



SANCTUARY
HOTELS & RESORTS



YOUR HOST IN LAOS

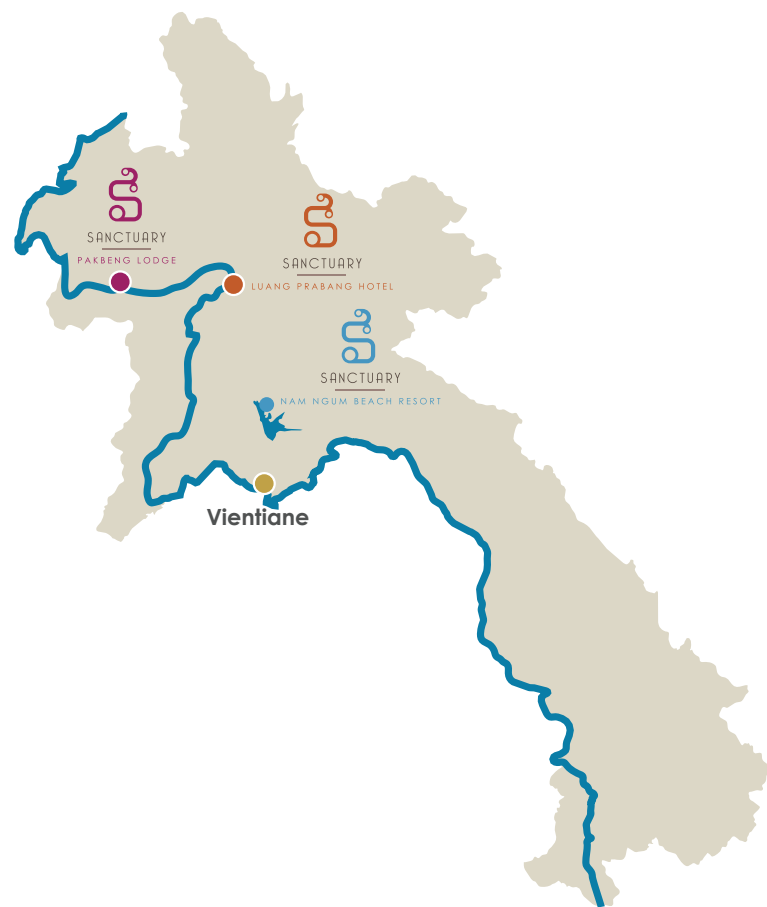
SANCTUARY PAKBENG LODGE | SANCTUARY LUANG PRABANG HOTEL
SANCTUARY NAM NGUM BEACH RESORT

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About Us

Sanctuary Hotels and Resorts is an award winning 3* hotel group with properties located in Northern Laos. Boutique style focused; all the hotels draw from a colonial but also culture heritage. They suggest a stylish design decor with a sense of intimacy and privacy as to provide a unique atmosphere and customer experience that reflect the traditional charms and hospitality of Laos.

