

THE ANAM


XIN CHÀO

INDEX

1. WELCOME TO THE ANAM CAM RANH
2. RESORT MAP
3. GUEST SERVICES DIRECTORY
4. DINING EXPERIENCES
5. THE ANAM SPA
6. LOCAL CUSTOMS AND ETIQUETTE
7. EXCURSIONS
   + ABOUT CAM RANH AND BEYOND
   + PLACES OF INTEREST
8. SAFETY AND SECURITY


WELCOME TO THE ANAM CAM RANH

WELCOME TO THE ANAM CAM RANH

It is a pleasure to have you as our guest, and we hope you enjoy your stay with us.

As the first five-star colonial resort in Cam Ranh, The Anam is an award-winning seaside sanctuary with lush tropical gardens and warm-hearted Vietnamese service, shaded by 3,000 palm trees and carpeted with manicured emerald lawns within our lush 12-hectare property.

This Guest Services Directory has been designed to furnish you with suggestions to make your stay with us a journey of quintessential experiences that inspire indelible moments to last a lifetime. Experience our sincere Vietnamese hospitality that salves the mind, body and soul through healing traditions, cultural immersions or sublime culinary journeys.

Whether you are visiting on business or pleasure, at The Anam Cam Ranh, the genuine care and comfort of our guests is our highest priority. Should you have any enquiries or special requests, please do not hesitate to contact our Guest Services team for assistance. It will be our pleasure to serve you.

Warm regards,

Norbert Meyer
Resort Manager


RESORT MAP



THE ANAM
CAM RANH

1 **Reception**
2 **Main Building**
3 **Transportation Point**
4 **The Indochine Restaurant**
5 **The Colonial Restaurant & Saigon Bar**
6 **Lang Viet Restaurant & Bar**
7 **Beach Club Restaurant & Bar**
8 **Romantic Dinner**
9 **The Anam Spa**
Massage, Beauty Treatment, Sauna, Steambath, Hairdresser
10 **Gym Room - Yoga Room - Kids Club - Entertainment Room**
11 **Freshwater Center Pool (Adults Only)**
12 **Saltwater Beach Pool**
13 **Saltwater Lagoon Pool**
14 **The Anam Boutique**
15 **Activity Center**
Mini Golf, Driving Range, Tennis, Table tennis, Kids' Playground, outdoor Chess, Eco Farm, Soccer
16 **Ground Floor Main Building**
Movie Theater, Au Lac Ballroom, Linh Nam & Van Lang Meeting Rooms

Toilets **Shower & Changing Rooms**



GUEST SERVICES (A-Z)

GUEST SERVICES (A-Z)

GUEST SERVICES DIRECTORY

Our Guest Services team will be pleased to provide guidance on the local area and assist with any requests you might require during your stay. Please press extension '0' on your in-room telephone for assistance.

ADAPTORS

A multi-adaptor power extension is available at the Reception.

AIR-CONDITIONING

For your personal comfort, all guest suites and villas have individual thermostat control switches, enabling you to regulate your room temperature.

AIRPORT

The main airport that serves Nha Trang is Cam Ranh International Airport (CXR), handling arrivals from Hanoi or Ho Chi Minh via domestic flights and international flights from South Korea, China, Thailand, Malaysia and Russia.

The Anam Cam Ranh is within 15-minutes by car from Cam Ranh International Airport and the coastal town of Nha Trang is a 30-minute drive from the resort.

We would be glad to assist you with online flight check-in, reconfirmations and airline information for your convenience or for your airport transfer reservation needs.

ATM

An ATM machine is located at the city centre of Cam Lam, about a 10 minutes-drive away. Please ask our Guest Services for directions.

BABY COTS

Available upon request, please contact Guest Services at extension '0'.

BABY-SITTING SERVICE

A fee-based nanny service is available upon request, with a 24-hour advanced reservation required. For more information, please ask our Guest Services team.

GUEST SERVICES (A-Z)

BAGGAGE SERVICE
Please contact us for assistance with your baggage and storage needs.

BUSINESS CENTRE SERVICES
Our Guest Service team is at your disposal to assist with any printing or administrative needs.

CELEBRATIONS
If you are celebrating any special occasions and require event arrangement assistance, please contact our Guest Service team which will be delighted to assist.

CHECK-OUT
Our standard check-out time is at 12.00 noon. Should you wish to extend your stay with us, please be advised that late check-out is subject to availability and fees may apply.

CONCIERGE SERVICES
Our multi-lingual team will be pleased to offer you a variety of services including transportation, travel, excursion arrangements, general information and assistance for any other enquiries that you may have.

CREDIT FACILITIES
The following credit cards are accepted: American Express, Diners Club, JCB, China UnionPay, MasterCard and Visa.

CURRENCY EXCHANGE
Foreign currencies can be exchanged for the local currency (Vietnamese Dong) at the Reception. Rates of exchange for major currencies are updated daily.
We regret that personal and Traveller's Cheques are not accepted.

DINING RESERVATIONS
Each of our restaurants, bars and private dining experiences offer its own interpretation of gastronomic delights, transforming a meal into an unforgettable journey. For more details, please refer to the Dining Experiences section in this compendium.

GUEST SERVICES (A-Z)

DRESS CODE
As a courtesy to all our guests and respect for the Vietnamese culture, we advise discretion when walking in or through common areas and restaurants around the resort. Resort wear with appropriate footwear is recommended.

