



enriching oasis

# CHÀO MỪNG QUÝ KHÁCH ĐẾN VỚI PANDANUS RESORT

Rất hân hạnh được chào đón Quý khách đến nghỉ dưỡng tại khu nghỉ mát Pandanus Resort, Mũi Né.

Với nỗ lực không ngừng, chúng tôi luôn mang đến cho Quý khách một kỳ nghỉ thư giãn và trọn vẹn. Pandanus Resort được thiết kế theo kiến trúc văn hóa Chăm-pa cổ, để chế từng thịnh trị trên vùng đất này từ thế kỷ I đến thế kỷ XVI.

Kiến trúc cổ kính hòa quyện cùng khu vườn nhiệt đới xanh mát tạo nên không gian thanh bình, thư giãn. Cùng với lòng hiếu khách của người Việt Nam và trải nghiệm tại Pandanus, Quý khách sẽ có những khoảnh khắc tuyệt vời khó quên tại đây.

Trang thông tin này được chuẩn bị nhằm giúp Quý khách dễ dàng tìm hiểu và sử dụng các tiện ích, dịch vụ tại khu nghỉ dưỡng. Chúng tôi hy vọng Quý khách sẽ cảm thấy như đang ở chính ngôi nhà của mình và tận hưởng trọn vẹn những dịch vụ mà chúng tôi cung cấp trong suốt thời gian lưu trú.

Với mong muốn cùng chung tay bảo vệ môi trường, chúng tôi rất trân trọng sự hợp tác của Quý khách thông qua những hành động đơn giản. Vui lòng tắt đèn và các thiết bị điện khi không sử dụng. Nếu Quý khách có nhu cầu thay tấm trải giường hằng ngày, xin vui lòng đặt thẻ **“Bảo vệ Môi trường”** lên giường và treo khăn trên giá nếu không muốn thay khăn mới.

Kính chúc Quý khách có một kỳ nghỉ vui vẻ và ý nghĩa tại Pandanus Resort.

**Albert van der Westhuizen**  
Tổng Quản Lý



# TIỆN NGHI VÀ DỊCH VỤ

## YÊU CẦU KHÔNG LÀM PHIÊN HOẶC LÀM PHÒNG

Phòng ở được trang bị hai loại đèn báo có công tắc nằm sát khe cắm chìa khóa như sau:

**[DO NOT DISTURB] – KHÔNG LÀM PHIÊN**

**[MAKE UP ROOM] – YÊU CẦU LÀM PHÒNG**

**Khi đèn [Do Not Disturb] được bật sáng,** Nhân viên Buồng phòng sẽ không vào vệ sinh phòng và sẽ gửi thư thông báo qua khe cửa cho Quý khách. Nếu Quý khách không muốn nhận các cuộc gọi đến, vui lòng thông báo trước với nhân viên Lễ tân. Trường hợp đèn [Do Not Disturb] bật sáng kéo dài hơn 48 giờ, Ban Quản lý sẽ kiểm tra phòng để chắc chắn rằng Quý khách không cần hỗ trợ hay dịch vụ phòng.

**Khi đèn [Make Up Room] sáng,** Nhân viên Buồng phòng sẽ ưu tiên vệ sinh phòng cho quý khách. Trường hợp cả hai đèn không sáng, nhân viên sẽ vệ sinh phòng ở theo thời gian quy định của resort từ 08:00 đến 16:00.

## VẬT DỤNG TRONG PHÒNG

Khu nghỉ dưỡng trang bị đầy đủ các tiện nghi cơ bản nhằm tạo sự thoải mái cho các khách lưu trú:

- **Trong phòng tắm:** khăn các loại, xà bông rửa tay, ly, bàn chải, kem đánh răng, lược, chụp tóc, sữa tắm, dầu gội đầu, tắm bông, kim chỉ, túi vệ sinh và các hạng phòng Bungalow, Signature Suite có dao cạo râu.
- **Trong tủ quần áo:** dù, áo choàng ngủ, túi giặt ủi, dép đi trong phòng. Nhằm giúp quá trình check-out của Quý khách được diễn ra nhanh chóng, mong Quý khách vui lòng không di chuyển đồ đạc, vật dụng giữa các phòng.

Giỏ rác được trang bị trong phòng ngủ và phòng tắm. Quý khách vui lòng không bỏ giấy, rác và các vật dụng khác vào bồn vệ sinh.

