

enriching oasis

PANDANUS RESORT

WELCOME LETTER

Welcome to the Pandanus Resort and to Mui Ne!

We are delighted to welcome you to the Pandanus Resort and to Mui Ne.

Our team is dedicated to making your stay enjoyable, relaxing, and worry-free. The staff at the Pandanus Resort constantly strive to enhance the quality of service and provide each guest with meaningful and memorable experiences.

The resort has been designed in the architectural style of the ancient Champa Kingdom, which flourished in this region from the 1st to the 16th centuries. This distinctive design is complemented by our lush tropical gardens, creating an atmosphere of tranquillity and natural beauty. Combined with the warmth of traditional Vietnamese hospitality, your experience at the Pandanus Resort is sure to leave lasting memories.

This directory has been created to familiarise you with the resort's services and facilities. Please take a few moments to explore all that we offer. We hope you will feel at home and make full use of everything available during your stay.

To support our commitment to sustainability, we kindly ask for your cooperation in a few simple ways:

- Please switch off all lights and electrical appliances when not in use.
- To reuse your towels, simply hang them on the rack.
- To request a change of bed linen, place the "Environmental Protection" card on your bed.

We sincerely hope you enjoy your time with us and return home with wonderful memories.

Albert van der Westhuizen
General Manager

IN-ROOM FACILITIES AND SERVICES

DO NOT DISTURB | MAKE UP ROOM

Each room is equipped with two switches located near the entrance:

[DO NOT DISTURB]

[MAKE UP ROOM]

When the [Do Not Disturb] light is ON, housekeeping will not enter your room and will instead leave a notification. If you do not wish to receive phone calls, please dial [**0**] to notify Reception. If the [Do Not Disturb] light remains ON for more than 48 hours, resort management may check in to ensure your well-being.

If the [Make Up Room] light is ON, housekeeping will prioritise your room for cleaning. If neither switch is activated, your room will be serviced between 08:00 and 16:00.

WAKE-UP CALL

Please dial [**0**] if you would like a wake-up call.

ROOM KEY

For your security, please leave your key at the Reception Desk when leaving the resort. If lost, the replacement fee is VND 300.000 to cover both the key and lock.

IN-ROOM AMENITIES

Each room, suite, and bungalow is equipped with the following:

In the bathroom: Towels, combs, wash cloths, drinking glasses, hand soap, toothbrushes, toothpaste, shower caps, shower gel, shampoo, cotton buds, hygiene kits. Razors are provided in Signature Suites and Bungalows.

In the closet: Umbrellas, kimonos, slippers, and laundry bags.

Waste bins: Located in the bedroom and bathroom.

Please do not dispose of anything other than toilet paper in the toilet. If any items are missing, please contact Reception.

Note: All in-room items are for use within the resort. If you would like to take any items home, they will be charged according to the list on page [...]

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

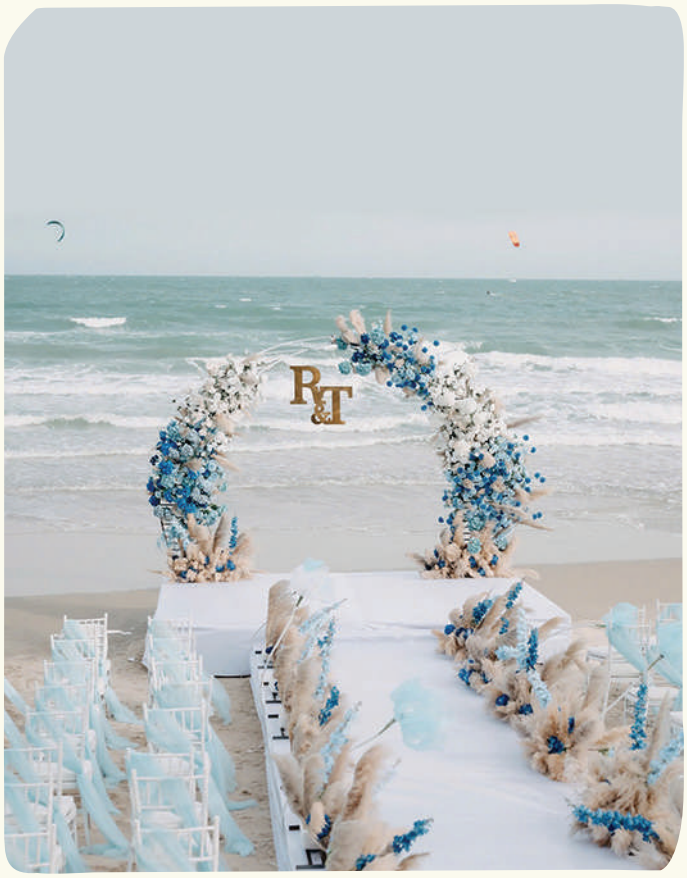
Savour the essence of Mui Ne with our beachside seafood barbeque buffet, featuring freshly grilled local delicacies. Enjoy a two-hour free-flow of house wine, beer, soft drinks, juices, and water; amidst vibrant live music and spectacular fire performances under the stars.







