

All the Other Stuff  
Six Senses Con Dao

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# Welcome to Six Senses Con Dao!

Dear Guests,

On behalf of all our Hosts, our Resort Manager, and myself, I would like to welcome you and say how delighted we are that you have chosen to be here.

During your time with us, our wonderful Team of Guest Service and Guest Relations Hosts will be on hand to look after you. Your GEM (Guest Experience Maker) will be your key point of contact for anything you may need, from unique dining experiences to relaxing spa journeys.

We trust your visit to Six Senses Con Dao is a most enjoyable one and that leaving the busy world behind, you are able to truly relax.

This booklet "All the Other Stuff" is part of our compendium collection full of useful information. In addition to this summary, you will find booklets entitled "The Fun Stuff", "The Tasty Stuff" and "The Good Stuff."

Should you require anything, please do not hesitate to contact any of us with your special requests.

Our aim is to help guests reconnect with themselves, others and the world around them.

Relax, have fun and enjoy your stay with us at Six Senses Con Dao.

Be Inspired,

Christoph Holzapfel  
General Manager

# Discover Six Senses Con Dao

## A to Z Guide

The following guide provides a short overview of our services and products. We endeavour to ensure that all amenities, furniture, bedding and products at Six Senses Con Dao are environmentally friendly. Similarly, the utmost care is taken to protect the natural environment of the Resort and its surroundings.

### Accounts

Your provisional bill will be presented for your perusal the evening prior to your departure. Please take a few minutes to check the contents to ensure a smooth check out. If you have any questions, please contact your GEM.

### Activities

Kayaking, beach volleyball or just lying on the beach. Please refer to “The Fun Stuff” for more details.

### Air Conditioning

Upon arrival your Villa temperature will be set at 26°C which is our Six Senses energy conserving setting. This can be adjusted to your preferred temperature. To help us save energy, please turn the air conditioning off when it is not required.

### Airport Transfer

We will inform you about your scheduled departure time, the day prior to your departure.

### Alcohol

Alcohol is served throughout the Resort and in your minibar.

### Arts and Crafts

Creative equipment is available for you to express your artistic talents.

### Baby cots / potty

These are available upon request.

## Discover Six Senses Con Dao A to Z Guide

### Bar

The bar is located by The Market. For more information, please refer to “The Tasty Stuff”.

### Barbecue

Available in the privacy of your Villa as well as other locations. For more information, please refer to “The Tasty Stuff” or contact your GEM.

### Beach

We have 1.6 km of beautiful beach, where the sea is calm and accessible during high and low tide. Please help us keep our beaches free of litter.

### Bicycles

Bicycles are available. Please contact your GEM.

### Boutique

The Resort’s Boutique is open daily from 9:00 am to 5:00 pm. Extension number 6400.

### Buggy cart / Golf cart

Buggies are available on request if you wish not to use your bicycle. Ask your GEM or call reception to request this service. A buggy driver will be with you as soon as possible.

### Charity

We support local communities in every way we can; if you wish to donate used clothes to charity, please feel free to call your GEM, who will gladly make the arrangements.

### Computers

We offer complimentary use of laptop computers at reception. High-speed wireless internet access is available in your Villa and most common areas.

### Cultural Trips

These can easily be arranged. For more information, please refer to “The Fun Stuff” or contact your GEM.

### Dentist

We have one dental clinic on the island. Please contact your GEM.

### Dietary

Please discuss any special dietary requirements with your GEM.

### Diving

Diving is available at various locations around Con Dao and neighbouring islands. For more information, please refer to "The Fun Stuff" or contact your GEM.

### Doctor

Six Senses Con Dao Resort has a nurse on call 24 hours a day. Arrangements can be made to visit the local hospital or specialist physicians in Hồ Chí Minh City. Please dial "0".

### Dress Code

Please feel comfortable to dress as you wish. We would request however that in the bar and restaurants women cover bathing suits and men cover bare chests. Any form of public nudity is prohibited

in Vietnam. While exploring Côn Đảo village please remember to dress appropriately to local customs. For visits to most cultural sites long trousers are required and shoulders must be covered.