Các vật dụng trên chỉ được sử dụng trong khuôn viên khu nghỉ dưỡng. Nếu Quý khách có nhu cầu giữ các vật phẩm trong phòng làm kỷ niệm, vui lòng xem thêm bảng giá vật dụng trong quyển thông tin này tại trang [...]

# IN-ROOM FACILITIES AND SERVICES

## **IRONING**

Irons and ironing boards are available upon request. A staff member will collect them one hour after delivery.

## **LUGGAGE ASSISTANCE**

Please contact the Bell Desk for luggage delivery, storage, or collection.

## **INTERNET**

Complimentary Wi-Fi is available in all rooms and public areas. Guests without devices may use the computers located in the Business Centre.

## **SAFETY DEPOSIT BOX**

Each room features a personal safe. Please ensure valuables are secured. The resort does not assume responsibility for items not kept in the safe.

## **BLUETOOTH MUSIC PLAYER**

Rooms in the Cassia and Ginger Buildings and all Bungalows include a Bluetooth speaker. Please keep the volume at or below 85 decibels to avoid disturbing other guests.

## **HOT WATER**

Rooms are fitted with individual water heaters. In Superior Standard Rooms, Bungalows, and Family Suites, the heater switch is located next to a red light in the bathroom. Turn it on at least 10 minutes before use. Other room categories have automatic heaters.

## **BABY COTS AND EXTRA BEDS**

One additional bed or baby cot can be accommodated per room. Please contact Reception to reserve.

## **COFFEE AND TEA**

Complimentary coffee and tea making facilities are provided and replenished daily.



# IN-ROOM FACILITIES AND SERVICES

## DRINKING WATER AND MINI-BAR

Two bottles of drinking water are provided daily. Additional refill stations are located throughout the resort. Please do not drink tap water, which is safe for hygiene use but not purified for consumption. The mini-bar is complimentary and restocked daily when your room is cleaned.

## LINEN AND LAUNDRY SERVICE

To conserve water:

- Towels placed on the rack indicate that you will reuse them.
- The card on the bed indicates that you wish your sheets to be changed.

### Laundry Schedule:

- **Collected before 10:00** | Returned by 12:00 the next day
- **Collected after 12:00** | Returned in the afternoon the following day
- **Express service:** Returned within 4 hours (100% surcharge)

Latest pickup at 15:00.

Please complete the laundry form and dial [0] to arrange collection.

## AIR-CONDITIONING

The default temperature is set at 24°C. You may adjust it using the remote control located beside your bed. Instructions are on page [...]

## TELEVISION

The remote control is located near the bed. The channel list is included at the end of this directory.



# FOOD & BEVERAGE



## Café Blue Lagoon

- Open 24/7
- Asian & Western Menus
- Mui Ne Cooking Journey
- Happy Hour



## Waterfall Lounge

- 17:00 – 01:00
- Live Music
- Signature Cocktails
- Happy Hour



## Sun Terrace

- 10:00 – 18:00
- The Taste of Mui Ne Seafood BBQ Buffet
- Sunset on the Beach
- Happy Hour



## THE TASTE OF MUI NE



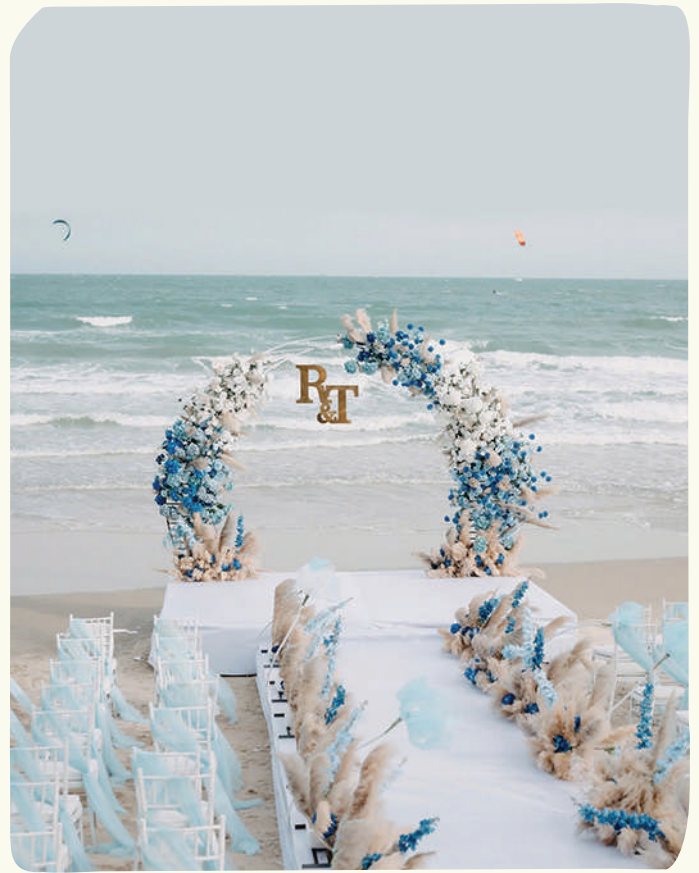
**18:00 – 21:00 | Every Saturday | Sun Terrace Restaurant**

