

Welcome

Dear Valued Guest,

Welcome to Fraser Suites Sukhumvit, Bangkok

It is our pleasure to welcome you and your family to Fraser Suites Sukhumvit, Bangkok—a spacious and fully equipped serviced apartment offering breathtaking panoramic city views and all the comforts of home.

Nestled in the heart of Sukhumvit's most vibrant street, Soi 11, our location places you within easy reach of diverse dining experiences—from flavourful street food to elegant fine-dining, as well as exciting bars and pubs. To elevate your experience further, the finest dining and bar options await you right within our hotel.

Exceptional Dining Experiences

We are proud to house two award-winning restaurants, including one of Bangkok's most iconic rooftop venues, Above Eleven. Located on the 33rd floor, Above Eleven boasts stunning views of the Bangkok skyline and serves a unique blend of authentic Peruvian and Japanese cuisine, paired with inspiring cocktails. The restaurant opens daily from 5:30 PM onwards. Please contact the reception for directions.

On the 5th floor, you'll find our Halal-certified restaurant, Charcoal Tandoor Grill & Mixology, where expertly crafted Indian kebabs are paired with artisanal cocktails in a vibrant, social dining experience. In addition to Indian cuisine, we offer a selection of other specialties from 3:00 PM – 6:00 PM. While Charcoal Tandoor Grill & Mixology does not serve curry in the restaurant, we have curated a special selection of Indian dishes for our in-house guests, available for room delivery. Please refer to the menu in your room for details.

Useful Information for Your Stay

- Breakfast is served daily from 6:00 AM to 10:30 AM at Charcoal Tandoor Grill & Mixology.
- Safety & Security: We recommend using the safe in your room to store valuables securely.
- Wi-Fi Access: Username is your room number, and your password is your last name.
- Personal Digital Concierge: Scan the QR code in this letter to request housekeeping services, concierge assistance, and more.
- Smoking Policy: Smoking is strictly prohibited inside guest rooms. Non-compliance will result in a fine.
- Balcony Guidelines: Hanging clothes outside on the balcony is not permitted. Please ensure your balcony doors remain closed at all times to maintain efficient air conditioning and prevent insect interference.
- Hotel Facilities: Enjoy access to our facilities, including:
 - Swimming Pool (5th floor): 6:00 AM - 6:00 PM (Swimsuits required)
 - Residents' Lounge (6th floor) 9:00 AM - 6:00 PM
 - State-of-the-art Meeting Room (6th floor) 9:00 AM - 6:00 PM
 - Fully equipped Fitness Centre (6th floor): 24 hours
 - Sauna Room (6th floor) 6:00 AM - 8:00 PM
 - Children's Playroom (6th floor) 6:00 AM - 9:00 PMChildren under the age of 16 must be accompanied by an adult guardian.
- For more information: Scan the QR code below or tune into Channel 2 on your in-room TV.

Extend Your Stay

Looking to prolong your time with us? Enjoy exclusive direct booking rates, lower than any online offer. Contact us at salesadmin.sukhumvit@frasershospitality.com for special pricing. For any assistance with sightseeing, reservations, or transportation, our Guest Relations Executive is happy to help. Simply dial '0' from your in-room telephone.

We wish you a memorable stay in the City of Smiles.

Sumant Singh

General Manager

Fraser Suites Sukhumvit, Bangkok

38/8 Sukhumvit Soi 11, Klong Toey Nua, Wattana, Bangkok 10110

Email: sumant.singh@frasershospitality.com | <http://www.frasershospitality.com>

Telephone

Front Desk Dial Duty Manger Dial	:	"0" for assistance Our Client Relations Executives are available around the clock. Let us attend to your needs, be it wake up calls, flight confirmations, baggage collections, airport transfer arrangements or postal requests.
Domestic Call	:	Dial 9 (cut to open line in room) + 0 + City Code + Telephone Number For example 9 0 + 2 + 2079300
Mobile Call	:	Dial 9 (cut to open line in room) 9 + 0 + 8 + Mobile number For example 9 + 0 + 8 + 91234567
International Call	:	Dial 9 (cut to open line in room) 001 + Country code + City code + Telephone number For example 9 + 001 + 1 + 956 + 12345678
Room to Room	:	Dial 8 follow by room number Ex. 8 1201
Voice Mail	:	Dial 8000 and follow the instruction message The password is the room number
Doctor on call (BNH Hospital)	:	+66 81-844-7000 and +66 2 6321000 The cost start at 4,000THB per time