### Electricity

The current is 220V. For additional equipment like adaptors and converters please contact your GEM. Please turn your lights and air conditioner off when you leave your villa to help us conserve energy.

### Emergency Number

Please dial '0' to contact your GEM or our Duty Manager.

### Fax / Messages

These are promptly delivered to your villa in a Bamboo stick. Our fax number is +84 254 3831 456

### Fire

There are separate emergency instructions at the back of this compendium. For your own security,

we organize regular fire drills to train our Host Team in firefighting; we apologise for any inconvenience these drills may cause.

### First Aid

Our nurse is on call 24 hours per day. Please contact your GEM if you wish to see our nurse.

### Fish

Six Senses is maximizing its efforts to source fish from sustainable fishing methods, often working closely with local fisherman. Wherever possible we purchase local fish, ensuring the quality of the source is reputable.

### Fitness Centre

Our fitness centre offers a selection of weights and equipment and is open daily from 7am to 9pm.

### Foreign Exchange

Currency exchange service is available at the Reception or simply ask your GEM to assist. The exchange rates are updated daily.

### Furniture

Our best efforts have been made to use materials from sustainable sources: palm wood, bamboo, plantation teak, and papier-mâché and mulberry bark paper.

### Games

There is a backgammon/chess table in your villa. A variety of other board games are available from your GEM.

### Gecko

The geckos are our lucky mascots. They make a clicking sound and are totally harmless. They hunt little insects such as mosquitoes and flies.

### Gratuities

Gratuities for our Hosts are at your discretion.

### Hairdryer

Your hairdryer is located in the closet in the bathroom area.

### Host

At Six Senses, all employees are referred to as “Host” as this is their primary task within any of our Resorts.

### Hot water

Please adjust the water temperature before getting in the shower. When at the basin or in the bath, the hot tap is always on the left.

### Housekeeping

Please contact your GEM for any assistance you may need. We can provide a wide selection of amenities on request.

### Ice

Should you require ice, please advise your GEM or In Villa Dining.

### In Villa Dining

Available 24 hours. Kindly dial extension 6663 or refer to “The Tasty Stuff” for menus.

### Insects

Being in the tropics, there is an abundance of insect life. We control the mosquitoes by spraying the

Resort regularly. Even so, you may find occasional insects in your villa all of which are harmless. Natural insect repellent sprays are provided. The use of the mosquito net is recommended.

### Internet/ Email

The Resort is equipped with high speed wireless Internet access in most common areas as well as in all villas. No password is required.

### Jelly Fish

Occasionally jellyfish occur around our shores. If you get stung, please contact our resident nurse through your GEM.

### Jet Lag

Jet lag occurs after air travel across several time zones. Symptoms of jet lag are temporary and include insomnia, irritability, indigestion, and disorientation in the days following air travel.

For some Jet Lag remedies, go outside just before sunset and watch

as the sun goes down and the sky turns to night – this will trigger the brain to prepare for sleep. To finish this cycle, rise just before sunrise the next day and watch as the sun comes up and you will automatically awaken the brain to the new day ahead.

### Jogging

The beach at Six Senses Con Dao is ideal for working out. Please remember the effects of the heat and humidity whilst running.

### Linen - Bed/ Towels

In light of our environmental concern, we will change your bed linen on every 3rd day of your stay. If you prefer to have your bed linen changed daily please place the “Greenability Notice” on your bed. Should you wish to reuse your towels, please leave them hanging in the bathroom.

### Laundry/ Valet

Any items placed in the laundry bag

before 09:00 am will be taken by your Villa attendant to be cleaned and returned the same day. For express service kindly inform your GEM.

### Library

“Sense of Intelligence” is located by The Market; a selection of books, games and other publications are provided for your enjoyment. Any books you wish to leave with us will be greatly appreciated and enjoyed by other Guests.

### Lighting

Path lighting has been kept to a minimum to preserve the natural feel. Rechargeable flashlights are available in your Villa.

### Massage

There are various massages and other beauty treatments available. Please refer to the Spa brochure.