ELECTRONIC KEY BOX
Your guest room is equipped with a personal electronic safe and we encourage you to secure your valuables in it. The Anam Cam Ranh accepts no responsibility for articles of value that are placed inside or left unattended outside of the safe box provided. Please remember to empty the contents in your safe box prior to your departure.

EMBASSIES & CONSULATES
Please contact our Guest Services team for assistance.

EMERGENCY PROCEDURES
If an emergency should arise, our fully trained in-house emergency team will respond at once.

Should evacuation be necessary, please leave your guest room and proceed to the nearest exit points. Further details outlining safety measures can be found in the Safety and Security section of this directory. We encourage all our guests to carefully familiarise themselves with the information upon checking-in.

EXCURSIONS
Step beyond the resort and traverse the Cam Ranh peninsula to explore a broad spectrum of inspirational and authentic experiences to suit any interest. Visit the nearby age-old coastal town of Nha Trang, known for its mineral-rich mud baths and hot springs, snorkelling, scuba diving, island hopping adventures, fascinating cultural sites, fresh seafood and bustling nightlife. For more details, please refer to the Excursions section in this directory or visit Reception between for making arrangements.

FITNESS CENTRE
Maintain your fitness regime with our air-conditioned facility overlooking a tropical landscape. Our fitness centre comes fully equipped with state-of-the-art Precor technology, including cardiovascular training machines, treadmills, bench presses and free weights. Open daily: 6.00 am – 09.00 pm

GUEST SERVICES (A-Z)

FLORIST
Flower arrangements for any occasion are available upon request. Please contact us to discuss your individual requirements.

HAIRDRYER
A hairdryer is available in your bathroom.

HOUSEKEEPING
Daily housekeeping and evening turn-down services are performed between 9.00 am and 9.00 pm. If you have any housekeeping-related requests, additional amenities or require a preferred time for cleaning your accommodation, please contact us.

IN-RESORT ACTIVITIES
Enjoy a variety of in-resort pursuits such as fun volleyball and badminton sessions by the beach, exploring the resort by bicycle, challenge your companion to a match at our professional tennis court which is floodlit for evening play, or master your golfing skills precision with our 18- hole mini golf course and adjacent driving range.

From June until September, kite flying at the Centre Lawn, stone painting and a coconut leaf craft session will be held three times a week from 3.00 pm – 4.00 pm.
Please speak to our Guest Service team to find out more or to book your space.

INTERNET FACILITIES
Wireless internet connection is available in all guest rooms and public areas. To log on, just select 'The Anam' network and launch your browser. Please contact us should you require further assistance or more information.

IRON AND IRONING BOARD
These are placed within your wardrobe for your convenience. Please contact us for any assistance.

KIDS' CLUB
Our dedicated kids' club located next to Lang Viet Restaurant & Bar offers a range of supervised activities for children aged between 4 and 12 years. Let your little ones make new friends during creative fun, indoor or outdoor scheduled activities – all under the watchful eye of our caring team. An adult must accompany any children under the age of four years.

GUEST SERVICES (A-Z)

LAUNDRY SERVICES

The resort offers same day laundry and pressing services if garments are collected before 10.00 am while dry-cleaning will be returned within 24-hours. Laundry bags are provided in your wardrobe. Please complete the laundry valet form provided and contact Guest Services for collection.

An express laundry and pressing service is also available between 7.00 am and 4.00 pm for a four-hour service. Please be informed that a 50% surcharge will be levied.

LOST AND FOUND

We will be pleased to offer any assistance in tracing of your misplaced belongings.

MAINTENANCE

In case of any technical issue in your guest room, please notify us for assistance.

MEDICAL ASSISTANCE

In the event that you require a doctor or medical assistance, please inform Guest Services to make the necessary arrangements for you.

MEETINGS AND SPECIAL EVENTS

The Anam Cam Ranh offers multiple indoor and outdoor spaces including dining outlets, along with expert attention to detail to create an engaging setting for business meetings, corporate and social events. Signature weddings are magical events at our resort on immaculate lawns overlooking magnificent ocean views, for treasured memories to last a lifetime.

Our team will ensure that every event and celebration is truly memorable, offering versatility for you to create distinctive touches that will leave a lasting impression on every guest.

MESSAGES

For any incoming facsimile, mail or packages, these will be delivered to your guest room upon receipt.

GUEST SERVICES (A-Z)

MINIBAR

Every guest room is equipped with a mini refrigerated bar as well as coffee and tea making facilities. Chilled beverages, spirits and a selection of popular snacks will be replenished daily and charged to your account. Coffee, tea and related items are provided complimentary.

If you wish to request for ice and specific food or beverages to be stocked or removed from your minibar, please contact us. Please be advised that individually requested items that are ordered will be billed to your account and are non-returnable.

MOVIES

Our movie theatre, located at the ground floor of the hotel caters for up to 60 people with a wide selection of movies screened at 11.00 am, 4.00 pm and 8.00 pm daily.
An outdoor cinema on the centre lawn is organised every Saturday from 6.00 pm – 8.00 pm, when the weather permits.

PETS

We regret that pets are not allowed at the resort with the exception of certified guide dogs.

PRIVACY

Please display the 'Do Not Disturb' pillow sign on your door handle should you wish not to be disturbed.

Contact Guest Services to request for screening or prevention of incoming calls if you wish to be undisturbed by your in-room telephone.

PRIVATE CAR TRANSFERS

Journeys via private vehicle transfers can also be arranged for a fee between our resort and Cam Ranh International Airport, Nha Trang or to our sister property - The Anam Mui Ne.
Please contact or Guest Service if you wish to make your transfer arrangement to any location.