Our Locations

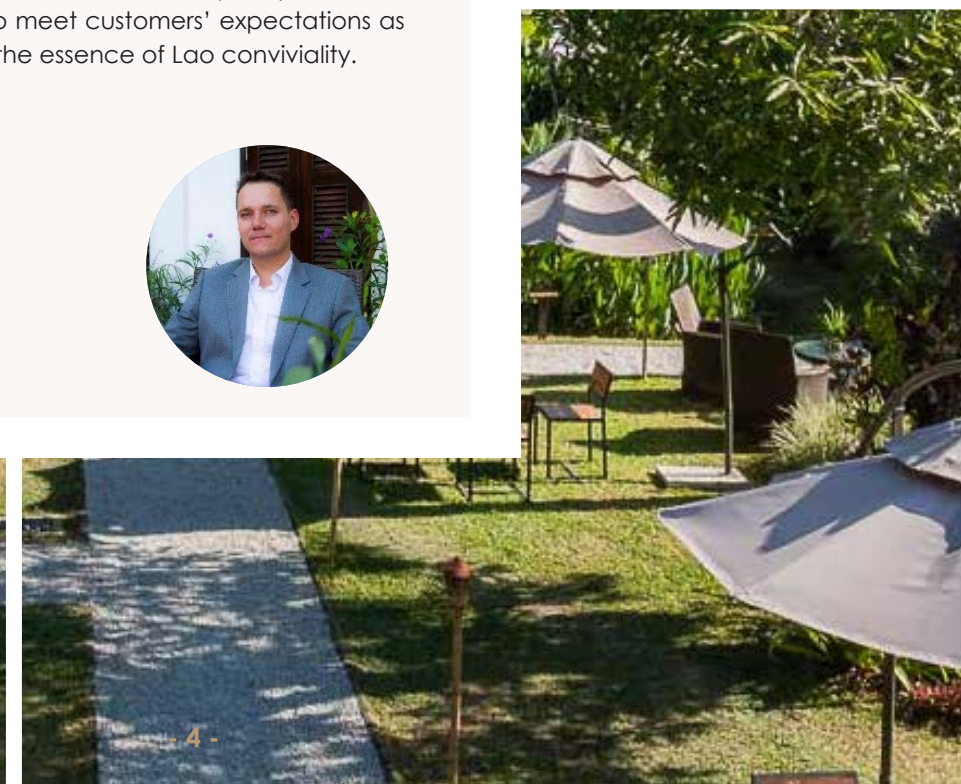
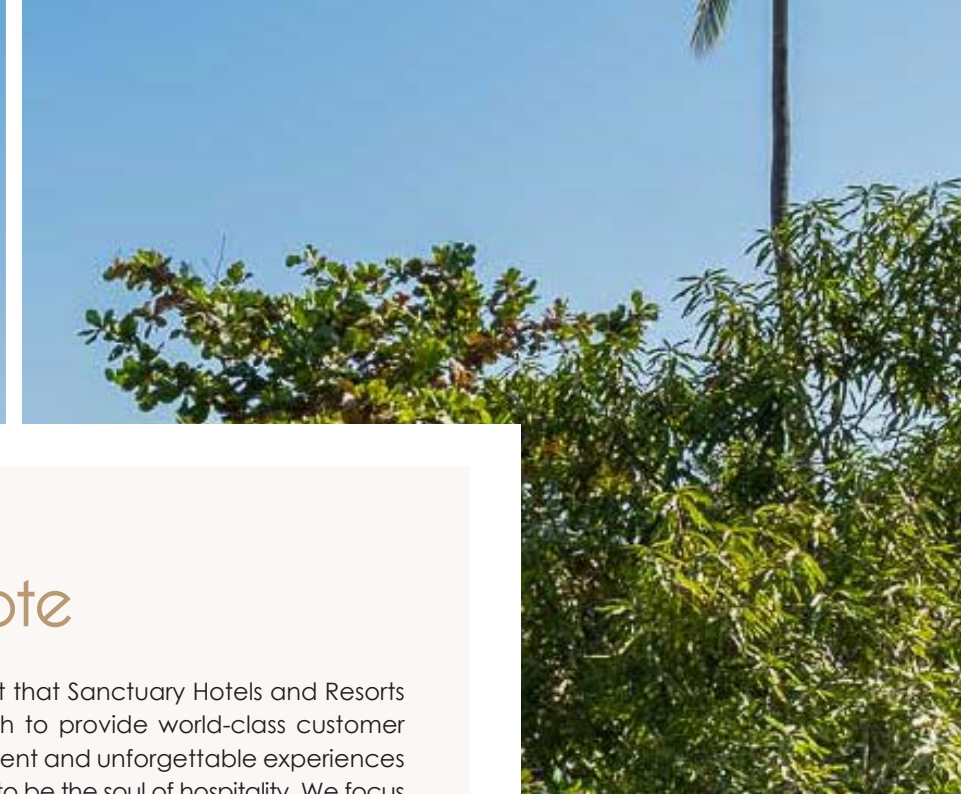
Sanctuary Hotels and Resorts is a place for encounters, business success and leisure opportunities



Welcome Note

Your host in Laos is a statement that Sanctuary Hotels and Resorts celebrate as a brand. We wish to provide world-class customer service through dynamic, ambient and unforgettable experiences to all customers as we believe it to be the soul of hospitality. We focus on individual needs serviced to meet customers' expectations as to make sure every guest lives the essence of Lao conviviality.