In-room amenities



- Combination Microwave and Convection Oven
- Full size Refrigerator with bottle water ice cubes
- Automatic washing machine cum dryer. (Please ref to Easy to Use instructions)
- Hair Dryer and 110V/220V power supply socket provided in bathroom
- Electric Kettle with supplies of coffee, tea, sugar and creamer
- Utensils, Glassware, Cutlery and Crockery
- JBL Alarm clock radio with Bluetooth speaker that can be connected to your phone
- Phone charging slots are provide at bedside, in JBL clock as well as near TV
- Toaster, Coffee Maker, Rice Cooker or a clothes drying rack are available upon request
- You should ask for balcony door to be locked for additional safety of accompanying children

In your bedroom closet:

- Steam Iron & ironing board
- Emergency Torch
- Bathrobe
- Slippers
- In-room safe with power point. Please use for safekeeping of your valuables.

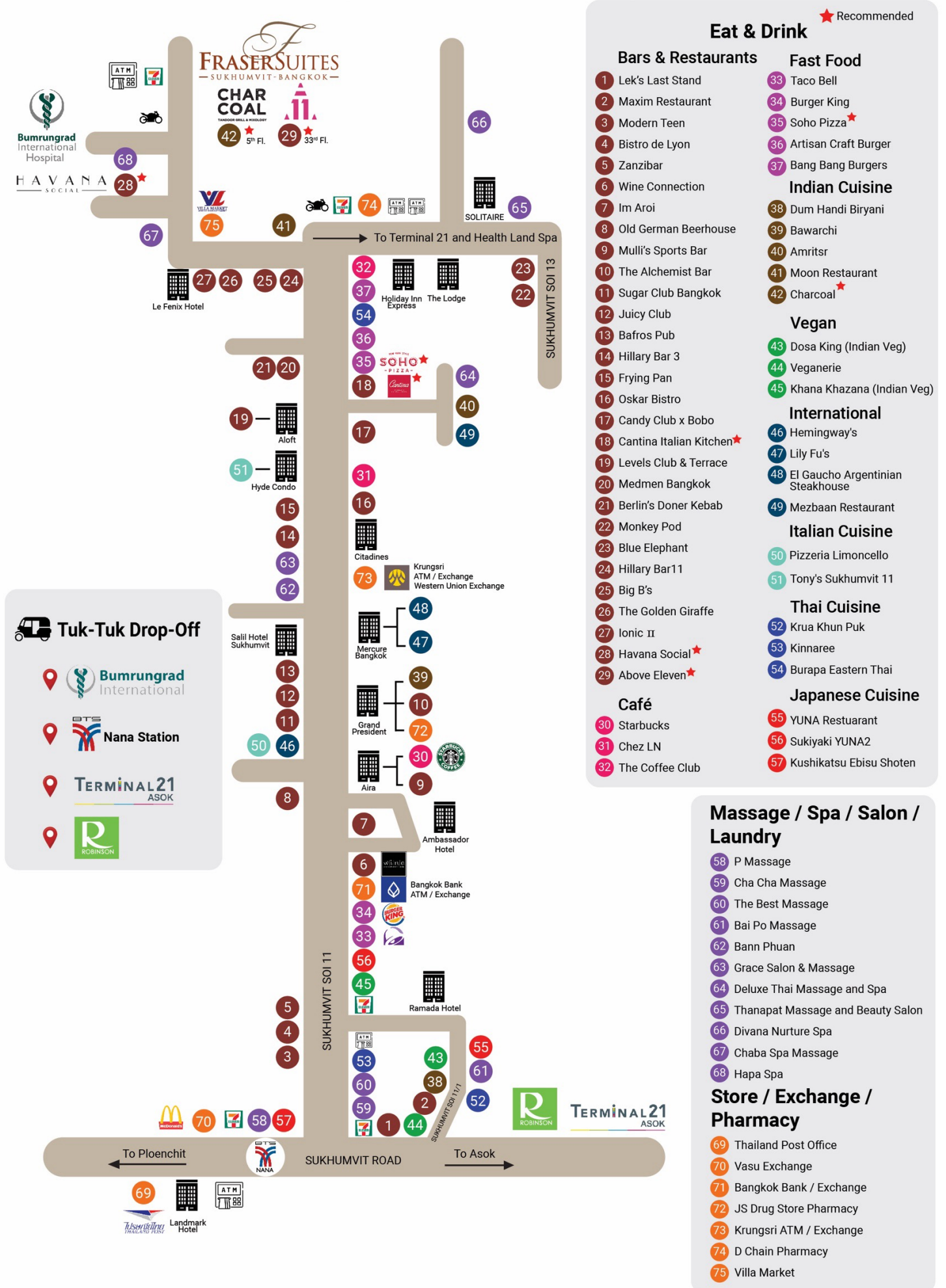
Management shall not be responsible for any valuables or items left or missing in the apartments or within its premises.