Savour the essence of Mui Ne with our beachside seafood barbeque buffet, featuring freshly grilled local delicacies. Enjoy a two-hour free-flow of house wine, beer, soft drinks, juices, and water; amidst vibrant live music and spectacular fire performances under the stars.





Private Dining



Wedding Destination



Couple Retreat



Business Retreat

# WELLNESS AND RECREATION



## Hibiscus Spa:

---

Body Massage

---

Facial

---

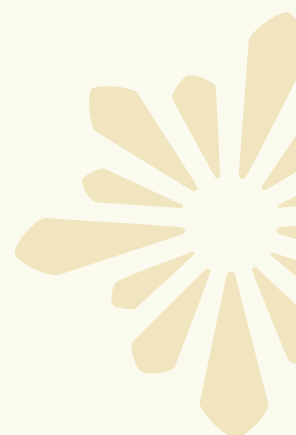
Beauty Salon

---

Steamed Bath

---

Sauna



# ENRICHING EXPERIENCES

Mui Ne Cooking Journey	08:00 – 11:30
Private Tours	By request
Fitness	06:00 – 22:00
Outdoor Sports: tennis, pickleball, badminton, table tennis, volleyball, football	06:00 – 18:00
Complimentary Bikes	06:00 – 18:00
Kite Surfing	06:00 – 18:00
Gift Shop	08:00 – 20:00
Tailoring	08:00 – 16:00





## MEETINGS AND EVENTS

Pandanus Resort is the perfect venue for memorable meetings, effortless events and wonderful weddings. Our Champa Centre has more than 650sqm of meeting and banquet space to accommodate up to 500 people, and three small meeting rooms that accommodate between 10 and 40 guests with full audio-visual equipment and facilities.

The resort, with 10 hectares of dazzling gardens and grounds, is designed to offer ample space for multiple outdoor functions, games, team-building activities and wedding ceremonies.





## GUIDED TOURS AND TRANSPORTATION

### **GUIDED TOURS** (fees apply):

We offer guided tours from 4- to 9- seater vans or a 16-seater minibus to: Bau Trang (White Sand Dunes); Phan Thiet; Ta Cu Mountain; Combined Ta Cu Mountain and Phan Thiet day tour; Combined Po Sah Inu Cham Towers and Fish Sauce Museum tour; Cham Heritage Tour to Phan Rang.

### **TRANSPORTATION** (fees apply):

Service is provided from 4- to 9-seater vans or a 16-seater minibus. Private transfers available to and from: Phan Thiet Train Station; PGA NovaWorld Golf Course; Ho Chi Minh City, Vung Tau, Da Lat, Nha Trang, and Cam Ranh.

### **HO CHI MINH CITY SHUTTLE SERVICE:**

Daily service between Ben Thanh Ward (near Ben Thanh Market) and the Pandanus Resort. Airport drop-off (Tan Son Nhat | SGN) available on request.

*Reservations are required in advance due to limited availability.*

# RESORT POLICIES

## **CHECK-IN AND CHECK-OUT:**

**Check-in: From 15:00 | Check-out: By 12:00**

Late check-out is subject to availability and may incur a charge. All adult guests must present a valid Vietnamese ID or passport with visa. Room changes are not permitted without informing Reception. We are required by law to report guest registrations to local authorities.

## **DEPOSIT POLICY:**

An incidental deposit of VND 1.200.000 per room per night (maximum three nights) is collected by credit card authorisation or in cash. Any unspent amount will be released (up to 30 days for card holds) or refunded in cash.