HENRI PIERRE LEVEILLARD
Director of Operations



Our Vision

Provide quality service to customers in order to satisfy the demands and expectations of each guest.

- Apply and set high standards of service quality to create memorable experiences
- Uphold our reputation amongst our guests, partners and wide scaled community
- Be socially and sustainably conscious



Our Mission

• TO OUR GUESTS:

Guest satisfaction is of upmost importance to us and we try with our quality of services to exceed their expectations. We recognize their requirements through open communication, satisfaction monitoring and analysis of compliments and complaints.

• TO OUR PEOPLE:

Accepting new knowledge is a condition for progress including quality training and education. We push towards constant communication between all departments, support teamwork, personal responsibility and initiatives.

• TO OUR PARTNERS:

Sanctuary Hotels and Resorts will continue diversifying its hospitality services, thereby meeting the wishes and needs of all parties: guests, business partners, travel agencies, NGO, government and sports institutions, employees, owners and suppliers.



OUR APPROACH TO SUSTAINABLE DEVELOPMENT AND CSR POLICY

"We are continuously working to improve our responsibility policy, as this is an ever-evolving part of the hospitality industry"

Sanctuary Hotels and Resorts understands the need to balance sustainable tourism practices alongside social, cultural and ethnic differences. Our mission works towards a 4-tier approach and is embedded in all our objectives and actions:



LABOR AND HUMAN RIGHTS

Respecting and protecting human rights and fair labour practices.



ENVIRONMENTAL SUSTAINABILITY

Reducing our environmental footprint, safeguarding animal welfare and biodiversity



SOCIO-ECONOMIC DEVELOPMENT

Supporting local communities and businesses



CULTURAL SENSITIVITY

Heritage preservation

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

- Committing that our hospitality 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.
- Maintain a constant commitment to review our policies and practices.



'We promote forms of tourism, which are socially responsible, economically productive and environmentally friendly'



OUR LEADING SUSTAINABLE INITIATIVES AND PROJECTS

• Mekong Elephant Park

Pakbeng

We support and collect donations for the Mekong Elephant Park, a non-riding elephant preservation Sanctuary located in Pakbeng. Since its opening in 2008, we have been dedicated to:

- Help towards the financing of the sanctuary's maintenance and operations.
- Help towards the rescue of new elephants.

• Refill Not Landfill Campaign

Pakbeng / Luang Prabang / Nam Ngum

Sanctuary Hotels and Resorts aims to be a leader in the field of plastic consumption reduction 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 act towards one of the biggest environmental dilemmas

in Asia Pacific today. Within this field of action, guests may now purchase a refillable bottle in all our hotels -or bring one of their own- as to limit single-use plastic bottles and use freely our refill water stations.

• Patihoub

Luang Prabang

We chose to work with social enterprise Patihoub for the collection and recycling of this waste to not only close the loops on our waste streams in house and move forward to zero-waste but also help supporting the local community and thus local economy.

• Our boutiques

Pakbeng / Luang Prabang / Nam Ngum

Through our hotel boutiques, we introduce travellers to social enterprise community projects we support during their trip to ensure any handicrafts or locally made goods they may wish to purchase are both ethically sourced, effectively priced and contribute to the continued sustainability of jobs in the region.

• Trash Hero – Trash Idol

Luang Prabang

We support this NGO who's aim to is to bring communities together to clean and reduce waste. We participate in their monthly "Clean Up Luang Prabang" campaign where members of staff hit the streets to gather and remove litter around town.

• Free health centre: a division of les Médecins de Chinguetti Pakbeng

Pakbeng

A site dedicated to the health of the inhabitants
The Sanctuary Pakbeng Lodge:

- Houses the health centre on its property, finances the presence of the doctors every year and takes care of the transportation and accommodation of the entire team.
- Facilitates the collaboration between the association's doctors and the local health service, by arranging meetings and training initiatives.
- Collects medicine donated by travellers and gives them to the free health centre, which, in turn, organises and classifies the drugs according to their expiration date.
- Manages a fund for donations.



• Botanical Garden

Pakbeng

We have allocated our staff with 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 to the hotels.

Through this commitment, all 3 properties part of **Sanctuary Hotels and Resorts group** have been awarded with the prestigious Travelife Gold Certification joining the ranks of leading sustainable accommodations.