RETAIL FACILITIES

The Anam Boutique offers a range of locally sourced handmade gifts, exquisite jewellery, resort wear, accessories and more. Our boutique is open daily from 9.00 am to 5.00 pm, but please seek assistance from Reception if our team member has stepped out for a moment during your visit.

GUEST SERVICES (A-Z)

ROOM SERVICE

Please refer to the In-Room Dining Menu for a selection of à la carte dishes and beverages available from 11.00 am to 01.00 am daily. Please contact Guest Services to place your orders.

SECURITY

Around the clock security at the resort is ensured by personnel patrols. Nonetheless, please remember to keep your door locked whilst in or away from your guest room and to identify any visitors before admitting them into your room. If any matters of concern arise, please contact us for assistance.

For security reasons, please do not switch your room with another guest or relocate any resort belongings without informing Reception.

SHUTTLE SERVICE

The charming coastal city of Nha Trang is a mere 40-minute drive away from The Anam Cam Ranh.
The resort offers a complimentary shuttle service scheduled to depart from the resort daily at 09.30 am, returning to the resort at 4.00 pm from Nha Trang city.
If you wish to visit Nha Trang city not as early, a non-complimentary shuttle service is also available daily at 11.00 am with scheduled return to the resort at 4.00 pm.

The Cam Ranh International Airport is just in a 15- minutes driving distance and a non- complimentary shuttle service is available daily, departing from the resort at 12.30 pm, 7.00 pm and 9.45 pm.

Our Guest Service Team will be glad to advice the timing and arranging your seat in advance.

The Transportation Meeting Point for individual as well as resort transportation arrangements is located at the hotel building (resort map / point 17).

SMOKING POLICY

In compliance with Vietnamese law and for the comfort of our guests, The Anam adopts a non-smoking policy in all our accommodations and public spaces. Smoking indoors in your accommodation will incur a VND7,000,000 cleaning and recovering fee. An ashtray is available on your balcony or terrace for your convenience.

GUEST SERVICES (A-Z)

SPA

The Anam Spa is a tranquil sanctuary where Asian healing traditions interweave into holistic wellness journeys. Non-clinical spa treatments infuse ancient techniques from the East with Western healing practices designed to recalibrate and rejuvenate.

Discover specialised body treatments, facials, spa journeys, yoga and wellness programmes to suit your preferences in The Anam Spa Menu section. Please dial extension '0' or '7061' from your guest room for advanced reservations.
Open daily: 10.00 am – 10.00 pm

SWIMMING FACILITIES

Alternate between our unique freshwater and saltwater swimming pools for a splashing fun time under the watchful eye of our internationally trained and certified lifeguards. Swim energising laps or relax on sun loungers to work on your tan as you stay satiated with poolside bites and refreshments.
Open daily and Life Guards on Duty: Centre Pool (Adults Only) 6.00 am – 8.00 pm, Beach Pool 6.00 am – 8.00 pm, Lagoon Pool 10.00 am – 6.00 pm.
Outside of the operating hours, there are no lifeguards on duty and you are using the pools at your own risk.

TAXI SERVICE

Our Guest Services team will be pleased to assist if you need to book an eco-taxi from the resort to your destination. Please exercise caution when hiring a taxi for your return to the resort and use the resort recommended companies

TELEVISION

A range of cable TV and music channels are available for your entertainment. Please browse through the programme listings available in your television and make your individual selection.

THE ANAM FARM EXPERIENCE

A sprawling plot within the resort grounds has been demarcated to cultivate vegetables, herbs and fruit, grown organically and harvested for our kitchens. Stroll through our thriving gardens and get to know the adorable animals that live with us on the farm. Please ask our Guest Services team if you require a guided tour.

TIPPING POLICY

In appreciation of exceptional service, gratuities may be given at your own discretion.

GUEST SERVICES (A-Z)

UMBRELLAS
In the event of inclement weather, umbrellas have been placed for your convenience in your guest room.

VISITORS
In compliance with Vietnamese laws and regulations, The Anam Cam Ranh must be informed for any visitor arrivals and registration with a valid passport, visa, residence or ID card is mandatory at Reception. A maximum of two visitors are allowed in the guest rooms between 9.00 am - 9.00 pm. Only registered guests with prior permission from the resorts management are permitted in the guest rooms after 9.00 pm.

VOLTAGE
The voltage is 220V/50Hz throughout the resort with international power and USB charging points available within your accommodation.

WAKE-UP CALL
Should you require a wake-up call, please contact Guest Services at extension '0'.

WATER
While filtered water is treated before use in all guest rooms and our kitchens, we do not recommend drinking the water directly from the tap. Bottled water is provided in your guest room with our compliments for your daily consumption.

WATER SPORTS
Learn to glide on the ocean's surface through kayaking, canoeing or body boarding for your joy pursuits. To ensure a safe seaside experience, international certified lifeguards trained by Surf Life Saving Australia are on daily beach patrols. Drop by the Reception for more information.

WHEELCHAIR
Please contact Guest Services should you require wheelchair assistance.

YOGA
Join our in-residence yogi for complimentary sunrise and sunset group yoga sessions on the beachfront lawn or in the yoga room (located above the kids' club) five times weekly, or enquire about private movement and awareness sessions, subject to availability. Please contact Guest Services for more details.



TELEPHONE INFORMATION

TELEPHONE INFORMATION

TELEPHONE SERVICES

For assistance on detailed telephone information, dialling instructions and additional country codes, please contact Guest Services. Telephone charges are based on Vietnam Telecommunication Company's published rates and a 10% government tax will be included in your bill.