Rules & Regulations

1. **Distance from airport by taxi?**
50 – 60 mins by taxi (depending on traffic condition)
2. **Departure Tax:** 700 Baht – already included in air ticket
3. **Taxi fare from airport to Fraser Suites Sukhumvit**
Metered Taxi: approximately THB 400 to 500 plus toll fee
4. **Charges for pre booked transportation from airport to hotel:**

Car:	BYD Seal	(seats 4)	- THB 1,100 nett	(one-way)
	BYD M6	(seats 6)	- THB 1,300 nett	(one-way)
Van:	Toyota Commuter	(seats 7)	- THB 1,600 nett	(one-way)
5. **Check-In and Check-Out policy**
Check-In- after 2pm Check-Out – before 12noon
6. **Extra bed policy**
Extra bed is THB 1,177 net (Bed only)
THB 1.707 net (Bed with breakfast)
7. **Breakfast operating hours** (At Charcoal – 5th floor)
6:00 am to 10:30 am
8. **Babysitter**
THB 500 per hour per child
For services provided after 10:00 PM, an additional fee of THB 500 per hour per child will apply. Each babysitter may supervise a maximum of two children.
To ensure availability, advance reservations of at least twenty-four (24) hours are required.
9. **Laundry Service**
Regular service:
 - Collected before 11 AM will be returned next day after 6 PM
 - Collected after 11 AM will be returned the day after next day after 6 PMExpress service: (We will charge double)
 - Collected before 11 AM will be returned same day after 7 PM
10. **Name of the nearest train station**
BTS Skytrain Station – Nana (approx. 700 Mtrs)
MRT Subway Station - Sukhumvit (approx. 1000 Mtrs)
11. **Tuk-Tuk Shuttle services**
Operating hours 08:00 a.m. – 08:00 p.m. everyday
Route I: Drop to Bumrungrad International Hospital
Route II: Drop to BTS 'Nana' or MRT 'Sukhumvit' station; Robinson or Terminal 21

Map Soi 11 and Nearby



House Rules

Fraser Suites Sukhumvit, Bangkok is a private serviced residential dwelling and shall not be used for commercial or any other purposes such as gambling, immoral activities, etc.

- Only registered residents and guests are allowed to occupy the apartment.
- All visitors must sign in at the Front Desk located in the lobby.
- Door-to-door sales personnel, solicitation and touting are prohibited in the apartment or any part of the building.
- The Management reserves the right to turn away trespassers or undesirable persons who in any way, create a disturbance or pose a threat to the safety of other residents.
- The Security personnel may require guests and visitors to verify their presence in the premises for security reasons.
- There should be no storage of personal belongings along common corridors and staircase areas. Please contact our Client Relations Executives should you require storage for your belongings.
- All rubbish must be placed in rubbish bags and disposed off in the proper receptacles (Biodegradable and Non-Biodegradable) provided in your apartment.
- No litter or other articles are to be discarded or thrown from the windows and balconies of the apartment as are a violation of local laws and regulations.
- Nothing should be done to or hung from the windows or walls of the apartment, which alter or render unsightly the appearance of the building.
- No object shall be erected or projected outside the apartment.
- No clothes, towels, linens or other articles shall be hung or placed outside the window of your apartment which is visible from the street or any other building.
- Registered residents and guests must be decently clothed at all times when using the common areas of the building.
- Locks on the doors or any part of the apartment shall not be changed, altered, or installed without the written consent of the Management.
- Floors, ceiling or walls of the apartment shall not be bored into, cut, drilled, marred, damaged, or in any way defaced.
- No air conditioning unit or other electrical systems or apparatus shall be installed in the apartments without the prior written consent of the Management.
- Rags, dirt, rubbish, sanitary towels or other items likely to cause any obstruction or blockage shall not be inserted, placed or left in the sinks, toilets or any drainage pipes.
- The exterior and interior of the apartment and the fixtures, fittings, furniture, decorative items and equipment provided in the apartment shall not be altered, removed or otherwise interfered with, without the consent of the Management.
- All doors and other means of access to the apartment must be secured on all occasions.