SANCTUARY LUANG PRABANG

An elegant architectural boutique style hotel
located in the historic heart of the Royal City

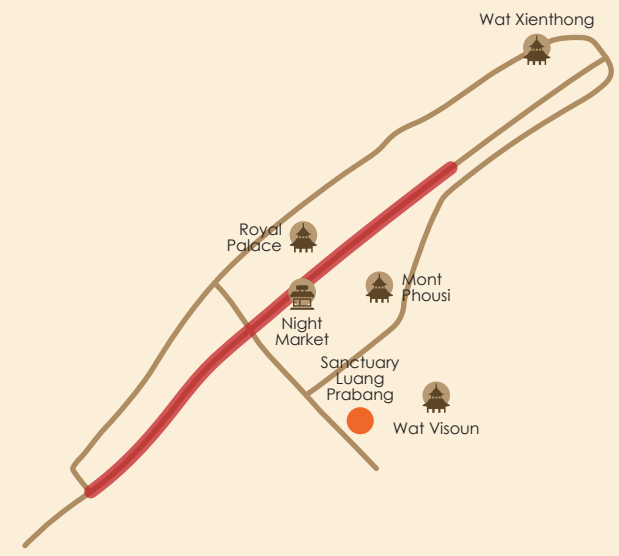


LOCATION

Within the UNESCO World Heritage Peninsula
and a 5min walk to all the major cultural sites of town

UNIQUE FEATURES

- ✓ Private pool, fitness centre and confidential wellness area
- ✓ Green and sustainable practices throughout the hotel
- ✓ Activities and travel services available
- ✓ Quality dining experiences
- ✓ Mountain bikes available to discover all nearby attractions of Luang Prabang



WELLNESS AND SPA

Relax and rejuvenate.

Embark on a sensory journey and experience true harmony of body and mind through our various massages. A range of body and facial treatments with wellness traditions of across Asia that bring privileged moments of unforgettable plenitude.



WINE & DINE

*Memorable experiences where we make
your taste buds tingle.*

*Experience the perfect blend of French
tradition and Laotian flair at Chez Auguste.
Specializing in authentic crêpes and galettes,
both sweet and savory, we craft 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.*

✿
ACCOMMODATION

30 charming and family-friendly designed rooms of 3 different categories

Our rooms take their inspiration of Luang Prabang's traditional feel and charming atmosphere. Boutique style focused and high end designed, our beautifully appointed rooms offer modern features in a sublime retreat setting.

22 SUPERIOR ROOMS

- 📏 **24 m² + 8 m² balcony**
- 👤 **2 pers + 1 baby cot**

Amongst which 2 SUPERIOR UNESCO Rooms that interconnect by a private lounge area (World Heritage protected building)



6 DELUXE ROOMS

- 📏 **32 m² + 8 m² balcony**
- 👤 **2 pers + 1 extra bed or baby cot**

Amongst which 1 Deluxe UNESCO room (World Heritage protected building)



2 SUITES

- 📏 **36 m² + either a private garden or 12 m² balcony**
- 👤 **2 pers + 1 extra bed + baby cot**

Amongst which 1 Suite UNESCO room (World Heritage protected building)



- | | | | | |
|---------------------|------------------------|--------------------|----------------|-----------------|
| 🌬️ Air conditioning | 📶 Free internet access | 🚿 Private bathroom | 📺 Satellite TV | 🔒 Safe |
| 🌀 Ceiling fan | ☕ Free tea and coffee | ⚡ 220V | 📺 Minibar | 🛏️ Room service |



FACILITIES

- ✓ Bar / restaurant
- ✓ Pool bar
- ✓ Spa parlour
- ✓ Swimming Pool
- ✓ Travel Desk
- ✓ Shop/Boutique
- ✓ Complimentary mountain bikes
- ✓ Fitness centre

GUEST SERVICES

- ✓ 24h reception and security
- ✓ Porter
- ✓ Currency Exchange
- ✓ Housekeeping and Laundry Service
- ✓ Free Wi-Fi (Fiber Optic)
- ✓ Left Luggage
- Free water refill stations



RECREATION AND LEISURE

Take a journey of authentic discovery with a range of leisure options.