* Room to Room Calls: dial 8 + guest room number.
* Local and National Calls: dial 9 + local telephone number. For local directory assistance, please press the Guest Services button on your in-room telephone.
* International Direct Dialling Calls: dial 9 + 00 + Country Code + Area Code + telephone number.

COUNTRY CODES

Australia	61
Austria	43
Belgium	32
China	86
France	33
Germany	49
Hong Kong	852

Indonesia	62
Italy	39
Japan	81
Korea	82
Malaysia	60
Russia	7
Singapore	65

Spain	34
Switzerland	41
Thailand	66
Taiwan	886
UK	44
USA/Canada	1
Vietnam	84



RESTAURANTS AND BARS

RESTAURANTS AND BARS

DINING EXPERIENCES

Whether your tastes are for gourmet delicacies, age-old home-style cooking, or down-to-earth pleasures of street food, dining experiences with us will tempt and sometimes surprise you. We recommend advanced reservations for our cooking class and private dining experiences.

THE INDOCHINE

Situated nearby the lobby by a turquoise pool, The Indochine serves sumptuous international buffet breakfast spreads with live action stations daily. Choose to dine al fresco under sun-dappled terraces or in cooling comfort indoors cooling comfort indoors in the multi-level dining spaces adorned with rich wood accents and luxurious embellishments.

Open daily
Breakfast: 6.30 am – 10.00 am

LANG VIET RESTAURANT & BAR

The inspiration behind Lang Viet lies in the centuries-old traditional village or lang houses that reflect the unique cultures of Vietnam's diverse ethnic groups who have introduced many dishes that formed a significant part of the Vietnamese culinary ecosystem. Enjoy age-old culinary heritage as we showcase an array of specialities from the north to the south of Vietnam.

Open: 11.00 am – 10.00 pm

THE COLONIAL

The Colonial Restaurant offers a refined dining experience that fuses classic French cuisine with Vietnamese flavors. Designed in elegant Indochine style, it features an open kitchen, grand piano, and garden courtyard. By day, it serves as an exclusive club lounge for premium suite and villa guests; by night, it transforms into a sophisticated dining venue with live piano performances.

Daily: 7.00 am – 5.00 pm
Fine Dining Opening Hours: 19:00 – 22:00 every Monday, Wednesday, and Friday

SAIGON BAR

Overlooking a shimmering swimming pool, Saigon Bar features an outdoor terrace and a stylish interior hung with striking black and white photography by Mai Lôc, a renowned Vietnamese photographer, and his singular perspective on Vietnam's natural splendour and diverse culture. Imbibe on light bites and a curated collection of handcrafted cocktails, wines, spirits and beverages.

Open: 10.00 pm – 01.00 am

RESTAURANTS AND BARS

BEACH CLUB RESTAURANT & BAR

Relaxed eatery by day and vibrant candlelit dining by night, explore an extensive repertoire of prestigious wine labels, from international brands to family-owned wineries, for the perfect epicurean experience. Shaded by palm trees and fanned by the refreshing sea breezes, enjoy international casual dining and beverages seated indoors or al fresco from lunch until dinner. A three-piece live band performs evergreen and contemporary renditions thrice weekly.

Open: 11.00 am – 10.00 pm (Closed on Monday)

PRIVATE DINING

Celebrate romance and gastronomy during our private dining experiences at hand-picked locations with exquisite menu selections. Choose from a dreamy setting on our immaculate lawn and raise a toast beneath a starry sky, or indulge in a private barbecue with a personal chef for pool villa guests. Our dedicated team will tend to your every need to craft an exceptional personalised experience for an unforgettable occasion.

Available on request with advanced reservation, subject to availability.

COOKING CLASS

Master the art of traditional Vietnamese cuisine with our passionate chefs. Picking up secret cooking tips in a step-by-step class as you recreate authentic dishes with ingredients sourced from the local market selections. Take home a repertoire of heritage recipes and throw a Vietnamese-themed party to showcase your skills and reminisce about your stay with us.

Available on request with advanced reservation, subject to availability.


THE ANAM SPA

THE ANAM SPA

As you walk into The Anam Spa, breathe in the scents of lemongrass that fill the air. Feel the sumptuous linen of the spa robes caress your skin.

Emerge anew as our therapists bring you a fresh cup of herbal tea to sip in the open-air relaxation room, where you will hear the sounds of birdsong and the waves crashing on the nearby beach.

The Anam spa has 10 treatment rooms, including four VIP rooms designed for couples, as well as four couple rooms and two single rooms. Each VIP room is equipped with two massage beds, a steam room, sauna and outdoor granite Jacuzzi, upstairs, the beauty salon offers nail treatments.

The Anam spa offers a range of body massages based on traditional Asian healing techniques, with intensive face and body care treatments inspired by Paris, an organic product designed from 4 tea elixirs which have rich anti-oxidants and anti-aging properties.

For further information, please dial extension number '0' or '7061'

Operating hours are from 10:00 - 22:00.

THE ANAM SPA

APPOINTMENTS

Advanced reservations are highly recommended to avoid disappointment. Please dial extension number '0' or '7061' rom your guest room or visit us at The Anam Spa for enquiries or reservations.

SPA EXPERIENCE

Please arrive at The Anam Spa reception desk 30-minutes before your appointment if you wish to use our steam room, sauna and outdoor jacuzzi facilities. Late arrivals will not receive an extension of scheduled treatment time. Guests who are pregnant or suffering from high blood pressure, heart conditions, allergies or any other medical complications are advised to consult a doctor before reserving any treatments. Please notify our spa receptionist if you have any existing medical conditions, allergies or injuries that could affect your treatment or use of the spa facilities.

