



GRAND MIRAGE

All-Inclusive, Resort & Thalasso Spa - BALI



ROOM DIRECTORY



Welcome

Dear Valued Guest,

On behalf of Grand Mirage Resort & Thalasso Bali. I am delighted to Welcome you to our exciting & playful side of Paradise.

This service directory is a reference for General Hotel Information. During your stay, please allow us to deliver a Balinese hospitality experience along with our excellent service to your whole family. I sincerely hope we will exceed your expectations!!

If you require any assistance during your stay, our team will be pleased to assist you or you may contact our Guest Manager at extension 2 or 6 at anytime.

Should you wish to provide us with an email address, after check out, we will send a short customer satisfaction survey. We appreciate your valuable time in completing the survey, your opinions are highly regarded in helping us to keep improving our facilities & services.

We Thank You for choosing to stay with us at Grand Mirage Resort & Thalasso Bali, and hope you have an unforgettable holiday.

Warmest Regards

Fabian Anders
General Manager



✦ AIRLINES BOOKING

Please contact our Guest Manager who will be glad to assist you with all necessary information 24 hours a day.

✦ AIRPORT

Ngurah Rai International Airport is located 12 Kilometers away from our resort.

✦ AIRPORT TRANSFER

Transport can be arranged through our front desk staff. This service requires an advance reservation. There are options with different type of cars and number of passengers.

✦ ALL INCLUSIVE

Upgrade your vacation to an 'All Inclusive Package'. For more details about All Inclusive Package, please contact our guest manager at extension 2 or 7.

✦ ASSEMBLY AREA IN CASE OF EMERGENCY

The dormitory parking area which located in front of Grand Mirage will be the area of assembly in the cases of: earthquake and fire. The 3rd and 4th floor in building 1 and 2 will be the assembly points in the case of tsunami alert.

Meanwhile for the guest who stays in Family Paradise, the assembly point will be at the beach in case of fire. The 3rd floor of the building will be the assembly point in the case of tsunami alert.

BABY CRIB / COT

Baby cribs/cot is available on request and is subject to availability.

BABY SITTER

We will be pleased to arrange a child care service with additional charge. Please consult our Guest Manager at extension 2 or 7 for reservation

BABY STROLLER

Baby stroller is available on request.

BAGGAGE SERVICE

Baggage handling service is available for both arrival and departure guest. Please contact our Bell Desk at extension 1.

BEACH INFORMATION

On the right and left side of the resort's beach, you will find a lot of freelance sellers who will offer you everything from sarongs to t-shirts and water sport. These vendors are from the nearby village and their sales are basically their daily income. In line with beach sellers, below is a few words of advice:

Please do not request a seller to visit you at the resort area. We recommend you to rent water sport equipment only from resort's water sport center and not from the freelance seller as they have no license and no insurance.

BIRTHDAY

Do you have a birthday to celebrate? If you would like to order something special, please contact our Guest Manager.

BOOKING / RESERVATION

Our reservation team would be delighted to reserve an additional or future booking for you. For more information, please dial extension 8533. Online booking could also be done through our website www.grandmirage.com or please kindly send an email inquiry to mail@grandmirage.com

BUSINESS CENTER

Computer with internet connection, printers and stationeries are available at our business center located on the first floor near Grand Café Restaurant.

CASH DISPENSER

An ATM (Automatic Teller Machine) can be found nearby Grand Mirage Resort.

CHECK IN

Your room will be available from 14.00 hrs on the day of arrival.

CHECK OUT

Your room will be available until 12.00 hrs on the day of departure. Should you require extending the time for late check out, please contact our Guest Manager.

CHILDREN ACTIVITIES

Many children's activities have been designed to thrill your children with memorable holiday experiences to be shared with their friends. Meeting point is at Kids Club in Family Paradise building.

CHURCH / MOSQUE / TEMPLE

The nearest Church, Temple and Mosque are located at Puja Mandala Complex and can be reached with 2 kilometers away from the resort by car. To contact the Catholic Church "Maria Bunda Segala Bangsa" phone +62 361 774811 or for the Protestant Church "Bukit Doa" phone +62 361 776807 for detailed service information.

CONFERENCE & EVENTS

Grand Mirage Resort and Thalasso Bali has 5 meeting rooms and 3 outdoor venues, suitable to cater business or special events. Our professionals and experienced banqueting team will be pleased to assist you and suggest more ideas for wedding, gala dinner, cocktail, buffet dinner, and luncheon. Please contact our Sales team at extension 8596.

CREDIT CARD

We accept the following credit cards: American Express, Master Card, Visa, JCB and Diners Club.

DRESS CODE

A casual outfit is appropriate throughout the resort. Shoes and suitable clothing are required in all dining outlets and the lobby area. Please do not wear a swimsuit when entering the restaurant and bar.

DRINKING WATER

Complimentary of drinking water is provided daily in the room.