- Bacci Ceremonies
- Local excursions: Half day to full day tours
- Shop for original artworks from the collection of a local designer
- Traditional Dance Shows



SANCTUARY PAKBENG LODGE

A charming luxury eco lodge committed to sustainable community-based projects, green and wildlife tourism



LOCATION

On the banks of the mighty Mekong offering unique boat cruise experiences.

UNIQUE FEATURES

- ✓ First hotel in Laos to have ever received Travelife Gold Certificate
- ✓ Privileged partnership with the Sanctuary Mekong Elephant Park.
- ✓ Only hotel to host an NGO managed dispensary on its grounds.
 - ✓ 2 restaurants offering locally sourced and organic menus.
 - ✓ Immersive activities and packages through Lao ethnicities.



ACCOMMODATION

30 traditional Lao felt rooms yet modern and spacious spread over 2 building levels.

Each room has its own private balcony with a coffee table and deckchairs. They are orientated towards the mythical and majestic river-giving place to an incomparable panoramic view whilst still combining intimacy, comfort and quietude.

20 SUPERIOR ROOMS

- 22 m² + 8 m² balcony
- 2 pers + 1 extra bed or baby cot



8 DELUXE ROOMS

- 24 m² + 8 m² terrace or balcony
- 2 pers + 1 baby cot



2 SUITES

- 32 m² + 16 m² terrace or balcony
- 2 pers + 1 extra bed + baby cot



- Air conditioning
- Ceiling fan
- Free internet access
- Free tea and coffee
- Private bathroom
- 220V
- Safe
- Minibar

Suite Rooms

- + Smart TV



FACILITIES

- ✓ Bar / restaurant
- ✓ Swimming Pool
- ✓ Pool bar
- ✓ Travel Desk
- ✓ Massage
- ✓ Shop/Boutique

GUEST SERVICES

- ✓ Reception hours: 6.00am to 10pm
- ✓ 24h security
- ✓ Porter
- ✓ Housekeeping and Laundry Service
- ✓ Free Wi-Fi
- ✓ Left Luggage
- ✓ Free water refill stations

RECREATION AND LEISURE

Embark on a voyage through rural Laos with pure immersion and authentic experiences.

- Cooking Classes
- Local excursions: Half day to full day easy trekking
- Health Clinic visits
- Traditional Bacci ceremonies
- Handicraft workshops



THE MEKONG ELEPHANT PARK



A non-riding elephant preservation sanctuary

Located just opposite the Sanctuary Pakbeng Lodge, the park wishes to encourage travellers to raise awareness to support the protection of the Asian elephants.

ACTIVITIES AND EXCLUSIVE TOURS:

Half Day to Full Day leisure and educational packages.

BOAT TRANSFERS:

Free of charge to and from the Sanctuary Pakbeng Lodge.

OPENING HOURS:

From 9am onwards



Fresh, innovative, delicious, we have the wow factor in all the good food — heaps of it!

The Sanctuary Pakbeng Lodge has two restaurants overlooking the Mekong River. Both restaurants serve a continental breakfast in the morning.



THE MOONLIGHT

caters for the Superior Rooms and suggests tasty fresh Lao set menus using seasonal produce from our organic farm.



THE SUNSET

The Sunset Restaurant, located atop the hill, caters to Deluxe rooms and Suites but is also open to non-resident guests. The à la carte menu offers a delightful mix of Lao spices and Western flavors, creating a unique fine dining experience in Pakbeng. In addition to the exquisite dishes, guests can also enjoy traditional Lao BBQ (Sindat), enhancing the culinary offerings. The charming atmosphere invites diners to savor every moment, whether they're indulging in local delicacies or international favorites.



SANCTUARY NAM NGUM BEACH RESORT

A multi activity holiday village resort, paradise for families and perfect venue for executive meetings and inspiring events



LOCATION

A multi activity holiday village resort, paradise for families and perfect venue for executive meetings and inspiring events.



UNIQUE FEATURES

- ✓ Only Holiday Village Resort in Laos ideal for family and couples
- ✓ Multiple water and land activities
- ✓ Kid friendly and soft adventure sports
- ✓ Sandy beach and swimming pool
- ✓ MICE services and packages
- ✓ Customized culinary delights

ACCOMMODATION

30 lake view bungalows

Our rooms combine modernity and comfort in a relaxing atmosphere. They are spacious, airy and all have large windows lake orientated as to allow a maximum of sunshine in the room and grant stunning views from dawn until dusk.