Please secure all valuables and personal belongings in the safe box provided in your guest room.

SPA ENVIRONMENT

The Anam Spa is a non-smoking facility, and the use of mobile phones is only permitted in silent mode. Please take time to enjoy the tranquil surroundings and speak softly when needed to respect the privacy of other guests.

CHILDREN POLICY

Any children aged below 12 years must be accompanied by a parent or guardian and are required to stay in the treatment room for the entire duration of the spa experience.

CANCELLATION POLICY

Please give us a four-hour cancellation notice before your treatment reservation as a courtesy to other guests and our therapists. Without this notification, a 50% cancellation fee will apply for less than four hours prior notice, and a 100% charge will apply for no-show guests.



LOCAL CUSTOMS AND ETIQUETTE

LOCAL CUSTOMS AND ETIQUETTE

Gaining knowledge of local customs and etiquette will go a long way to help avoid any embarrassing or offensive situations. Here are some do and don't tips for day-to-day encounters during your stay in Vietnam.

INTERACTIONS AND BODY LANGUAGE

Do

- Verbally greet people by saying xin chào (pronounced as 'seen chow') as the appropriate formal greeting between strangers
- Try a traditional greeting by pressing your hands together in front of your body and bow slightly if you find yourself in a formal situation. In day-to-day situations, a slight bow is sufficient
- Initiate a handshake with a member of the same sex for greetings and goodbyes. If someone from the opposite sex extends their hand, you may shake it. If they don't, then it is more acceptable to bow your head. Some Vietnamese use a two-handed handshake with the left hand placed on top of the right wrist
- Be respectful of social hierarchies
- Remove your hat and bow your head when addressing the elderly or other esteemed people such as monks as a sign of respect
- Holding hands is accepted but physical displays of affection such as hugging and kissing in public are frowned upon
- Stay calm and walk slowly at a steady pace when crossing roads. You'll be amazed as traffic moves around you while the drivers predict your next move across the street
- Pass items to someone using both hands

Don't

- Run when crossing the street or step backwards to avoid traffic as it makes it hard for drivers to predict your movements. You can also signal your movements with your hands or ask a local to help you
- Invite Vietnamese people into your hotel room if you are a foreigner as it is generally not permitted
- Touch someone's head or shoulders or pass items over someone's head. This is incredibly offensive, even with young children as the head is considered as the highest point in Asia
- Flaunt your wealth in public as this is considered impolite
- Take photos of military installations or anything military-related. This can be seen as a breach of national security. You should also avoid taking photos of political figures such as Ho Chi Minh or General Vo Nguyen Ap. Where photography is prohibited, there will usually be signs posted
- Get naked as nudity is seen as totally inappropriate even when sunbathing
- Be offended if somebody laughs at you. In Vietnamese culture, laughing at somebody's embarrassment helps them make light of the situation and is not intended to make fun or offend

LOCAL CUSTOMS AND ETIQUETTE

SHOPPING

Do

- Bargain with a cheerful attitude! Vendors will expect you to haggle a little but you won't get the same price as locals. If the vendor won't budge on the price, either pay or walk away

Don't

- Lose your temper in public or when bargaining for something as this is considered a serious loss of face for both parties. Always maintain a happy demeanour and you will be reciprocated likewise
- Get upset if you meet someone who paid less than you for the same item. Street vendors make a living from selling their wares to tourists so don't take it personally

VISITING SOMEONE'S HOME

Do

- Bring a colourful wrapped gift for your host such as confectionery, flowers or fruit
- Remove your shoes before entering someone's house and wait to be shown where to sit
- Set your chopsticks down to speak and after every few mouthfuls
- Bring your bowl of food close to your mouth when eating
- Hold your spoon with your left hand when drinking soup
- Accept a beverage graciously even if you don't want any. Similarly, if you're offered alcohol, it's considered polite to take a sip or drink the first glass. If you really can't for certain reasons, just explain to your host and they will understand
- Slurp your noodles! Don't be afraid to express your enjoyment of your food by making some noise

Don't

- Give yellow or black coloured gifts, or wrapped in either yellow or black paper. These colours are seen as bad omens and will be very offensive if presented to your hosts
- Give handkerchiefs as a gift as they signify a sad parting or a farewell
- Sit down until the eldest member has seated themselves
- Leave any food on your plate as this is considered impolite
- Stick a pair of chopsticks vertically in a rice bowl as it looks like the incense sticks that are offered for the dead. This is a strong taboo and is not appreciated anywhere in Asia

LOCAL CUSTOMS AND ETIQUETTE

VISITING TEMPLES AND HOLY SITES

Do

- Bow your head to pay respect to the temple and the Buddha statues
- Wear appropriate clothing by covering your chest and shoulders and avoid skin-tight or revealing clothes. If you are wearing a dress, shorts or skirt, make sure it hangs lower than your knees. Pack a light scarf in your bag to cover yourself in case a spontaneous temple visit occurs!
- Wear slippers or sandals for easier removal when entering temples
- Try to be quiet or speak softly inside temples

Don't

- Ever point your bare feet at the monks and statues of Buddha.
- Show any public physical displays of affection as this is considered extremely disrespectful
- Touch the temple statues or touch a monk's head. In fact, it is best if you don't touch monks at all!



