

Hotel Services



The JW Marriott Phuket Resort & Spa offers the ultimate resort experience designed to fulfill your every wish. We provide services tailored to your individual needs and will make arrangements if you have any special requests.

The following are services available throughout the resort. If we can do anything to make your experience more enjoyable, simply call "At Your Service".



Activities

Browse through our daily Resort Activities calendar, or call "At Your Service" to find out when and where to join in the fun!

Adapters

Electrical current in Thailand is 220 volts, 50 cycles. Adapters and transformers are available.

Air-conditioning

Every room has an individually controlled air conditioning unit to allow you to regulate the room temperature. The control switches are located on the wall. If you need assistance, please contact us.

Airline Confirmation

Most international flights require reconfirmation for your onward flight 48 hours prior to departure. If you would like us to reconfirm your flights, or any other airline services on your behalf, please contact the Business Center located on the lobby level.

Airport Tax

All airline passengers are required to pay departure tax. On domestic flights, this is normally included in the ticket. For international departures, please check at the airport upon check-in. Please contact Front Desk or call "At Your Service" for current cost of the international departure tax.

Airport Transfers

Our chauffeur-driven Mercedes Benz limousines are available for hire on a 24 hour basis. Advance bookings are recommended and can be made at the Concierge desk, or call "At Your Service".

Automated Teller Machine (ATM)

An ATM machine is located on the ground level in the Shopping Gallery.

Babysitting

Our experienced team of babysitters is available 24 hour daily for which a nominal hourly fee applies. Please allow a minimum of twelve hours notice. Call "At Your Service" to reserve your babysitter.

Baggage Service

Please see our Concierge located on the lobby level for assistance, or call "At Your Service".

Beauty Salon Extension 3750

Our full service beauty salon is located in Mandara Spa, and has a range of services for both men and women. Open daily from 10.00 am to 8.00 pm.

Breakfast

The resort offers an ample choice for breakfast, be it in one of our restaurants or delivered into your room.

Business Center

Located on the lobby level, next to the Front Desk, the Business Center is open from 8.00 am to 10.00 pm daily and available 24 hour. We offer a wide range of equipment and services, including e-mail facilities and Internet access to meet your business needs.

Butler Service

To make your stay more comfortable, the hotel offers you 24 hour Butler Service for laundry, dry cleaning, pressing, shoe polishing and any other related services.

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Car Hire

Our luxurious fleet of chauffeur driven Mercedes Benz limousines with knowledgeable English-speaking drivers are available for daily or hourly hire. Advance bookings are recommended and can be made at the Concierge Desk, or call "At Your Service".

Catering

Our Food and Beverage Team will be pleased to assist you with any food, beverage and entertainment requirements.

Check-Out Time

While check out time is 12.00 noon, for the hotel guests and 10.00 am for the MVCI villas, should you have a late flight, or wish to keep the room longer, our Front Desk Team will make every effort to arrange a later time for you.

Children's Activities

We have a wide range of Resort activities for all ages, from tots to teens. Please refer to the Resort Activities Schedule. For further enquiries, please call "At Your Service".

Church Services

For the schedule of religious services available in Phuket, please call "At Your Service".

Computer Services

Computers for your use at a charge are located in the Business Center.

Concierge Extension 3112

Please contact our Concierge Team located in the lobby for any assistance you may need during your stay.

Conferences

Our fully equipped function rooms have state-of-the-art technology and can accommodate meetings and banquets for up to 800 guests

Cooking School-Ginja Cook

Located in the South wing of the resort, Ginja Cook offers Thai and personalized cooking classes from Monday - Friday. For more information, please contact the Restaurant Reservations Desk on the lobby.

Courier Service

The Business Center, located on the lobby level, next to the Front Desk, can arrange for documents to be sent locally and internationally.

Credit Cards

We accept all major credit cards at the resort. Many city restaurants and shops accept credit cards but it is recommended to enquire first. In the event of a lost card, our Concierge or "At Your Service" will be able to assist you in contacting the necessary office.

Cribs/Rollaways

Cribs, baby cots and rollaways are available free of charge. Please contact "At Your Service" for delivery to your room.