17 SUPERIOR BUNGALOWS

- 27 m² + 21 m² terrace
- 2 pers + 1 baby cot



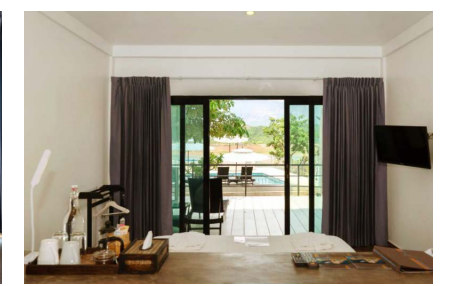
6 DELUXE BEACH VIEW BUNGALOWS

- 28 m² + 21 m² terrace
- 2/3 pers + 1 baby cot



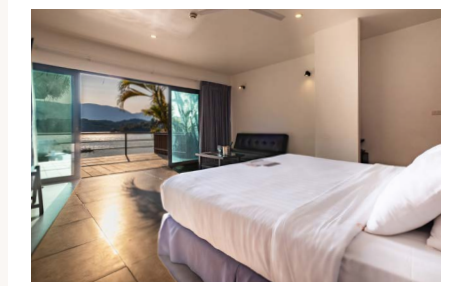
2 DELUXE POOLSIDE BUNGALOWS

- 28 m² + 21 m² terrace
- 2/3 pers + 1 baby cot



2 SALA SUITE BUNGALOWS

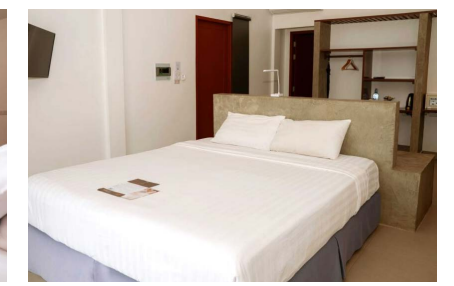
- 34 m² + 40 m² terrace
- 2/4 pers + 1 baby cot



3 FAMILY BUNGALOWS

- 27 m² + 21 m² terrace each
- 4/6 pers + 2 baby cots

Each room consists of 2 private communicationg bungalows



- Air conditioning
- Cable TV
- Free internet access
- Free tea and coffee
- Private bathroom
- 220V
- Safe
- Minibar
- Room service



WINE & DINE

Savour authentic local recipes and western specialties.

Arranged on two levels, the al fresco restaurant has a unique charm as protected by two large umbrella shaped roofs. It is bordered by **luxuriant nature** and offers a panoramic lake view. Enjoy here a voyage of Asia's distinctive cuisine and its rich culinary heritage alongside western favourites.

BBQ EVENINGS

AVAILABLE UPON REQUEST EVERY DAY AT 6PM

FACILITIES

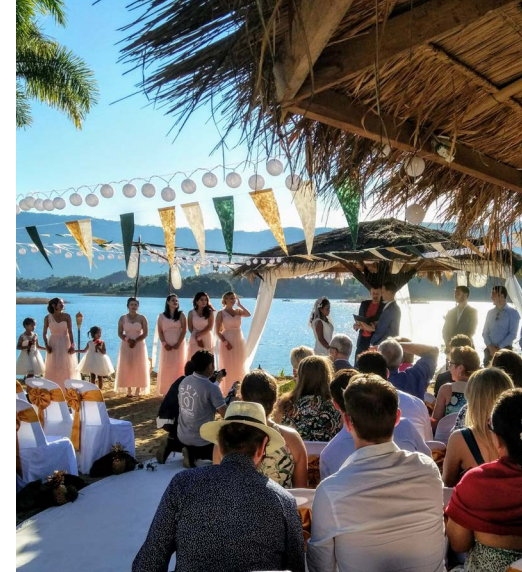
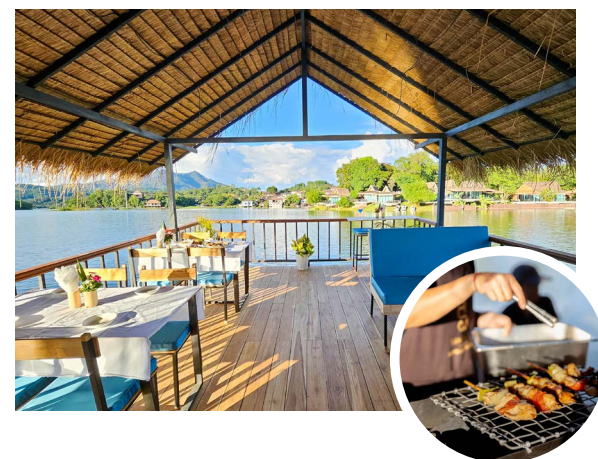
- ✓ Bar / restaurants
- ✓ Pool bar
- ✓ Massages
- ✓ Swimming Pool
- ✓ Travel Desk
- ✓ Nautical Club
- ✓ Leisure room
- ✓ Pétanque, volleyball & badminton area
- ✓ Complimentary mountain bikes