## **DRESS CODE:**

Swimsuits and kimonos are not permitted in Café Blue Lagoon or Champa Centre. Appropriate swimwear must be worn in the pools.

## **ENVIRONMENTAL ETIQUETTE:**

Please do not hang towels or laundry on balcony railings or move the clothes horse outside. Items found will be removed and returned to your room. Littering in gardens or on the beach will incur a cleaning fee of VND 2.500.000 upon check-out.

## **DAMAGE AND LIABILITY:**

Guests are responsible for any damage to resort property or harm caused to staff or other guests. Charges apply for missing or broken items, based on the rates listed on the next page.

## **OUTSIDE FOOD:**

Outside food is not allowed in rooms. A minimum cleaning fee of VND 5.000.000 applies. If you wish to consume outside food, please contact Concierge to arrange a designated dining area and sign a liability waiver.

## **NO COOKING POLICY:**

Cooking is strictly prohibited. All rooms are fitted with smoke detectors and fire alarms. Cooking in the room will result in a VND 5.000.000 fine and confiscation of equipment. Guests are liable for any damage or alarm activation caused.

# REGULATIONS

## **PERSONAL BELONGINGS:**

Please lock your door whenever leaving or sleeping. Use the in-room safe for valuables. The resort does not accept responsibility for lost or stolen items.

## **LOST AND FOUND**

Lost items will be stored for up to six months. After that, they will be discarded or donated. Guests are responsible for shipping costs if they wish to have items returned.

## **PROHIBITED ACTIVITIES:**

Weapons, explosives, flammable items, illegal goods, gambling, and sex work are strictly forbidden.

## **PET POLICY:**

Please note that pets are not permitted at the Pandanus Resort. To ensure a clean and allergy-free environment for all guests, a cleaning fee will be charged if pets are found in any guest room. In such cases, the pet will be removed and secured in a designated holding area outside the resort premises.

## **VISITORS:**

Visitors must present identification at Reception and may not stay past 22:00. Overnight stays require room booking and payment in advance.

## **PORTABLE SPEAKERS:**

Speakers over 10 watts are not allowed. Items will be stored at Reception until check-out. In-room Bluetooth speakers must be kept below 85 decibels.

## **DRONES AND RECREATIONAL DEVICES:**

Drones, scooters, skateboards, rollerblades, and similar items may not be used inside the resort grounds.

## **NON-SMOKING POLICY:**

The Pandanus Resort is a non-smoking property. Smoking is only allowed in designated outdoor areas and on balconies of the Ginger and Ixora buildings. Smoking in unauthorised areas or rooms will incur a minimum cleaning fee of VND 2.500.000.

# REGULATIONS

## MEDICAL AND EMERGENCY ASSISTANCE:

- **On-site nurse: 08:00–16:00, six days a week**
- **On-call doctor: 24 hours a day**
- **For emergencies, dial [0] at any time**