DRY CLEANING / LAUNDRY

Laundry service is available at additional extra charge. Please leave your clothes in the laundry bag provided and fill the form for our reference. Laundry will be returned on the following day. If you wish to have the garments returned on the same day, please let us know (Express service carries on the extra charges).

Laundry coin is available in 3rd floor of Family Paradise building.

EMERGENCY

In case of emergency, please contact the Guest Manager dialing 2 or 7 or our Operator by dialing 0. Take well note that there are two different assembly points for fire in case of emergency:

1. The dormitory parking area which located in front of Grand Mirage and beach area are assembly points for fire and earthquake.
2. The 3rd and 4th floor of the building are the assembly point for tsunami threat.

At the Family Paradise, there will be two points of emergency:

1. Beach area is assembly point for fire and earthquake.
2. The 3rd floor of the building is the assembly point of tsunami threat.

EMERGENCY EXIT / ESCAPE ROUTES

Please follow the emergency exit signs when requested to do so by our staff. You may find the emergency escape plan in your room.

FIRE

Please contact us if you notice anything unusual. In case of fire, please keep calm, follow the instructions given by our staff and use the nearest fire escape to exit the building.

FLOWERS

Please call our Guest Manager or Housekeeping team at extension 5 and our staff will be more than happy to assist you.

GOLF

We recommend you these following golf courses: Bali National Golf Club, New Kuta Golf, Nirwana Bali Golf Club Tabanan and Bali Handara Kosaida Bedugul. Appointment can be arranged through our tour & travel desk.

GUEST MANAGER

Should you wish any service and assistance, our Guest Manager is available for 24 hours at extension 2 or 7.

HAIR DRYER

A hair dryer is located inside the drawer at dressing table or mini bar in all guest rooms.

HOUSEKEEPING

Our housekeeping staff will be happy to meet your special request for cleaning, additional pillows, cover and children bed. Please dial 5 from your in-room telephone for more information.

INTERNET / FREE WI-FI

Complimentary Wi-Fi connection can be enjoyed throughout our resort and in all guest rooms.

◆ LEISURE ACTIVITIES

Offers wide range of leisure activities for guest' enjoyment during their stay at Grand Mirage Resorts.

Please call Guest Manager for any details of time and activity.

Our entertainment team will be pleased to meet your special request for any kind of leisure support you may require.

Free Activities:

Fitness center / gym
Billiards
Table tennis
Air hockey
Chess
Card game
Mahjong
Mini library
Cooking lesson
Water aerobics
Yoga
Water polo / water
volleyball
Ocean kayak
Wall climbing

Kids Activities (Free):

Kids yoga
Craft making
Fun mini waterpark
Bracelet making
Mini golf
Feeding fish
Movie time
Catch the baby crab/beach
hunting
Bingo games
Sand cosmic
Free kick contest /soccer
Treasure hunt
Balinese craft making
Ballon sculpting
Sand castle competition
Balinese Dance lesson
Playground & electronic
game
Boat making

Activities with additional charge:

Balinese costume
Speed boat
Turtles release
Foam party
Sand painting
Art painting
Mini pizza



LIABILITIES OF HOTEL

The hotel accepts no liability claim for loss, stealing, damaged or breakage of guest's belonging left in the room or anywhere else on the hotel premises. Please place all valuables in the safety deposit box provided in your room.

LIGHTS

The lighting in room requires you to switch on the main power of electricity in your room. For your comfort, the light switches are also above your bed side table.

LOST & FOUND

Our Housekeeping Department or Guest Manager will offer assistance in tracing property lost on the resort's premises.

MAPS

A map of the resort is available at the reception desk and around the property.

MEDICAL SERVICES

In case of emergency, our hotel nurse is at your service for any basic medical assistance. Please contact our Guest Manager at extension 2 or 7 for further information.

MINIBAR

Mini Bar in your room is replenished on daily basis. Please contact our reception at extension 6. The mini bar is chargeable (except for all-inclusive gold guest).

MONEY CHANGER COUNTER

You may exchange foreign currency at the front of arcade according the daily hotel exchange rates (the hotel does not accept personal cheques).

PARKING

Parking area within the resort is available and free of charge.

PET

For the protection of our guest and sanitary reason, no pets are allowed in the hotel.

PHARMACY

The nearest pharmacy can be found nearby the resort around 2 kilometers away.

PHOTOCOPY

Available through the Guest Manager.

PLEASE DO NOT DISTURB

To remain undisturbed, please use the "Do Not Disturb" sign. Please bear in mind that we will not serve room service or clean rooms which have the "Do Not Disturb" sign active.

POOL TOWEL

Pool towels are available at the pool counter upon registration of your name and room number. Please do not take the bath towel from your room to the pool or beach. You will be charged US\$20 for any unreturned pool towel.

POOL & WATER SLIDE

Main pool, Water slide and Mini Park's Pool are available around the resort. Please read pool's cautions.