RECREATION AND LEISURE

Dive into the rich heritage and fun activities of the Nam Ngum Lake.

- Nautical club activities: jet ski, kayaking, paddle boats, rod fishing, net fishing.
- **Local excursions featuring customized island tours, boat cruises, and packages aboard traditional sala boats**
- Boat Fishing
- Cooking classes



MEETINGS AND EVENTS

Discover the art of perfect meetings and events at Sanctuary Nam Ngum Beach Resort. Our conference room is the perfect venue for executive meetings and corporate retreats. For all functions, we provide all the standard technology equipment and high-speed Wi-Fi

Combined with the lake's exceptional scenery, beach area and quality culinary experiences we provide exclusivity for flawless weddings, elegant private parties and grand celebrations.



SANCTUARY LUANG PRABANG

Location, location, location



"Right in the middle of the town, at 200m from the night market and the main street, this hotel is a perfect choice to spend few days in Luang Prabang. Recommendation from staffs have always been good. The bed is extremely comfortable in the middle of a beautifully decorated room. I definitely recommend."

Allan

SANCTUARY PAKBENG LODGE

An excellent hotel with a wonderful view



"This property was certainly unexpected here. First class rooms and facilities in a most spectacular location high above the Mekong although close to town. We were met at the boat from Luang Prabang and taken back to the wharf the next morning. In hindsight I only wish I had stayed an extra night and explored Pakbeng. There is so much to do and not just an overnight stop on the slowboat upriver. Al La Carte dinner from a set menu and same for breakfast. Food was excellent."

guidepostbob

SANCTUARY NAM NGUM BEACH RESORT

A Little Piece of Heaven!



"My son married a Laotian girl and held the ceremony here at The Sanctuary. What a wonderful place this is. About 40 of us stayed here for a couple of days and had the time of our lives. It is so beautiful and peaceful. The staff are very helpful, the food, in particular the breakfast is gorgeous. We enjoyed swimming in the pool, canoeing around the lake and jet skiing. I cannot speak highly enough about this wonderful place."

CatherineKerry

TESTIMONIES

Sanctuary Indeed



"Gorgeous little place that ticks all the boxes. Walking distance to everything and just outside the immediate hustle of the city. Lots of eateries in walking distance including the famous night market and Temples. The property itself meets all the reviews and expectations. Excellent staff, comfortable room and personalised breakfast with a good variety. Happy hours at the hotel are great, and spa was good too. Easily would repeat this one."

Saiboi

Beautiful place



"We spent a night there some weeks ago, and it was really an excellent place. The set menu for dinner was excellent and very tasteful. Our room was the best room we have had in Laos. We will for sure come back here."

Mortens99

WHAT A GREAT PLACE



"The service and help from management and staff at this resort was outstanding, we were really made to feel welcome here. The location is perfect for a quiet escape from the more touristy places in Laos. The resort was quiet when we arrived and the management arranged transport and a pickup for us. Rooms had a great view over the lake, would recommend the cruise with bbq lunch on the island - very tranquil. Restaurant is very good, big servings, left full every time. There are free bicycles if you want to head into town for supplies and a free shuttle into Vang Vieng in the mornings. Would definitely stay here again."

buksida



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PRO B2B TOOLS – AGENT HUB

The online solution for accessing our catalogue



E BROCHURES



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