### Mobile Telephone

To preserve the peace and tranquillity of your stay with us we

would appreciate that mobile phones are used discretely.

### Music System

Sound systems are installed in all Villas. For information on its use, please refer to the instruction leaflet or contact your GEM. Please be mindful of neighbouring villas and respect their tranquillity by keeping the volume to a reasonable level.

### Mosquitoes

For your comfort, we have placed a mosquito net over your bed. Mosquito coils which can be burned during the day are provided in each villa.

Natural insect repellent spray is provided by your bathroom basin.

### Mosquito Coils

Please burn the mosquito coils in the terracotta turtle available in your bathroom and your bedroom to prevent damage and risk of fire. The refills for the coils can be found in the right side drawer of your desk.

### Newspapers

Instruction for complimentary online newspapers application – PressReader - is set up in your Villa. Please contact your GEM for any assistance.

In addition, newspapers are also available at breakfast.

### Nudity

All forms of public nudity are prohibited in Vietnam and this includes topless sunbathing.

### Paper

We make every effort to re-cycle all paper used in the Resort.

### Picnic

If you wish to enjoy a picnic lunch on the beach or other deserted locations, please contact your GEM or refer to “The Fun Stuff” and “The Tasty Stuff”.

### Pillows

We have different pillows on request, which can be reviewed on the menu next to your bed. Please contact your GEM for any assistance.

### Restaurants

For details and Menus, please see “The Tasty Stuff”.

### Safe

Each Villa has a personal safe; the instructions are placed inside the safe. The Resort cannot be held responsible for any lost, damaged or stolen property. Please ensure you collect all your belongings prior to departure.

### Sand

An urn and “hedgehog” are provided at the entrance of your villa to rinse/clean your feet of sand before entering.

### Sanitary Towels

In order to dispose of sanitary towels, kindly make use of the brown paper bags provided; please do not flush these items, as they are not readily biodegradable.

### Satellite TV

21 satellite channels are available.

### Service Charge

5% is added to your bill for most services and is equally divided among all Hosts of the Resort. Additional gratuities are at your discretion.

### Shells

Please do not collect shells or corals.

### Smoking

Six Senses Con Dao operates a strict no smoking policy in all guest areas. Smoking is not allowed inside or outside any restaurant dining or bar area, pool area, in the main Market Place, Welcome Sala or inside a villa. Smoking is permitted on the outdoor terrace of your villa, please use the ashtray provided.

### Snakes

Being located in such protected and lush surroundings you might come across the occasional snake. Please do not be alarmed as they are probably more surprised to see you than the other way around. In any case,

caution is always advised.

### **Snorkelling**

Please contact your GEM or our Experience Team for information about our marine activities.

### **Spa**

A wide range of massages and beauty treatments are available in our Six Senses Spa. Please refer to the Spa brochure or press the appropriate button on your phone.

### **Stationary**

Writing supplies can be found in a separate stationary folder in your villa.

### **Sun Care**

The sun in Con Dao is very strong, please be careful and always wear a hat, sun screen and sunglasses. To avoid dehydration drink as much water as possible.

### **Sunrise/ Sunset**

The sun rises at approximately 5:30 am and sets at 5:30 pm.

### **Swimming**

Please swim close to the shore as the rip current can be very powerful in Con Dao. Always notify someone if swimming alone. Kindly take a moment to read the “Fire and Safety” section in this compendium for more detailed information and guidelines.

### **Swimming Pool**

Kindly refrain from using glasses and crockery in the swimming pool area.

### **Tea and Coffee**

Tea and Coffee making facilities are available in your villa. Your GEM can demonstrate how the coffee machine is operated.

### **Telephone**

If you wish to place a call, dial ‘9’ for an outside line. To contact the operator, dial ‘0’. The prices charged are at the actual cost from our service provider.

To preserve the peace and tranquillity of your stay with us we would appreciate that mobile telephones are used discreetly.

### **Television**

The channel guide is located by your television.

### **Tennis Courts**

There are several tennis courts dotted around Côn Đảo, a Host is available as partner for practice sessions. Please contact our Experience Team.