Currency Exchange

Overseas currency or travelers cheques can be exchanged at the front desk 24 hour daily.

Doctor

If you would like to see a Doctor or Dentist, or for medical emergencies, please contact "At Your Service".



Dry Cleaning

The resort's dry cleaning and laundry services are available 24 hour daily, including same-day service. Laundry collected before 9.00 am will be returned by 6.00 pm. Laundry and dry cleaning forms and bags are located in the wardrobe. Please call "At Your Service" for assistance.

Duty Manager

A Duty Manager is at the Resort 24 hour each day to assist you in any emergency or with any services you may require. Should you require the assistance of a Duty Manager, please contact "At Your Service".

Emergency Plan

Evacuation instructions are located on the back of each guestroom door. Please take a moment to familiarize yourself with this important information and the nearest fire exits. Please refer to the Emergency & Security tab of this directory.

Fitness Center Extension 3704

Open daily and available 24 hour, the work-out area is fitted with state-of-the-art "Life Fitness" cardio and strength equipment on a complimentary basis for resort guests. Our experienced Recreation Team will be pleased to help you with the equipment or any assistance you may require.

Facsimiles

Faxes for resort guests will be delivered to guestrooms. If you would like to have a fax machine installed in your room, please contact "At Your Service". Data modem connections are located on the side of the phone, on the desk.

Fire Safety

The resort is fully equipped with smoke detection and sprinkler systems. In the unlikely event of a fire, please contact "At Your Service" and give the location of the fire. We strongly recommend that you read the Safety Information section of the directory.

Gifts and Souvenirs

Open daily from 8.00 am to 10.00 pm, the Shopping Gallery is located on the lower level. You can shop for a wide variety of gifts, delicious gourmet food, Thai gifts and handicrafts, exquisite Thai silk as well as newspapers, magazines and sundry items.

Golf Extension 3112

There are five excellent golf courses on Phuket Island. The closest is Blue Canyon, with two championship courses, just 15 minutes drive from the resort. For further information and tee times, please contact the Concierge, in the lobby.

Hairdresser Extension 3755

Located in the Beauty Salon at Mandara Spa, services are available for both ladies and gentlemen. Open daily from 10.00 am to 8.00 pm.

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Housekeeping

Housekeeping is available 24 hour daily to meet your needs and any requests for extra pillows, blankets and additional supplies. If you would like your room serviced by a specified time, please call "At Your Service".

Ice Supply

The ice bucket in your room will be filled daily by your Room Attendant. If you need additional ice, please contact "At Your Service".

In-Room Dining

In-Room Dining is available 24 hour daily. For menu selections, please refer to the Dining tab of this directory. Dial "At Your Service" for assistance.

Internet Access

Broadband Internet Connection is available in guestrooms and villas for a charge per 24 hour access. Wireless high-speed internet access is also available in public areas. Please, contact Business Center for more details.

Ironing and Pressing

Irons and ironing boards are available in guestrooms. The resort's pressing service is available 24 hour daily. Please, contact "At Your Service" for assistance and collection for pressing service.

Laundry

The resort's dry cleaning and laundry services are available 24 hour daily, including same-day service. Laundry collected before 9.00 am will be returned by 6.00 pm. Laundry and dry cleaning forms and bags are located in the wardrobe. Please contact "At Your Service" for assistance and collection.

Limousine Service

Our chauffeur-driven limousines are available for hire 24 hour daily. Advance bookings are recommended and can be made through the Concierge or "At Your Service".

Lobby Lounge

Open daily from 10.00 am until late, our Sala Sawasdee Lobby Bar offers a comfortable, relaxed open-air setting in which to enjoy your favorite cocktails, with soothing live music in the evenings.

Local Calls

To make a local call, please press "9" followed by the number, or call "At Your Service" for assistance.

Lost and Found

For lost and found items, please contact "At Your Service".

Mail/Postage

Postage stamps are available at the Business Center, located in the lobby. Incoming guest mail will be delivered to rooms immediately.

Mandara Spa Extension 3750

A full list of treatments and services available at Mandara Spa is located in the Spa folder in your room. Open daily from 10.00 am to 10.00 pm.