House Rules

- Please refrain from disturbing your neighbors with loud music or noise. The management reserves the right to insist that the disruptive noise be halted.
- Keep your valuables in the personal safe provided free of charge in your apartment. The Management will not be liable for any loss of valuables left unsecured or exposed.
- Electrical and other household appliances are to be used in the proper manner. Please contact our Client Relations Executives when in doubt.
- No dangerous, explosive or prohibited substance shall be kept inside the apartment.
- No Smoking is allowed within the apartments / rooms. In case your apartment / room has a balcony, you may smoke in the balcony with the balcony door closed. Please request for an Ash tray that will be provided on request. Do extinguish cigarettes in the ashtrays and do not flick cigarette / cigarette ash over the balcony.
- Do not hang wet/damp clothing on lampshades. Please ensure that carpets are not stained by spillage.
- Kindly ensure all windows are latched and locked at all times.
- If you are trapped in the elevator, do not panic, press the emergency button and wait for assistance. Our maintenance team is available 24 hours a day.
- Residents are advised not to add on extra wall decoration where nails or paste-on hinges are required.
- The Management reserves the right to inspect any apartment by giving reasonable prior notice to residents.
- Residents shall notify the Management immediately if the key card for their apartment is mislaid or lost.
- Any fire or damage that may occur in, or to the apartment, and any defects in the air conditioning, water pipes, electrical wiring or fittings, or the apparatus, sanitary system, fixtures or their facilities in the apartments or the common areas of the building shall be reported to the Management forthwith.
- Employees of The Management are under no obligation to furnish information in relation to guests, residents, or their guests for private convenience or otherwise.
- The Management shall not be held responsible for any act committed by, or omissions of, its employees, or independent contractors for any damage, injury or loss caused by the structure of the building.
- All restrictions, rules and regulations, which may from time to time be amended or added on by The Management, shall be observed by registered residents and visitors.
- As an additional safety for accompanying children, please ask Assistance to lock the balcony doors.
- Locks of main entry doors of internal bedrooms for a 2 and 3 Bedroom Family Apartments can be programmed to remain in an Open Position. Please call assistance.

Safety & Security

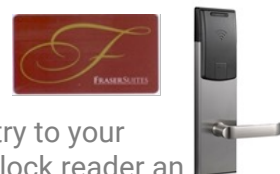
To ensure that you have a pleasant stay at Fraser Suites Sukhumvit, we would appreciate your cooperation in observing the following:

For your protection and privacy, please use the safety latches on the main apartment door when you are in the apartment. If you are leaving your apartment, please ensure that the door is firmly closed behind you. All valuables should be stored within your room Safety Box.

Advise us if you wish your incoming calls to be screened or if you are expecting visitors to stay overnight in your apartment.

Please note that you can identify Fraser Suites staff by their uniforms or nametags. When in doubt of anyone's identity, please contact the Client Relations Executives at extension '0'.

KEY CARD



Your RIFD (Radio Frequency Identification) key card allows you safe and easy entry to your apartment, elevators and the facility floors. Just bring your key card close to the lock reader and changing of light to green, the door unlocks for a few seconds for you to enter and then locks automatically.

For security reasons, your key is programmed for the duration of your stay and will stop automatically stop functioning at 12 PM on your registered date of check out. Please have your Key card reprogrammed at Front Desk in case you are extending your stay / postponing your earlier date of check out.

All key cards must be surrendered upon check-out. A fee of THB 300.00++ will be charged for failure to surrender key card upon departure.

If you are expecting visitors, please notify the Front Desk so they can assist / escort your guests up to your room. As per Govt regulations, any overnight visitor will be required to be registered at the Front Desk and a spare card will be provided to them, on your instructions only.