EXCURSIONS

EXCURSIONS

ABOUT CAM RANH AND BEYOND

A gateway to the nearby Nha Trang town, close by to Danang and Phu Quoc, and formerly one of the US military's most prominent bases during the Vietnam War, Cam Ranh is quaint, cool, and tranquil. Set in the Khanh Hoa province along the south-central coastline of Vietnam, the idyllic bay of Cam Ranh features pristine stretches of fine sand and turquoise waters with incredible under-the-radar appeal that easily captures the heart of independent and curious explorers.

Step beyond the resort and traverse the Cam Ranh peninsula to explore a broad spectrum of inspirational and authentic experiences to suit any interest. Visit the nearby age-old coastal town of Nha Trang, known for its mineral-rich mud baths and hot springs, snorkelling, scuba diving, island hopping adventures, fascinating cultural sites, fresh seafood and bustling nightlife.

A complimentary return shuttle service to Nha Trang is available daily for independent explorers. Our concierge will also be delighted to arrange half-day or full-day excursions to key attractions that cater to your interests.

PLACES OF INTEREST

Raglay Village

A branch of the Cham people, the Raglay community are among 54 ethnic groups in Vietnam. Originally island residents of Southeast Asian origin or immigrants from the islands in the South China Sea to the East of China, they speak Raglai, a language in the Malay-Polynesian family of Austronesian languages. Raglay people have long lived in the south-central mountainous region of Vietnam nearby natural water sources. Their traditional life is almost exclusively confined to the palei (village) with each palei consisting of several dozen families with external goods brought in by other ethnic groups.

Visit Ba Hoa village and observe the Raglay community living in simple homes with thatched roofs and walls covered with wicker or plastered earth. Stop for an authentic lunch of free-range meats and refreshments before dipping your feet in a mountain stream to cool off. For the more adventurous and fit travellers, please let us know in advance if you wish to scale up and over a mountain to reach a hidden waterfall as the excursion duration will require an extension.

EXCURSIONS

Vinh Hy Bay

Voted as one of the four most beautiful bays in Vietnam, Vinh Hy is a gorgeous natural harbour 55 kilometres south of Cam Ranh that is embraced on three sides by the majestic tree-clad mountains of Nui Chua National Park and fronts the turquoise sea. With calm waters and jungle wilderness, Vinh Hy shelters a diverse terrestrial and aquatic flora and fauna ecosystem. Visit Hang Rai - a rugged overlapping rock formation by the sea, go snorkelling or scuba diving to explore the vibrant waterworld, try fishing from a glass-bottomed boat, get close to nature by hiking in the national park or dine on local seafood specialities.

Lang Nghe Truong Son Craft Village

This craft village is a project designed and built from renowned artisans' ideas and supported by skilful workers. Spanning an area of 20,000 m^2, Truong Son aims to revive and maintain a plethora of traditional local handicrafts showcasing weaving techniques, calligraphy, conical hat making, fine arts, needlework and many other forgotten art forms. Marvel at ten products made at the craft village that have been recognised by Vietnam Records Association and proudly displayed at the village.

Watch music performances played on traditional instruments and wander the vast gardens coloured with vibrant blooms, vegetable and fruit field, statues, a green wall of fame decorated with woven portraits to honour well-known local and global personalities, including a collection of twelve woven zodiac animals - the largest in Vietnam.

Open daily: 7.30 am – 4.30 pm (lunch break from 11.00 am – 1.00 pm)
Music performance held eight times daily except Mon: 8.00 am – 11.00 am / 1.15 pm – 4.15 pm

Cam Duc Market

Constructed in 1995, Cam Duc is a traditional market that occupies an area of around 5,000 m^2 in the Cam Lam district, a mere 15-minute drive from Cam Ranh. Experience a taste of the local daily life as vendors hawk their cornucopia of wares that range from fresh seafood, local ingredients, live poultry, kitchen staples, clothing, household items and more. Be delighted in sampling local treats and breakfast favourites as you wander the narrow pathways teeming with bustling activity.

Island Hopping

Nha Trang bay is blessed with a network of 19 islands and islets, making it one of the finest destinations where island hopping, fishing, basking in the sun, and exploring the underwater world are captured in a day. Surrounded by coral reefs and within a protected marine area, the coastal town is also the perfect launching pad for some incredible snorkelling and dive sites. Equally famous for its therapeutic mud baths and hot springs, combine these experiences with a visit to Hon Tam island for an immersive day on land and sea.

EXCURSIONS

Alexandre Yersin Museum

Born on 22 September 1863 in Switzerland, Alexandre Émile Jean Yersin was a famed physician, biologist, and explorer. He is a co-discoverer of the bubonic plague bacteria, the founder of Pasteur Institute Nha Trang and Indochine Medical School (now Hanoi Medical University) and became its first President. The establishment of Dalat city on the Lam Vien Highlands plateau is attributed to a French exploration in the 19th century led by Dr. Yersin. Settling in Nha Trang, he provided free medical consultations and treatment to thousands of locals until he died in 1943. His tomb is in Suoi Dau, 20 kilometres south of Nha Trang, and his commemorative statue is by Nha Trang beach.

Recognised as a Cultural and Historical Relic Site, the informative museum was established in 1997 to preserve his belongings. Situated on the 2nd floor of a building next to Pasteur Institute Nha Trang, there is a replica of his room where Yersin lived, surrounded by pathways representing milestones of his life and discoveries. There are over 1,200 books and 50 tools that Yersin used in medicine, astronomy, and geography, including hundreds of paper and glass pictures of Vietnamese ethnic groups, a 3D photo slide and a short documentary on his life.