## EMERGENCY PHONES:

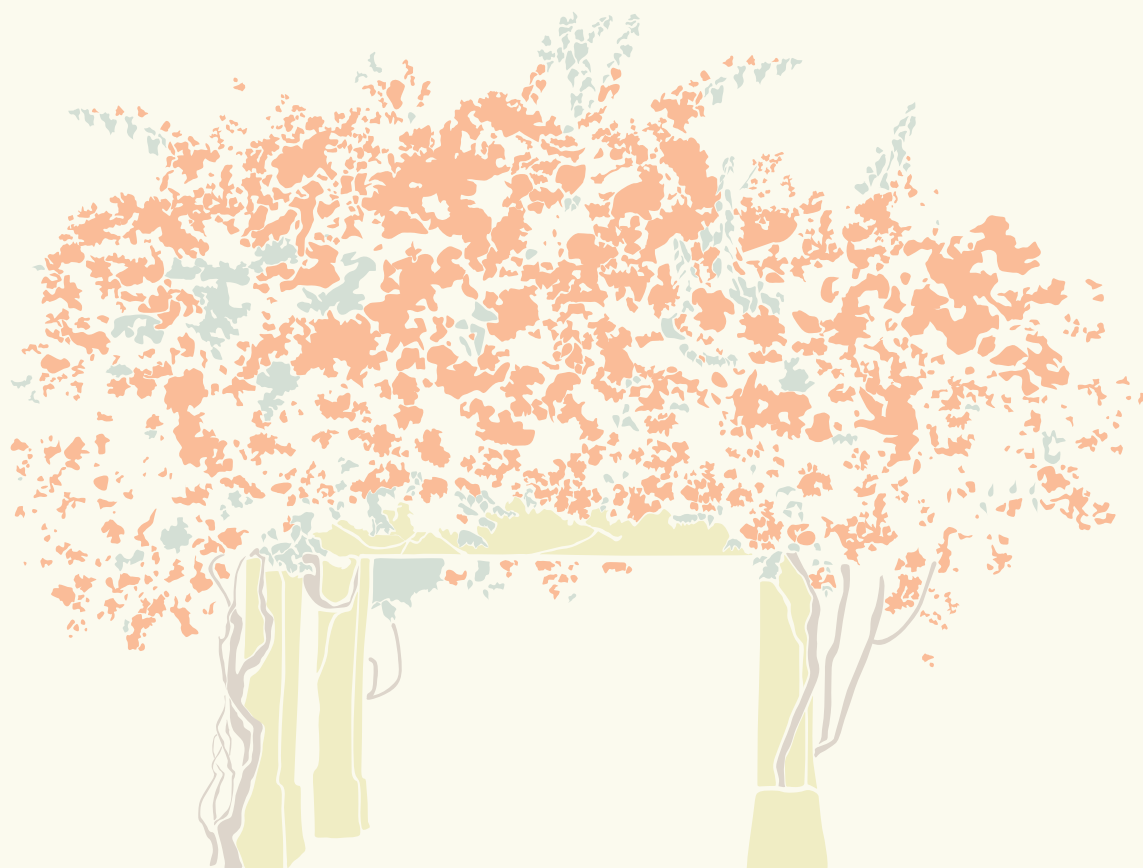
Located next to beds, in bathrooms, and at corridor ends. Dial [0] to contact Reception.

## EVACUATION PLAN:

An emergency exit plan is posted on your door. In case of evacuation:

- **Leave your room and close the door behind you**
- **Do not use lifts**
- **Use stairs to exit the building**
- **Proceed to the assembly point in the car park**

All buildings are fitted with smoke detectors and fire alarms. In case of fire, inform Reception and trigger the nearest alarm.





## SUSTAINABILITY

At Pandanus, we believe true enrichment comes with responsibility. As a pioneer of sustainable tourism in Mui Ne, we are dedicated to preserving the very nature that inspires us.

- ❁ **Eco-Architecture:** Smart open-space designs that maximise natural light and sea breezes.
- ❁ **Organic Circularity:** On-site composting of kitchen and garden waste to nourish our lush landscapes in a closed-loop system.
- ❁ **Smart Resource Management:** Large-scale solar water heating and advanced water-saving technologies to reduce our carbon footprint.
- ❁ **Local Sourcing:** Prioritise local talent and fresh, seasonal ingredients from nearby farmers and fishermen.
- ❁ **Give For Good Day:** Uniting staff, guests, and local authorities in monthly environmental clean-ups to protect our coastal ecosystem.

For beach team-building activities, a discretionary contribution of **VND 80.000 per person** is applied.

### **Your contribution directly supports:**

- Daily cleaning to keep our beach plastic-free.
- Cultivating and maintaining our 10 hectares of green landscape.
- Refillable water stations and supporting electricity.

**SMALL ACTS. BIG IMPACT!**

# ATTRACTIONS OF MUI NE

Just 200km from Ho Chi Minh City, Pandanus Resort places you at the heart of Mui Ne's natural and cultural treasures. Discover breathtaking beauty and create lasting memories.

Destination	Km	Travel by Car
Red Sand Dunes	0.5	5 minutes
Mui Ne Market	2	5 minutes
Fairy Stream	5	10 minutes
Ham Tien Market	8	10 minutes
Sea Links Golf Course and RD Wine Castle	16	18 minutes
Fish Sauce Museum (Phu Hai)	17	17 minutes
Po Sah Inu Cham Towers (Phu Hai)	19	20 minutes
Duc Thanh School and Ho Chi Minh Museum	25	33 minutes
White Sand Dunes (Bau Trang)	25	25 minutes
Van Thuy Tu Temple	25	35 minutes
Ong Pagoda (Phan Thiet)	26	35 minutes
Circus Land NovaWorld	25	50 minutes
PGA NovaWorld Golf Course	40	57 minutes
Ke Ga Lighthouse	57	60 minutes
Ta Cu Mountain	60	60 minutes