FIRE ESCAPE/ EMERGENCY EXITS

All apartments and public areas in the building are equipped with smoke and heat detection systems. In the unlikely event of a fire, please contact the Client Relations Executives immediately and give your location. During any emergency, please do not use the elevators. Each floor has an escape route. Move quickly and calmly to the nearest and safest exit staircase. Please familiarize yourself with the **FIRE EVACUATION PLAN** attached to the back of your entrance door.

Included in this compendium is a full Fire Action Plan.



Safety & Security

EARTHQUAKE & EMERGENCY PROCEDURES

The recent natural disasters including earthquake and tsunami in Japan, earthquake in Burma, and tremors in Chiang Mai and Nan provinces in Thailand and flooding in Southern Thailand have resulted in many loss of lives and property damage. These events are very disturbing to everyone and we understand our residents' concerns despite the fact the Bangkok may be located far from these areas.

At Fraser Suites Sukhumvit, we wish to advise our residents that emergency evacuation procedures are in place. We advise our residents to please be familiar with the emergency evacuation routes and procedures in this building. A floor plan is available at the back of the main door to your residence as well as at the lift lobby to indicate the nearest evacuation route.

In the event of an emergency and a building evacuation is required, **the siren alarm will be sounded** continuously. Please do not panic. Residents are advised to proceed calmly to the nearest fire exit and to proceed to the designated assembly area for safety. Please do not take the lifts or elevators. Please follow the fire wardens or directional signs leading to the evacuation assembly area and await further instructions from the authorities.

The assembly area for Fraser Suites Sukhumvit is shown below.



Emergency Information

Fraser Suites Sukhumvit maintains an extensive Safety and Security Program including smoke and heat detectors, sprinklers, fire hoses, CCTV and security personnel who regularly patrol the property. However, in the event that a fire is discovered, we ask that on arrival you make yourself aware of the following procedures in order to assist yourself in leaving the building safely and quickly.



On Check-In

Please familiarize yourself with the location of the FIRE ALARM CALL POINTS on your floor.
A FIRE EVACUATION PLAN is attached to the back of your entrance door.

Fire extinguisher

Know where these are located.

For immediate use, one is placed in cabinet below the kitchen sink.
It would be an asset to know how to operate them.

INTRODUCTION

- a) Fire precautions
- b) Fire protection procedures and detection system in the property
- c) Evacuation procedures
- d) Emergency procedures in the event of a fire
- e) Bomb threat contingency plan

OBJECTIVES

- a) To safeguard life in case of fire or other emergencies by implementation of a systematic and an orderly evacuation process.
- b) To ensure prompt raising of an alarm in the event of fire by thorough knowledge of the fire detection and fire alarm facilities.
- c) To instill a keen awareness in all occupants of the need to prevent an outbreak of fire by constant and habitual observation of basic fire precautions.

Emergency Information

1. FIRE PRECAUTIONS

The following fire precautions are the responsibility of everyone:

- a) On leaving your unit, ensure that all electrical switches are off and all electrically operated equipment, e.g. electric kettles, computers, etc. are disconnected or switched off.
- b) If you smoke, make sure that cigarette butts are properly extinguished. Smoking is prohibited by law in any air-conditioned complex, including corridors, lobby, stairwell, washroom as well as the loading and unloading bay or other areas within the premises.
- c) Do not store in your unit any materials of an inflammable nature.
- d) Do not alter any electrical connections or overload power sockets without clearance from the Engineering Department.
- e) Do not leave warming /cooking material on stove/pan unattended.

2. FIRE PROTECTION PROCEDURES AND DETECTION SYSTEM

2.1 Signal for Fire Alarm

The alarm signal for fire is a varying ongoing tone like an emergency vehicle siren resounding from the electrically operated bells and speakers on every floor of the building. The fire alarm can be raised by:

- a) "Pull Down" alarm system (call-point)
- b) Smoke detectors
- c) Sprinkler system

2.2 If you are trapped in your apartment:

Inform the Front Desk (extension '0') of your location

Contact the Front Desk and also attract people's attention by banging on the door and shouting, or by signaling out of the window to people below.

Keep the fire out

Wet some towels or sheets and wedge these under the door to prevent smoke from entering the room.

Do not jump out of the building

Rescue may be just a few minutes away.

