIONS

Luang Prabang is certainly a religious city with more than 30 temples which are the home to the city's hundreds of monks. The most beautiful of them is undoubtedly Wat Xieng Thong the former Royal Temple emblazoned with a colorful Tree of Life mosaic. To take in the highlights of Lao religious art, also visit Wat Visoun which features a large oval stupa in the Burmese style and Wat Mai, Wat Xieng Mouane, Wat Nong, Wat Sene...

It is also a rustic city, with its houses on pillars, held together with wooden beams and walls of cob, covered by tiled roofs of wood or clay. These homes represent the city's exceptionally well-preserved architecture. The life of every district or village is organised around the temple which each possess a unique and pleasant atmosphere. It is also clearly a colonial city with its brick houses that tower and still-standing public buildings, such as the Heritage House that has settled in the former customs building : a pure example of the impressive civil architecture of Luang Prabang.

All in all, the colonial artistry is interwoven with the traditional architecture creating a very special Lao-Colonial style to which the city owes its classification on the World Heritage Site list.

Furthermore, this colonial period featured the presence of several distinct foreign communities, mainly Chinese and Vietnamese traders. The presence of these communities has left an architectural footprint on the city as many houses were built as compartments used to store goods.

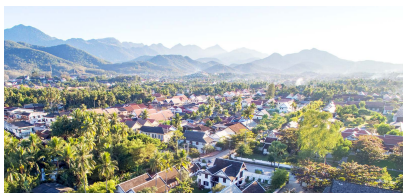
All these different styles mix harmoniously in the city's architecture.

Luang Prabang is also a green city with its network of subterranean rivers and brooks, fields of watercress and fishing ponds that offer both ecological and economic wealth. The banks of the Mekong are lined with boats meant for business, whilst the banks of the Nam Khan are meant to be cultivated with sky-scraping coconut palms casting shadows onto the vegetable gardens.

Therefore, it is easy to say that Luang Prabang has a particular indefinable charm with the fruit of this mixture. It is these attributes that make the city unique and that the UNESCO and the Lao State want to restore, protect and move forward.



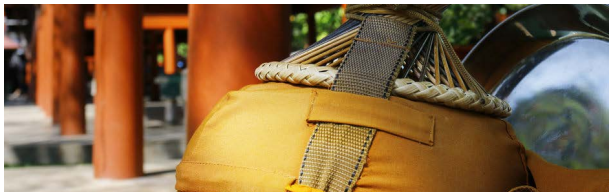
### MONKS AND TAK BAT : AN EARLY WAKE-UP CALL WILL ALLOW YOU TO SEE THE MONKS RECEIVE THE MORNINGS ALMS.



The Tak Bat is the Buddhist monk's morning collection of food in Luang Prabang and has become a must-see for travellers. Yet Tak Bat's growing popularity among tourists may also be turning this serene ritual in an endangered one.

The practice of offering food to monks is most visible in Theravada Buddhist countries like Laos and Thailand, where the practice sustains large monastic communities.





Taking place, in a 5 minute walk from the hotel, the tradition manifests as a morning ritual where monks silently line the streets while locals (and/or interested tourists) put gifts of food into the bowls carried by the monks. It's one of the most vivid images of Laos – from 5.30 in the morning onwards, silent lines of saffron-clad monks walk down the streets of Luang Prabang to collect alms. The locals are there ahead of the monks ready with bowls full of the Lao staple sticky rice and the monks get a handful of the donation into their bowl.



Each monk carries a large lidded bowl attached to a strap hanging from the monk's shoulder. As monks pass the line of almsgivers – who are usually sitting or kneeling on the street- these containers are reverently filled with handfuls of sticky rice or bananas.

The best rice for the tak bat ritual is prepared by the almsgivers themselves. The locals wake up early to prepare a batch of sticky rice which they then scoop generously into each monk's bowl as they pass by.

The ritual is done in silence; the almsgivers do not speak, nor do the monks. The monks walk in meditation and the almsgivers reciprocate with respect by not disturbing the monk's meditative peace. For hundreds of years, the ritual has cemented the symbiotic relationship between the monks and the almsgivers: by feeding the monks, the laypeople take merit. Tak Bat supports both the monks (who need food) and the almsgivers (who need redemption).



## TAK BAT: DOS AND DONT'S

The upsurge of tourism in Luang Prabang has endangered the tak bat ceremony as many tourists approach the ritual not as a religious ceremony to be respected but as a cultural show to enjoy. Tourists often jostle the monks breaking their meditation: they take flash pictures and they disrupt the ritual with inappropriate noise, actions and clothing.

As a result, fewer locals are inclined to engage because they refuse to be part of a dog-and-pony show for tourists. Some Lao officials are considering stopping the tradition because of the deep offense caused by tourists' beastly behavior.