# IN-ROOM DINING



# ROOM SERVICE MENU

## ENTREÉS

01.	<b>Chargrilled Dried Squid</b>	VND 399.000
02.	<b>Deep-Fried Calamari</b>	VND 349.000
03.	<b>Deep-Fried Prawns</b>	VND 279.000
04.	<b>Chicken Schnitzel with French Fries</b>	VND 179.000
05.	<b>Butter-Fried Chicken Wings</b>	VND 169.000
06.	<b>French Fries</b>	VND 119.000
07.	<b>Garlic Bread</b>	VND 119.000

---

## SALADS

08.	<b>Tuna and Avocado Salad</b>	VND 219.000
09.	<b>Greek Salad</b>	VND 190.000

---

## MAIN DISHES

10.	<b>Specialty Rice Noodles with Braised Duck</b>	VND 209.000
11.	<b>Prawns Wonton Soup with Roasted Pork</b>	VND 179.000
12.	<b>Pho Bo: Traditional Beef Rice Noodle Soup</b>	VND 179.000
13.	<b>Pho Ga: Traditional Chicken Rice Noodle Soup</b>	VND 149.000
14.	<b>Glass Noodles with Crab Meat in Clay Pot</b>	VND 239.000
15.	<b>Stir-fried Egg Noodles with Beef</b>	VND 239.000
16.	<b>Oyster Congee (per bowl)</b>	VND 149.000
17.	<b>Prawn Congee (per bowl)</b>	VND 149.000
18.	<b>Congee with Minced Pork (per bowl)</b>	VND 119.000

For the best experience, please place your order at least 30 minutes in advance.  
This ensures we can prepare and deliver your meal promptly and with the highest quality.

Prices are subject to 5% service charge and VAT

# ROOM SERVICE MENU

## MAIN DISHES

19.	<b>Spaghetti Marinara: Squid, Prawns, Scallops</b>	VND 390.000
20.	<b>Stir-Fried Egg Noodles with Beef</b>	VND 239.000
21.	<b>Tagliatelle Carbonara: Cream Sauce and Bacon</b>	VND 219.000
22.	<b>Spaghetti Bolognese</b>	VND 229.000
23.	<b>Seafood Fried Rice: Prawns and Squid</b>	VND 239.000

---

## BURGERS & SANDWICHES

24.	<b>Pandanus Beef Burger</b>	VND 259.000
25.	<b>Chicken Burger</b>	VND 219.000
26.	<b>Club Sandwich</b>	VND 199.000

---

## PIZZAS

27.	<b>Seafood Pizza</b>	VND 399.000
28.	<b>Hawaiian Pizza</b>	VND 219.000
29.	<b>Margherita Pizza</b>	VND 179.000

---

## DESSERTS

30.	<b>Matcha Panna Cotta with Fruit</b>	VND 109.000
31.	<b>Chocolate Brownie</b>	VND 109.000
32.	<b>Crème Brûlée</b>	VND 109.000
33.	<b>Passion Fruit Mousse</b>	VND 89.000
34.	<b>Crème Caramel with Fruit</b>	VND 89.000
35.	<b>Fresh Seasonal Fruit</b>	VND 89.000

For the best experience, please place your order at least 30 minutes in advance.

This ensures we can prepare and deliver your meal promptly and with the highest quality.

Prices are subject to 5% service charge and VAT

# IN-ROOM WINE LIST

## CHAMPAGNE AND SPARKLING WINES

- |   |               |
|---|---------------|
| 01. <b>Champagne Beaumont des Crayères Grande Réserve</b> | VND 1.764.000 |
| 02. <b>Freixenet Rosé Dry Cava</b>                        | VND 1.074.000 |
- 

## WHITE WINES

- |  |               |
|--|---------------|
| 03. <b>Faustino Rivero Ulecia Albarino</b>       | VND 1.068.000 |
| 04. <b>Blue Dry Riesling</b>                     | VND 1.188.000 |
| 05. <b>Tavernello Pinot Grigio Delle Venezie</b> | VND 834.000   |
- 

## ROSÉ WINE

- |                          |               |
|--------------------------|---------------|
| 06. <b>Le Grand Noir</b> | VND 1.194.000 |
|--------------------------|---------------|
- 