Open Mon - Sat: 7.30 am - 11.30 am / 2.00 pm – 5.00 pm (closed Sat afternoon)

Nha Trang Cathedral

Also known as the Stone or Mountain Church, this is the largest cathedral in Nha Trang, perched on a small mountain named Hòn Một. Construction was spearheaded by a French priest, Louis Vallet, on September 1928 and completed in 1941. Built entirely with stone, it features Gothic-style characteristics such as soaring ceilings, pointed arches and stained glass windows. Three original bronze bells, made by the famous French firm - Bourdon Carillond, are housed in the tower with a four-direction facing clock and surmounted by a crucifix.

Open Mon-Sat: 5.30 am – 5.00 pm, Sun: 5.00 am – 7.00 am / 11.00 am – 4.30 pm
Prayers Mon - Sat: 4.45 am / 5.00 pm, Sun: 5.00 am / 7.00 am / 9.30 am / 3.00 pm / 4.30 pm / 6.30 pm

EXCURSIONS

Long Son Pagoda

Originally built in 1886 at another location, it was renamed and relocated to its current site on the Trai Thuy foothill after devastating damage caused by a typhoon in 1900. An unmissable landmark in Nha Trang, Long Son Pagoda is Vietnam's oldest and largest temple, with features designed according to traditional Vietnamese and Taoist architecture, a lovely garden and ornate mythical sculptural creatures. Explore dragon mosaics composed of glass and ceramic tilework, a marble reclining Buddha statue, a finely carved tableau, a magnificent bell tower and the spacious main hall that functions as a monastery for pilgrims. Marvel at the 24-metre white statue of Buddha seated on a lotus after climbing 193 steps to the hilltop, and enjoy a bird's eye view of Nha Trang, the oceans, and mountainous landscapes.

Open daily: 7.30 am – 5.00 pm

Ponagar Cham Temple

This complex of temples in Nha Trang was erected before 781 AD by the Cham, an ancient civilisation in Southeast Asia known for their distinctive architecture and art style, especially in Vietnam and Cambodia. 'Po Nagar' translates to 'mother of the country' in the Cham language and features a 23-metre high tower constructed in 817 AD to honour Ponagar, the goddess of creation that grants a good life and harvests for the Cham people. The three remaining structures were each built for a unique deity: the central tower honours the Cri Cambhu deity who blesses childless devotees with fertility, the northwest tower is dedicated to Sanhaka, a woodcutter and foster father to Ponagar, while Ganeca, Ponagar's daughter, is honoured in the southern tower.

Open daily: 8.00 am – 6.00 pm

The Institute of Oceanography

Established by the French during the colonial era in 1923 before the Vietnam Academy of Science and Technology took over in 1952 and maintained it as a research institute. After the Vietnam War, the institute became an adjoined organisation for all the marine research institutes in Vietnam. Located within, the National Oceanography Museum plays an inseparable role in research that boasts a vast collection of 20,000 marine specimens for scientific and educational purposes, with a huge aquarium housing thousands of aquatic creatures. Undeniably, the National Oceanographic Museum plays a significant role in protecting the ocean environment and raises public awareness about national underwater resources and territorial sovereignty.

Open daily: 6.00 am – 6.00 pm

EXCURSIONS

Dam Market

The largest market is regarded as the most iconic in Nha Trang due to its unique round shaped architecture that draws visitors' attention from afar. The roof is said to resemble the undulating sea waves but some say it resembles the pistil of a lotus bloom with the lotus petals pointing out to the city's streets.

Dam Market's 5,270 m^2 space offers diverse goods such as fresh seafood, dried food, souvenirs, handicraft products, clothing, and footwear. Test your bargaining skills and be sure to check expiry dates of any dried seafood you wish to buy. It is also a great place to taste the coastal city cuisine and Nha Trang's famous specialities. Be mindful of pickpockets as you explore the bustling market.

Open daily: 5.00 am – 6.30 pm

Ba Ho Waterfalls

Meaning 'three pools' in Vietnamese, Ba Ho comprises tri-tiered waterfalls and natural pools with descending heights, situated 20 kilometres north of Nha Trang. Hemmed in by dense forests and rocky outcrops, the waterfall source originates from the 660-metre peak of Hoa Son before cascading down over 10 kilometres into the three smaller natural pools at Ba Ho. The easily accessible first tier is a popular stop for picnics, dips and cliff jumps. The challenging second and third tiers nested under a green canopy of trees are only recommended for skilled adult hikers in a group without mobility issues due to an arduous hike that involves cliffs and climbing over large rocks.

Wild, soothing and rewarding for avid adventure seekers, early morning visits are best. Open year-round, it is generally safer during the dry season. During the rainy season, the falls will be dazzling with abundant water flow but beware of strong currents and slippery conditions on rocks and paths. Wear sensible hiking shoes and have enough water, snacks and sun protection for a journey to Ba Ho may take up to three hours. It's a journey into the woods, so take your time while strictly adhering to the stated rules to avoid wildfires.

Open daily: 6.00 am – 6.00 pm

EXCURSIONS

Co Tien / Fairy Mountain

Consisting of three adjacent peaks, this 400-metre mountain is shaped like a woman lying facing the sky with her hair flowing to the sea. Legend has it that the turbulent sea at Nha Trang was once home to a violent sea monster that hurled high waves. Living in fear, the people prayed for help from the gods and their echoing wails reached a fairy's ears who descended to earth to fight the demon. After days of war, the monster died with its body scattered to become Hon Chong promontory and other islands offshore. Unable to return to heaven, the injured fairy laid down on the beach, looked up at the sky and transformed into Co Tien or Fairy Mountain.