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!

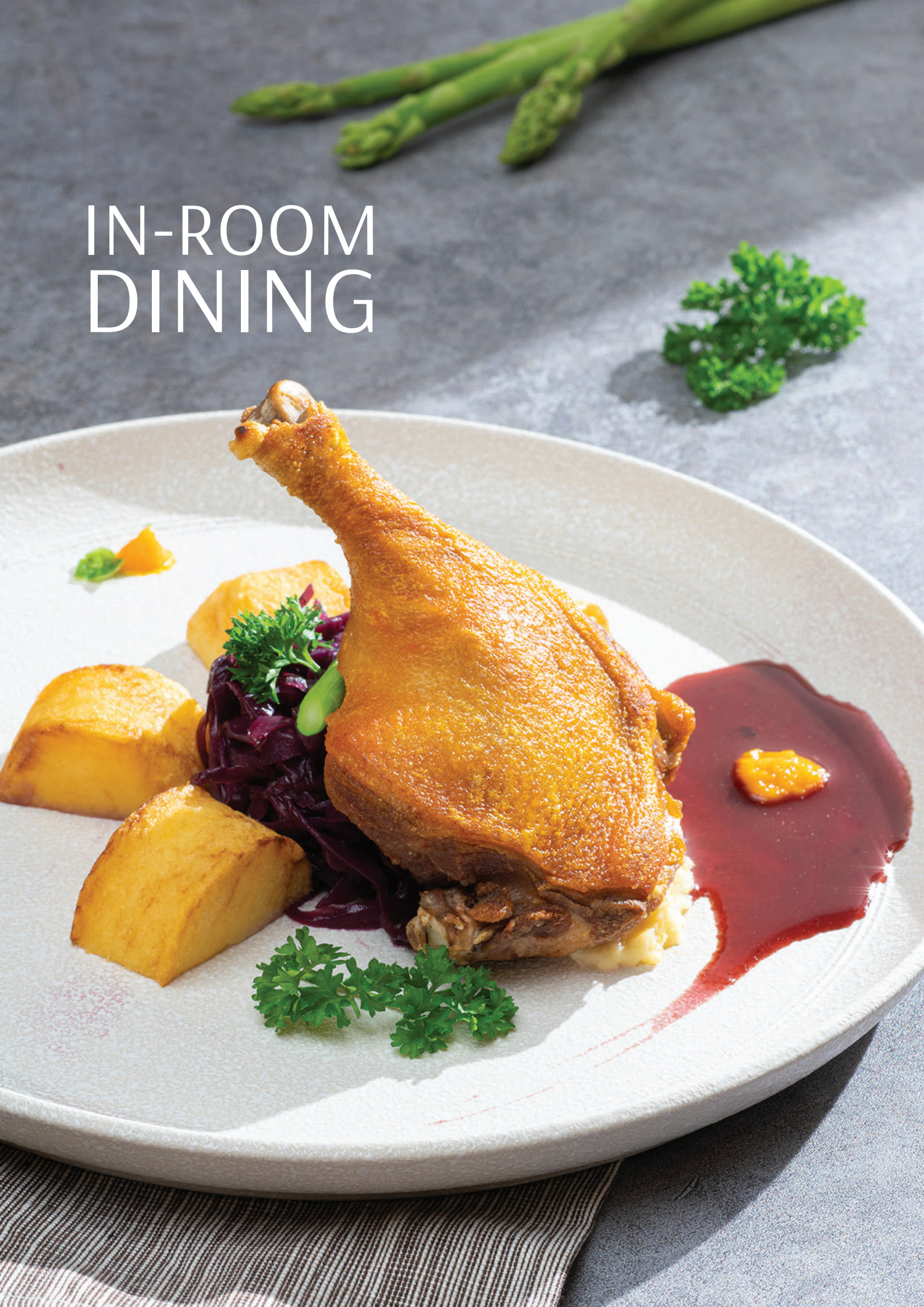
ATTRACTIONS OF MUI NE

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

SALADS

08.	**Tuna and Avocado Salad**	VND 219.000
09.	**Greek Salad**	VND 190.000

MAIN DISHES

10.	**Specialty Rice Noodles with Braised Duck**	VND 209.000
11.	**Prawns Wonton Soup with Roasted Pork**	VND 179.000
12.	**Pho Bo: Traditional Beef Rice Noodle Soup**	VND 179.000
13.	**Pho Ga: Traditional Chicken Rice Noodle Soup**	VND 149.000
14.	**Glass Noodles with Crab Meat in Clay Pot**	VND 239.000
15.	**Stir-fried Egg Noodles with Beef**	VND 239.000
16.	**Oyster Congee (per bowl)**	VND 149.000
17.	**Prawn Congee (per bowl)**	VND 149.000
18.	**Congee with Minced Pork (per bowl)**	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.	**Spaghetti Marinara: Squid, Prawns, Scallops**	VND 390.000
20.	**Stir-Fried Egg Noodles with Beef**	VND 239.000
21.	**Tagliatelle Carbonara: Cream Sauce and Bacon**	VND 219.000
22.	**Spaghetti Bolognaise**	VND 229.000
23.	**Seafood Fried Rice: Prawns and Squid**	VND 239.000

BURGERS & SANDWICHES

24.	**Pandanus Beef Burger**	VND 259.000
25.	**Chicken Burger**	VND 219.000
26.	**Club Sandwich**	VND 199.000

PIZZAS

27.	**Seafood Pizza**	VND 399.000