It's not that tourists aren't welcome to see or participate, they are free to do so, but only with the correct actions and intentions:

- Don't treat the ritual as a photo-op. Be there to give honestly and humbly.
- If you wish to not take part in the ceremony, keep a respectful distance and stay out of the way of either the monks or almsgivers.
- Dress up properly. Keep your shoulders, torso and legs covered. This is doubly more important if you plan to participate in the almsgiving. Take off your shoes and do not point your feet in the monk's direction if you are giving alms.

- Don't use your camera's flash. It breaks the monks' concentration and distracts from the solemnity of the ritual.
- Do not position yourself so your head is higher than that of the monks'.

The following tips specifically apply if you wish to participate to the Tak Bat Ceremony:

- Do not make eye contact with the monks.
- Do not touch the monks. Withdraw your hands immediately after placing your offering in the bowl.
- Do bow before the monks to show your respect.



## • GETTING AROUND • LUANG PRABANG •

Most of the town is accessible by foot. Tuk tuks charge a first fixed amount to get started, then usually ask for 0.50\$ per kilometer.



Motorcycles can be hired from several shops in the town center for 10-15\$ a day.



Complimentary use of mountain bikes are available at the hotel. Please ask the reception.



## • OUR RECOMMENDATIONS ACCROSS TOWN •

### WHERE TO EAT

**BAMBOO TREE**  
Lao Cuisine

**TAMARIND**  
Lao Cuisine

**MOOKATA**  
Lao Cuisine and BBQ Sindat

**DYENSABAI**  
Lao Cuisine and BBQ Sindat

**CHEZ BOUANG**  
Fusion Cuisine

**CALAO RESTAURANT**  
Lao Cuisine

**L'ELEPHANT**  
French and International Cuisine

**KAIPHEN RESTAURANT**  
Sustainable Cuisine

**MANDA DE LAO**  
Gourmet Lao cuisine.  
Tasting menus available

**PUCK LUCK KITCHEN**  
Lao & Thai Cuisine

**BAMBOO GARDEN**  
Lao Cuisine

**TWO LITTLE BIRDS**  
Vegetarian cuisine,  
Vegan and gluten-free

### COFFEE BREAKS AND EASY SNACKS

**SAFFRON COFFEE**  
Organic Lao coffee

**JOMA BAKERY**  
Organic Lao coffee

**LE BANETTON**  
French patisserie and bakery

**FORMULA B**  
Lao coffee and pastries

**GELATO DEL LAO**  
Homemade ice cream

### WHERE TO HAVE A DRINK / NIGHT LIFE

**THE BELLE RIVE**  
The perfect bar for a sunset

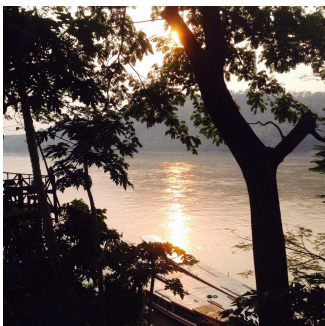
**MAOLIN TAVERN**  
Tavern/brasserie-style bar

**NAGINI BY 3 NAGAS**  
Cocktail bar

**FULLMOON KARAOKE**  
Local bar with live band  
and karaoke room

**HEARTBEAT PUB**  
Local nightclub

## • DANGERS AND INCONVENIENCES •



During the late dry season – roughly from end of February to end of April – the air of Luang Prabang can become very smokey due to slash-and-burn agriculture in the hills and mountains around the city. It becomes quite bad in March and April and even the local residents get red, watery eyes and breathing difficulties. Landscape photography is hopeless except on the rare day when a strong breeze flushes out the smoke from the valley. With the arrival of rain late May or June, the air clears and generally stays that way until the following year. One hopes that the authorities will get to grips of the situation before all the surrounding forests are gone, leaving towards extensive erosion and floodings.

In case of medical issues, we recommend:

• Phakan's Clinic - ຄລີນິກ ພະການ

Luang Prabang / +856 20 59 822 895

# ❖ PRACTICAL GUIDE OF LAOS ❖

## 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.

## 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](http://www.agoda.com),**  
**[www.booking.com](http://www.booking.com),**  
**[www.expedia.com](http://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 phoort**

## ✿ 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	Departure Time	Duration
LUANG PRABANG	NONGKHIEW	9:00 AM	3.30 H
	VANGVIENG	8:30 AM	4 H
	VIENTIANE	8:30 AM	9 H
	OULDOMXAI	8:00 AM	4 H
	LUANGNAMTHA	8:00 AM	6 H
	BOKEO	8:00 AM	10 H
	PHONSAWANH	8:00 AM	7 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.**







## 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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