Increasingly popular with hikers, be rewarded with stunning sea, mountain and city views as you clamber up the rocky trail. Reaching the first and second peaks are less challenging than the steeper path to the third peak. Wear a hat and proper shoes with good grip, use sunscreen and bring plenty of water. An early morning or evening start is cooler as there is little shade to find refuge under and hikers usually take between 40-minutes to 3-hours in total. Visitors can stay until nightfall for views of city lights but be cautious when descending in the dark and pack a torch.

KN Golf Links

For golf enthusiasts, The Anam is minutes away from KN Golf Links, a 90-hectare course designed by Greg Norman (aka The Shark) featuring 27-holes with the 18-hole Links Course and a 9-hole, garden-style Oasis Course factored in. The first golf course in Cam Ranh and the third in the greater Nha Trang area, this award-winning course offers a secluded driving range with an instruction studio, and a triple-storey clubhouse that overlooks the ocean and three islands.

The Links Course maximises the rolling contours of the land exemplified by spectacular sand dunes, boasting firm fast-releasing fairways, ample run-off areas around the greens and massive boulders, some of which form a striking backdrop weaving through rugged coastal terrain and offers spectacular sea views from various spots. The layout is devoid of trees, accentuating its resemblance to one of the classic links courses in the United Kingdom. The Oasis Course offers a contrasting but also compelling test, with a plethora of water features making for some challenging play.

EXCURSIONS

Kong Forest Adventure Park

Eco-adventure seekers will be thrilled to explore Vietnam's first and biggest jungle park! Located on Hon Ba mountain at 1,500 metres above sea level, nature beckons at Kong Forest, with outdoor activities in a dense and vast rainforest rich in a diverse ecosystem of flora and fauna. Experience a zipline canopy tour tested and certified to meet European safety standards, an ATV extreme tour, hiking, rafting, or enjoy a forest bath at the cool Suoi Nguon stream. Adherence to the safety and environmental preservation standards, covered walking shoes and a change of clothes are advised for all guests.

Open daily: 8.00 am – 5.00 pm

Ninh Hai Salt Fields

Witness a long tradition of making salt during the summer when salt farmers start toiling from before daybreak until late afternoon when the sun is hot. Admire picturesque scenes of immense white salt fields against a blue sky as hardworking farmers lead seawater into the salt pans to evaporate into salt particles. The salt is raked into mounds to dry before collection into raw salt stores and sent to factories for cleaning before being sold.



SAFETY AND SECURITY

SAFETY AND SECURITY

The Anam Cam Ranh is equipped with advanced fire prevention and alarm systems. We recommend that you take a few minutes to note the exits as well as the emergency safety and security procedures that may be beneficial in the event of an emergency.

Please note the fire evacuation chart located behind your guest room door detailing the fire exits marked, the location of fire extinguishers in and around your room and understand the on/off controls of your in-room air conditioning system. For further information about our emergency procedures, please contact our Guest Services team.

In the event of a fire:

- Do not panic.
- Trigger the fire alarm by breaking the nearest glass unit at the exit door or contact Guest Services to inform on the whereabouts of the fire and your location for our team to immediately notify the local Fire Department.
- When the fire alarm sounds, follow the instructions.
- Leave the building using the nearest fire exit and do not use the elevators. Close the doors behind you and take your room key if possible.
- Please assemble at the announced designated evacuation point.
- If there is smoke present, stay calm and close to the ground to minimise inhalation of smoke and poisonous gases.
- Do not enter the building again until notified by the Fire Marshall.

If you must remain in your room:

- Turn the air conditioning off.
- If you can access the bathtub, fill it with water.
- Use wet towels and sheets to seal the doors and air vents to prevent smoke from entering and the fire spreading.
- Use the waste bin to bail water from the bathtub if needed.
- In the event that smoke still seeps in, make a tent from wet sheets to cover yourself with and prevent smoke inhalation.

If a fire starts in your room:

- Evacuate your room immediately, closing the door securely behind you.
- Head towards a safe place.
- Close the door(s) against the fire if you are unable to exit your room. If the fire is small, extinguish it and inform Guest Services of the action.
- If you are unable to extinguish it, try to inform Guest Services and stay close to the ground in a tent of wet sheets while you await assistance.

SAFETY AND SECURITY

If the general fire alarm is activated:

In addition to the guest room alarm, there are fire alarms installed throughout the resort in public areas and hallways where guest rooms are located.

- If a general alarm is activated in a public area, an announcement will be made identifying the affected area(s).
- If you are in your guest room, you will hear an audible tone followed by the recorded evacuation instructions. Leave your room, close the doors behind you and take your room key if possible.
- Follow the signs to the nearest exit where our team will guide you to the designated safe meeting point.
- If you are in an affected area, follow the signs to the nearest exit where our team will guide you to the designated safe meeting point.
- The Fire Department will advise the resort management once it is safe to re-enter the resort and an announcement made over the public address system.

NOTE: The safety of our guests and employees is our highest priority. For this reason, a monthly test of the resort's fire alarm system is conducted. Please note that you will be notified beforehand and are not required to evacuate the resort during this test, although the elevator may cease services during the test. We appreciate your cooperation and apologise in advance for any inconveniences caused.

The safety and security information and recommendations in this Guest Services Directory have been compiled from reliable sources offering the best current opinion on the subject. As conditions and circumstances can greatly differ, there is no guarantee on the absolute sufficiency of the measures stated. Regrettably, the resort cannot be responsible for any valuables lost.

www.theanam.com