Marriott Vacation Club

Marriott Phuket's Beach Club

The Marriott Phuket's Beach Club is part of the Marriott Vacation Club offering timeshare ownership of villas within this resort. For more information, please contact the Marriott Phuket's Beach Club Desk located in the Lobby or see the MVCI tab of this directory.



Messages/Voice mail

If you have phone messages waiting in your guestroom voice mailbox, or if you have received a fax, the message light on your phone will be lit.

Mini Bar

Your Mini Bar is restocked daily. Should you require any additional items, please contact "At Your Service".

Movies Extension 3703

On-Command movies are available 24 hour daily. A selection of DVD movies is also available for rental from the Health Club.

Newspapers

A daily newspaper is delivered to guestrooms each morning. A variety of international newspapers and magazines in various languages are available at Siam Deli located in the shopping gallery on the lower level.

Non-Smoking Rooms and Facilities

Should you wish to change your room, please contact the Front Desk regarding availability. Our dining outlets have designated non-smoking sections; please request when you make your reservation, or on arrival.

Parking

Complimentary self-parking is available at the resort's guest car park. Valet parking is also available.

Photocopying

Please contact the Business Center, located in the Lobby next to the Front Desk. Our associates will be pleased to assist you.

Printing Service

For printing requirements, such as business cards or invitations, please contact the Business Center.

Private Bar

A full bar set up or catered refreshments for entertaining on special occasions can be provided. Please allow a minimum of three hours advance notice. Dial "At Your Service" for assistance.

Restaurant Reservations Extension 3748

For restaurant reservations and Ginja Cook class reservations please contact the Restaurant Reservations Desk located in the Lobby. For a list of dining choices within the resort, please see the Dining tab of this directory. For recommendations for local restaurants, please contact Concierge.

Shoe Shine

For complimentary shoe shine, please place your shoes in the basket provided in the wardrobe. The Room Attendant will attend to them during the next service. For immediate collection, please contact "At Your Service".

Shopping

A variety of shops can be found on the Island ranging from large shopping malls such as Phuket Central Festival, department stores in Phuket Town, to street vendors and night markets in the Patong area. Maps and recommendations are available from the Concierge Desk.

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Shuttle Service

Daily shuttle services to Patong Beach and Phuket Town are available. Please visit the Concierge or call "At Your Service" for departure times.

Sightseeing and Tours Extension 3112

For recommendations or assistance regarding the many exciting sightseeing opportunities in Phuket or Thailand, visit our Concierge who will be happy to assist you. Please refer to the Activities and Attractions section of this directory for more information.

Swimming Pools

The resort has three swimming pools. Please note there are no Lifeguards on duty. For hours of operations, please refer to the Resort Activities Schedule.

Teen Center Extension 3600

Located in the Children's Pavilion on the lower level, the Teen Center is open from 9.00 am to 5.00 pm and 6.00 pm to 8.00 pm daily. Please refer to the Recreation tab of this directory for more information.

Telephone Calls

To make an overseas call, please press "9" followed by 001 + country code + city code + number, or call "At Your Service" for assistance. Please refer to the Telephone Services section of this directory for more information.

Tennis

Two flood lit Plexiplave[®] tennis courts are located on-site. Hitting partners, racket hire and tennis lessons are available.

Visitors

It is required by Thai law that all visitors register at the Front Desk after 11.00 pm.

Voice Mail

If the red light on your phone is flashing, please press the "Voice Mail" button and follow the instructions. For assistance, please contact "At Your Service".

Wake-Up Calls

Wake-up calls can be arranged through "At Your Service". If you wake up early, please cancel your wake-up call to avoid a person being sent to your room to ensure that you are awake.

Walking and Jogging

There are areas near the resort that are ideal for walking or jogging. For more information please visit our Fitness Center. For those who prefer air conditioning, our Fitness Center has a number of treadmills for your use.

Water

Complimentary bottled drinking water is provided for your convenience. We recommend that you do not drink water from the bathroom taps. Water served throughout the resort is bottled and ice cubes are made from filtered water. All fruits and vegetables are washed free of any sprays in a sanitized solution on arrival at the resort.

Watersports

Enjoy diving, snorkeling, windsurfing, kayaking, surfing and more. Available from November - April only for safety reason.