28.	**Hawaiian Pizza**	VND 219.000
29.	**Margherita Pizza**	VND 179.000

DESSERTS

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

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IN-ROOM WINE LIST

CHAMPAGNE AND SPARKLING WINES

01.	**Champagne Beaumont des Crayères Grande Resérve**	VND 1.764.000
02.	**Freixenet Rosé Dry Cava**	VND 1.074.000

WHITE WINES

03.	**Faustino Rivero Ulecia Albarino**	VND 1.068.000
04.	**Blue Dry Riesling**	VND 1.188.000
05.	**Tavernello Pinot Grigio Delle Venezie**	VND 834.000

ROSÉ WINE

06.	**Le Grand Noir**	VND 1.194.000

RED WINES

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

DESSERT WINE

12.	**Royal Tokaji Late Harvest**	VND 1.020.000

IN-ROOM BEVERAGES

CANNED BEERS

01.	**Heineken 330ml**	VND 71.000
02.	**Tuborg 330ml**	VND 71.000
03.	**Tiger 330ml**	VND 59.000
04.	**Huda 330ml**	VND 47.000
05.	**Saigon Green 330ml**	VND 47.000

CIDER

06.	**Đà Lạt Cider** Apple, Berries, Pineapple	VND 83.000

FRESH FRUIT JUICES

07.	**Pineapple Juice**	VND 71.000
08.	**Orange Juice**	VND 71.000
09.	**Lemon Juice**	VND 59.000

SOFT DRINKS AND BOTTLED WATER

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

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

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CONTACT US

Zalo