3. EVACUATION PROCEDURES

3.1 When evacuating:

- a) Do not panic but quickly walk down the staircases from the nearest exits. A controlled and orderly evacuation is essential in the interest of everyone.
- b) Do not return to collect personal belongings.
- c) Ensure all lobby and stairway doors are closed at all times, to keep the stairways smoke-free for your evacuation.
- d) Do not re-enter the apartment unless instructed to do so by the Management of the Fire Brigade.
- e) Do not use lifts/elevators under any circumstance.

3.2 After evacuating, all personnel and residents shall not disperse but stay in their assembly areas unless otherwise instructed by the Fire Safety Manager or Senior Management Staff of the building.

3.3 Assembly area is in front of the hotel at **G floor**

Emergency Information

4. EMERGENCY PROCEDURES IN THE EVENT OF A FIRE

4.1 Informant

- a) The person who discovers the fire shall immediately:
- b) Raise the alarm by activating the nearest fire alarm "Pull Down" call-point.
- c) Attempt to extinguish any incipient fire with the available firefighting equipment and without personal risk. Fire extinguishers can be found in your apartment located in the Kitchen/under the sink.
- d) If the fire is out of control, shut all doors of the room in which the fire is discovered and evacuate immediately by the nearest staircases.

4.2 All Residents

- a) Upon hearing the continuous fire alarm all residents shall lock important files, cash and belongings.
- b) Upon hearing the continuous fire alarm all residents shall lock important files, cash and belongings.
- c) Guided by their respective Fire Wardens, all residents should immediately evacuate by using the nearest staircases (***see Fire Evacuation Plan at the back of your entrance door***) and assemble at the designated assembly area.
- d) DESIGNATED ASSEMBLY AREA AT **GROUND FLOOR IN FRONT OF THE HOTEL.**

Note: The hearing of the fire alarm being sounded continuously will be the signal for occupants to evacuate from the building. Notwithstanding the above, the Fire Warden of the fire storey shall instruct the occupants of his/her storey to effect immediate evacuation.

5. CLASSES OF FIRE

Generally, the following types of fire may be expected:

- a) Class A – Fire involving wood, paper or other solid materials. Extinguishing agents – water or BCF extinguisher.
- b) Class B – Fire involving Flammable liquids. Extinguishing agents – dry powder, CO2 or BCF extinguisher.
- c) Class C – Fires involving electrical equipment. Extinguishing agents – dry powder, CO2 or BCF extinguisher.
- d) Class D – Combustible metal fire. Extinguishing agents – dry powder extinguisher.
- e) Class K – Cooking Oils and fats. Extinguishing agents – wet chemical, smother extinguisher.

WARNING: DO NOT USE WATER FOR ELECTRICAL FIRE AS THIS MAY CAUSE ELECTROCUTION

6. BOMB THREAT CONTINGENCY PLAN

6.1 Introduction

The possibility of bomb threats being received by any establishment or apartment guest at anytime and for any reason/s or motive/s cannot be discounted.

The following contingency plan establishes a prompt and systematic action.

6.2 Action procedures by Operators/Receivers

- a) Remain calm.
- b) Record the call received.
- c) Record the bomb's location.
- d) Record time of expected explosion.
- e) Encourage conversation – e.g. listen for clues, accent/race and any other vital information.
- f) Inform the management or Fire Command Centre (FCC Room) or Police.

Notes: Item (f)

- I. FCC Room – call extension 5038 and ask for Supervisor, Safety and Security or any officer.
 - a. Police – call 191; Fire Brigade – call 199.
 - b. For Fraser Suites – call the management at extension
 - c. '0' or 5038 or 5039.

Emergency Information

A SIMPLE FIRE SAFETY CHECKLIST

- 1) Do you know how to activate the fire alarm?
- 2) Do you know the location of the first aid and fire fighting equipment, such as portable fire extinguishers?
- 3) Can you reach your first-aid and fire fighting equipment easily in a fire emergency?
- 4) Do you know your fire escape routes?
- 5) Are your escape routes unlocked and free from obstructions?
- 6) Do you know where the exit staircases at your premises lead to?
- 8) Do you know where to assemble for a roll call after evacuating from your apartment?
- 9) Do you know where your Fire Evacuation Plan is located?
- 10) Are you familiar with your fire evacuation procedures?

You should answer “Yes” to all the questions above. If any of your answer is a “No”, you should immediately take corrective action or consult the Fire Safety Officer for advice.

The key to fire safety is to be prepared. Practice fire prevention and know what to do in an emergency.