## RED WINES

- |  |               |
|--|---------------|
| 07. <b>Relax Red</b>                             | VND 1.074.000 |
| 08. <b>Monferrato DOC Dolcetto</b>               | VND 912.000   |
| 09. <b>Louis Latour Dom de Valmoissine</b>       | VND 912.000   |
| 10. <b>Argiolas Costera Cannonau di Sardegna</b> | VND 1.434.000 |
| 11. <b>Famille Perrin Côtes du Rhône Réserve</b> | VND 1.140.000 |
- 

## DESSERT WINE

- |                                      |               |
|--------------------------------------|---------------|
| 12. <b>Royal Tokaji Late Harvest</b> | VND 1.020.000 |
|--------------------------------------|---------------|



# IN-ROOM BEVERAGES

## CANNED BEERS

01.	<b>Heineken 330ml</b>	VND 71.000
02.	<b>Tuborg 330ml</b>	VND 71.000
03.	<b>Tiger 330ml</b>	VND 59.000
04.	<b>Huda 330ml</b>	VND 47.000
05.	<b>Saigon Green 330ml</b>	VND 47.000

---

## CIDER

06.	<b>Đà Lạt Cider</b> Apple, Berries, Pineapple	VND 83.000
-----	--	------------

---

## FRESH FRUIT JUICES

07.	<b>Pineapple Juice</b>	VND 71.000
08.	<b>Orange Juice</b>	VND 71.000
09.	<b>Lemon Juice</b>	VND 59.000

---

## SOFT DRINKS AND BOTTLED WATER

10.	<b>Pepsi, Pepsi Light, Mirinda, 7-up</b>	VND 47.000
11.	<b>Soda Water</b>	VND 47.000
12.	<b>Tonic Water</b>	VND 47.000
13.	<b>Vikoda 430ml</b>	VND 59.000





**VND 349.000**

một khách • per person



**PANDANUS**

RESORT | MUI NE

## FREE FLOW HAPPY HOUR

**16:00 – 18:00 | All Outlets**

Ignite your holiday spirit with 02 hours of endless sips, enjoying **02 hours of unlimited Wine, Beer, and Spirits & Mixers** at all outlets.

**BOOK NOW!**

For reservations, please dial:

Extension [0] | **Hotline: +84 708 849 849**

Price is subject to 5% service charge and VAT





**VND 3.200.000**

For two persons

  
**hibiscus**  
SPA

## FRANGIPANI ROMANCE RITUAL

**09:00 – 20:00 | 85 minutes**

A moment of pure relaxation and connection with 55-minute Frangipani Body Oil Massage, a soothing Jacuzzi Bath and a bottle of Sparkling Wine.

**BOOK NOW!**

For reservations, please dial:

Extension [0] | **Hotline: +84 708 849 849**

Price is subject to 5% service charge and VAT



# PREMIUM ALL-INCLUSIVE

## Minimum 3-night Stay

The Pandanus Resort is proud to offer Vietnam's first true Premium All-Inclusive experience – a concept created for guests who value comfort, freedom, and exceptional hospitality.

While all guests enjoy access to the resort's unique Mui Ne walking tour, daily activities including yoga and tai chi classes, leisure facilities, and in-room minibar snacks, this exclusive package takes your stay to the next level, delivering a seamless and truly indulgent holiday.

Daily Wine and Cheese Reception and all food and beverage services are included without restriction:

- From à la carte or buffet-style lunch and dinner, and room service.
- Unlimited orders from the resort's extensive wine list to handcrafted cocktails.
- The weekly Taste of Mui Ne seafood barbeque buffet with live entertainment.
- Vietnamese cooking classes and curated culinary experiences.

The package also includes complimentary:

- Fifty five minutes Spa Treatment per person per day
- Laundry Service

*\* Standard All-Inclusive is available and does not require a minimum length of stay*



# CONTACT

3 Nguyen Huu Tho, Mui Ne, Lam Dong 77118, Vietnam  
t. +84 252 3849 849 | Hotline +84 906 898 563  
e. pandanus@pandanusresort.com

## SALES OFFICE:

130 Nguyen Thi Minh Khai, Xuan Hoa Ward  
Ho Chi Minh City, Vietnam  
e. sales@pandanusresort.com

[www.pandanusresort.com](http://www.pandanusresort.com)



## CONTACT US