POWER SUPPLY

The hotel rooms are equipped with 220 volt power outlets. Multi adapters for different plugs are available for usage at no charge. The local current is 220 V/ 50 Hz.

RECEPTION

Reception is located on the same level as the lobby, second floor. Our friendly team will be happy to assist you with any questions or help you may require.

ROOM TEMPERATURE

Please find the control panel in front of the bathroom. This allows you the option of cold air conditioning with your preference.

RESTAURANT & BAR

Grand Mirage offers a wide range of options for Restaurants and Bars. Guest can dine at one of our restaurants as following :

Breakfast

Breakfast is served at Grand Café restaurant and Ibu Kitchen restaurant from 07.00 to 10.30 hours. Should you wish your breakfast to be served in your room, please call our rooms service at extension 3 (surcharge for in-room breakfast applies).

Grand Cafe

Open daily for 24 hours

Jukung Grill on The Beach

Open daily from 11.00 to 18.00 hours.

Julie's Italian Restaurant

Open daily from 19.00 to 23.00 hours

Bumbu Delhi Indian Restaurant

Open every Thursday and Sunday from 19.00 to 23.00 hours

Sunken Pool Bar

Open daily from 11.00 to 18.00 hours.

Panorama Lobby Bar

Open every Thursday and Sunday from 17.00 to 01.00 hours.

Rama Live Entertainment

Every Monday, Wednesday and Saturday from 19.00 to 22.00 hours feature a wide range of cultural performance and live music. The schedule is subject to change depending on weather condition.

Mahi - Mahi Restaurant

Open daily from 11.00 to 18.00 hours.

Ibu's Kitchen Indonesian Restaurant

Open daily from 07.00 to 23.00 hours.

Picnic

Should you have a plan for excursion or your departure time is very early, please do not hesitate to order our picnic box 24 hours in advance. Please contact our Guest Manager at extension 2 or our room service at 3 for further assistance.

Wine List

Please make your choice from our wine list. Please dial extension 3.

Room Service

Available 24 hours for your convenience.

SAFETY DEPOSIT BOX

You will find a safety box in your room; you must enter your digital code to use it. Instructions are located next to the safe. The hotel will not be held liable for any valuables or money lost in the room or within the resort premises.

SECURITY & SAFETY

The premises of the Grand Mirage Resort and Thalasso Bali are regularly patrolled by security staff to ensure your safety. However, it is strongly recommended that all valuables are being kept in the safety deposit box, which is available free of charge in your room. In case of emergency, please contact to our Guest Manager at extension 2 or 7.

SMOKING AREA

Smoking is not allowed in the hotel area premises.

SWIMMING POOL SAFETY

Shower before entering the pool is required. No lifeguard on duty. In case of emergency, please dial 2 or 7. No diving allowed.

TAXI

Taxis are available on request. Please contact the reception or bell captain to book a taxi.

TELEPHONE

All rooms have a direct-dial telephone connection, all telephone charges automatically will be added to your room bill:

Room to Room	Dial 8 + Room Number
Local	Dial 9 + Telephone Number
Local Mobile	Dial 9 + Mobile Phone Number
Long Distance	Dial 9 + Area Code + Telephone Number
International Mobile	Dial 9 + 007 + Country Code + Mobile Number
Overseas	Dial 9 + 007 + Country Code + Area Code + Telephone Number

TELEPHONE CHARGE

Your telephone will commence charging after 30 seconds even if your call has not been answered. The I.D.D charge is fully computerized a minimum charge of 3 minutes applies. Any extra time over the additional 3 minutes will be rounded to the next minute. The cost of the call will be added automatically to your hotel bill.

TELEVISION

TV menu directory with the channels are available in your room..

THALASSO BALI SPA

Thalasso Bali is a retreat from the world of stress. Using fresh sea water, sea salt from the Indian Ocean, seaweed and marine clay from France, Thalasso Bali offers the genuine treatments and the finest services. In addition, each of its spa rooms has a distinct theme with atmospheric lighting effects to deliver world-class experience in your treatment. As a pioneer of thalasso centers in South East Asia, Thalasso Bali is indeed more than just a spa.

Our massage & body therapies are:

Aromatherapy Balinese Massage
Aromatherapy French Massage
Warm and Cold Stone Massage
Herbal Ball Massage
Body Exfoliation
Body Masking
Abhyanga Massage
Shirodhara
Regenerating French Seaweed Facial with Neck Treatment
Vitamin & Fresh Aloe Vera Cream Bath Treatment for Couples
Foot Massage
Manicure
Pedicure
Treatment for Kids
Treatment for Pregnancy
Treatment for Sunburn
Treatment for Couples
And many more treatment

Aquamedic Pool and Affusion Shower Massage *

* (Available on Friday, Saturday, Sunday at 12.00 to 18.00 hours)

Please dial extension 8514 for reservation and information.

Thalasso Bali opens daily from 11.00 to 19.00 hours.

WAKE UP CALL

Please contact the reception or operator for assistance.