### **Toiletries**

There is a selection of toiletries available in your villa. Additional products are available for sale in the Boutique.

### **Towels**

If you would like your towels changed, please place them in the bath or laundry basket. If you prefer to reuse them, kindly place them on the towel rack. You will find bath towels for bathroom use and beach towels for outdoor use, in your villa

### **Valet Service**

We offer packing, unpacking and shoe shine services. Please contact your GEM.

### **Vietnamese**

If you would like to learn some Vietnamese we offer a fun lesson with our Experience Team.

### **Wake up calls**

To arrange for a wake up call, contact your GEM or call the operator by dialling “0”.

### **Water**

The water from the taps is not drinkable. We bottle our own drinking water which is placed in your villa on a complimentary basis.

### **Water Use**

Although we recycle all of our used water as a precious resource, we request that you do not waste water unnecessarily.





# Six Senses Con Dao Contacts

Sense of Fun	6555
Six Senses Reception	6662
Boutique	6400
Sense of Spa	6668

## Venues

Elephant Bar	6338
By the Beach	6334
In Villa Dining	6663

If you wish to place a call, dial '9' for an outside line. To contact the operator, dial '0'. The prices charged are at the actual cost from our service provider.

# Six Senses Hotels Resorts Spas

## Our Vision

To help people reconnect with themselves, others and the world around them.

## Our Core Values

### Local Sensitivity, Global Sensibility

Part of the local fabric and culture, yet in tune with the wider world.

### Responsible and Caring

Caring for employees and local communities. Committed to preserving the environment through sustainable operations.

### Crafted Experiences

An all-encompassing and unique range of experiences to stimulate, energize and restore.

### Pioneering Wellness

Delivering the most effective high tech, high touch wellness programs

and experiences in partnership with leading experts.

### Emotional Hospitality

An emotionally intelligent approach to service that begins with empathy.

### Fun and Quirky

Aesthetics and experiences that are always unique, often unexpected and sometimes unusual. Delivered out of our constant curiosity and willingness to experiment.

# Fire and Safety Instructions

## Fire and Safety Instructions

Upon arrival please make yourself familiar with the villa layout and its location within the Resort.

For your own safety, please do not smoke in the villa. Make sure all cigarettes, etc. are properly extinguished when using ashtrays outdoors.

The use of heating appliances such as hot plates or burners is strictly forbidden in villas or other areas of the Resort.

Should you encounter problems with the electrical switches or sockets, please inform your GEM.

## In case of a fire in your Villa

1. Notify the operator immediately by dialing '0' or dial to the Duty Manager button.
2. If the fire can be contained while waiting for the fire team, use the firefighting equipment located in your villa (please see fire extinguisher instructions on the next page).
3. If the fire is out of control, EVACUATE your Villa IMMEDIATELY, closing all doors behind you. Do not try to remove belongings.
4. Whatever the emergency, ALWAYS think of your SAFETY FIRST.
5. Do not take risks.
6. Only return to your villa once told to do so by Management.

## Fire Alarm:

1. Upon hearing the fire alarm, leave the building using the nearest exit and proceed to the pre-designated area located on the Resort map - at least 500 feet/150 meters away from the affected building.

There is a permanent Fire Team on duty in the Resort.

## Using a Fire Extinguisher

If the fire is small enough to be extinguished and you have had extinguisher training, you may elect to use a portable fire extinguisher to put out the fire. If you have any doubts about the size of the fire or your ability to extinguish it, do not try. Evacuate!

Before attempting to fight any fire with an extinguisher, ask yourself the following questions:

1. Can I escape quickly and safely from the area if I attempt to extinguish the fire?
2. Do I have the right type of extinguisher?
3. Is the extinguisher large enough for the fire?
4. Is the area free from other dangers such as hazardous materials and falling debris?

To operate a fire extinguisher, remember the acronym P.A.S.S.

P - Pull the pin. Hold the extinguisher with the nozzle pointing away from you, and release the locking mechanism.

A - Aim low. Point the extinguisher at the base of the fire.

S - Squeeze the lever slowly and evenly.

S - Sweep the nozzle from side-to-side.



## Safety within the Resort

Six Senses Con Dao would like for you to have the most comfortable and relaxed visit possible; therefore kindly take a minute to read these basic safety guidelines.

For your comfort, we advise to make use of the in-villa safe to keep money, jewellery and all personal valuables. There is little need to carry cash within the Resort premises, as all items can be signed for.

Six Senses does not allow entry to vendors or people not related to the Resort; we advise not to admit people you don't know into your villa. As a precaution, if you are unsure of a Host's identity, simply ask for and identification or call your GEM; we have Security personnel 24 hours a day to ensure the safety of both Hosts and Guests. Although Con Dao is considered a safe place, it is always

sensible to make proper use of the lock in the villa, as well as being attentive to your personal belongings when in public areas both inside and outside the Resort.

Kindly note that the Resort is not responsible for any lost property but we do safe keep all lost and found articles; please contact the Reception or your GEM, should you have misplaced any of your belongings. Unclaimed items will be disposed of after three months.

## Nature Surrounding Us

As it is our Six Senses policy to be as least intrusive as possible to our surrounding we do not believe in walls and fences to keep out nature, by doing that we encourage wild life to be part of our daily routines, which will result in you being able to spot tropical birds, butterflies and yes – also the occasional snake; being located in the Tropics, snakes are a natural and necessary part of our ecosystem and control the numbers of other animals.

Snakes are shy creatures and you are very unlikely to see them, but if you do, keep your distance and wait for the snake to move away.

Please do not try to handle or kill any snake.

## Safety in the Sea

### Rip Currents

A rip current is a canalized flow of water moving away from the shore at beaches. Rip currents typically form along the beach at breaks in the offshore sandbar. Rip currents are part of the natural near-shore ocean circulation and are quite common.

### Why are rip currents dangerous?

Rip currents are dangerous because they can pull unprepared swimmers away from shore and into deeper offshore waters. They become especially dangerous when swimmers panic and struggle against the current while being pulled farther and farther away from the beach.

**Look at the signs.** There are a few things you can do to protect yourself from the potential dangers of rip currents. First, ask the Experience

Centre experts about the current rip current danger. Also, note any flag warning system that may be present. Second, be able to recognize some of the signs that indicate that rip currents are present. A visible channel of churning, choppy water; a narrow channel where there is a difference in water colour; a line of foam, seaweed or debris; or a break in the incoming wave pattern are all indicators of possible rip currents.

**What should you do?** If you find yourself caught in a rip current, don't panic and don't fight the current! Most rip currents are narrow, to escape the outgoing current, you should swim in a direction parallel to the shoreline. Or more simply, facing back toward the beach, swim either towards

your left or right. Just remembering the simple phrase "Don't fight... Swim left or right". When free of the current, swim at an angle back toward shore.

**Six Senses Con Dao is part of the International SOS 24-hour Hotel Guest Care Program, providing guests with the following benefits and support:**

#### **Telephone Medical Advice and Referrals**

For all your medical concerns, you can call them for:

- 24-hour medical advice
- Assistance in booking appointments at International SOS HCMC Clinic or elsewhere
- Assistance with hospital admissions

#### **Emergency Assistance**

For emergency situations requiring urgent medical care, they can:

- Monitor your condition to ensure appropriate provision of medical care
- Make all necessary arrangements to evacuate you to the nearest clinic, hospital or centre of medical excellence

- Make arrangements to repatriate you to your home country

#### **International SOS HCMC Clinic**

A team of expatriate and national doctors and nurses are available 24 hours a day, seven days a week.

Catering to all your healthcare needs, they offer:

- General practice
- Pediatric care
- Women's health
- Vaccination advice and administration
- Travel medicine advice
- Cardiology
- Dermatology
- Orthopedics
- Physiotherapy
- Clinical psychology
- Dental and orthodontic care

- Japanese and Korean medical staff and customer support
- HCMC clinic facilities include:**
- Pharmacy
  - 24-hour X-ray and laboratory
  - Ultrasound
  - In-patient facilities
  - Fully equipped emergency rooms