GENERAL INFORMATION

Your Residence
The Sanchaya means "collection" in Sanskrit and is conceived as a collection of South-East Asian treasures, each one of its 30 villas and suites uniquely representing the region's rich art, culture and history.
> Learn more about your residence on **Page 3**

The Estate Map
> View a plan of the Estate on **Page 4**

The Enchanting Experiences
The Sanchaya offers an exquisite array of facilities to indulge your every whim and mood.
> Explore the various experiences on **Page 5**

Wine and Gourmet Delights
The heart of the Estate showcases a delicious variety of wine and culinary delights - from the finest fare to vintage selections from the wine cellar.
> Savor what's on offer on **Page 6**

Social & Environment
The Sanchaya is committed to responsible tourism, both socially and environmentally.
> Read about our surroundings and how we care on **Page 7**

Settling In
> Find useful information that you might need during your stay on **Page 8-11**

Sleeping Treasures
For a wonderful sleep experience, we have selected Ploh bed linen, made from immaculate, pristine white, 464-thread-count pure Egyptian Cottons.
> Choose your pillow based on your natural sleep position on **Page 12**

Internal Villa Extensions
> Find all phone extensions within the Estate on **Page 13**

Emergency Practices
Procedures are in place in the case of any emergency.
> Please read carefully the procedures on **Page 14**, and the Evacuation Map on **Page 15**

THE ESTATE MAP

1 Estate Entrance
2 Driveway
3 Behind the Scenes
4 Lawan Village Lagoon
5 Estate Courtyard
6 Anteroom
7 The Salon & Library
8 The Bar
9 The Dining Room
10 Dahlia Board Room
11 Tasanee Pool
12 Tasanee Grill
13 Beach
14 Vanda Villa
15 Croquet Lawn and Archery
16 Yoga Pavilion
17 The Sanchaya Spa
18 Gymnasium & Padel Courts



ENCHANTHING EXPERIENCES

THE SANCHAYA EXPERIENCES	A hidden waterfall, a scenic lake, a secluded private beach chooses from a host of extraordinary settings that will create memories and moments remembered forever. Imagine bonfire evenings on the beachfront with fine cocktails and shisha while stargazing, or exploring the outdoors, stopping to savor the stunning views and a picnic crafted by our culinary artisans. Feast on grilled seafood at Tasanee Grill, sip chilled champagne on your veranda for you as the sun sets over the South China Sea, or venture to the Decanter for a sampling of cheese and wine. Romance your loved one over an intimate dinner at a secluded beach Location. Enjoy a round of golf or immerse yourself in island traditions while exploring the stunning coastal landscapes. Enrich your holiday with activities involving the local community, culture, village life, cuisine, arts, wellness traditions and so much more.
THE SANCHAYA GREAT HOUSE	Amidst the lux ambience of The Sanchaya Great House – the heart of the Estate – indulges in the finest Gastronomic fare at The Dining Room, retire to the Salon for cocktails or sample rare vintage selections from the wine cellar that will intrigue the connoisseur in you.
THE SANCHAYA SPA	Unwind, rejuvenate and renew. Feel time slow down as The Sanchaya casts its spell over you. A collection of rituals await, intuitively designed and delivered with an expert touch.
GYMNASIUM AND FITNESS	Holidays are about indulgence. Indulge to your heart's content while maintaining your fitness regime in our 24-hour gymnasium, fully equipped with the latest state-of-art facilities for every level of fitness workout.
PADEL COURTS	One of the fastest growing sports and we are proud to be home to one of just a handful of Padel Courts in Indonesia. It is an innovative form of tennis that is fun, easy to learn and extremely sociable. The Padel Courts is open from 10 am to 7 pm.
DAHLIA	Business becomes a pleasure when conducted in a paradise setting. Located at The Great House, Dahlia is a perfect venue for exclusive board meetings, company retreats, intimate round table dinners and cocktails, and opens out to verdant lawns if required. A variety of seating arrangements are available, accommodating up to 75 guests.
THE COLLECTION	Take The Sanchaya experience home. Articles especially made for The Sanchaya include silk, jewelry and handicrafts. The Collection is open from 10 am to 8 pm.

WINE, COCKTAILS AND GOURMET DELIGHTS

THE DINING ROOM	Dine when you wish to rather than at allocated mealtimes. Serving à la carte breakfast, lunch, afternoon tea and dinner, The Dining Room's gourmet selection embraces the freshest regional ingredients, while the wine list includes fine vintages from around the globe. A menu for young guests is available on request. The Dining Room is open from 7 am to 10 pm.
TASANEE GRILL	Beautifully set in an airy, open beach setting next to the Pool, Tasanee Grill/ thrills taste buds with authentic Bangkok street cuisine, reflecting the rich flavors, colors and textures true to this vibrant city. Reservations are recommended. Open from 6 pm to 10 pm.
THE SALON & LIBRARY	A Tranquil lounges overlooking the pool and beach, where you can enjoy a snack, quench your thirst or simply relax with a book. It also houses Decanter, a perfect setting for wine and cheese tastings. Our Sommelier will be delighted to assist.
THE BAR	Overlooking the stunning South China Sea, The Bar is a perfect setting for intimate conversations and celebratory gatherings, serving fine cocktails and beverages along with a selection of handcrafted spirits.

SOCIAL & ENVIRONMENT

INDONESIA

Indonesia is an archipelago comprising approximately 17,508 islands. It encompasses 38 provinces, home to over 280 million people, making it the world's fourth most populous country. The Indonesian language is sometimes called "Bahasa" by English speakers, though this literally just means "language". Among the country's wildlife population, sea turtles, in particular, are a special species of Indonesia and its many islands, including Bintan; six species out of seven found in the world are recorded in Indonesia.

BINTAN

Bintan Island is part of the Riau Archipelago. Covering total area of 60.057 square kilometers, it is home to over 387 thousand people. On this beautiful resort island, you can enjoy historical attractions including a number of historical monuments within the vicinity of its capital city of Tanjung Pinang, as well as a rich natural heritage including mangroves, many species of animals and birds, and a wealth of exotic marine life.

SOCIAL RESPONSIBILITY

Mr. Morris The Foundation current programs include: Education & Scholarships, An Orphanage & Home for Elderly and Environment protection projects. Caring for those around us and protecting the environment in which we live is essential to the values Mr. Morris holds dear to his heart and his vision for a world perfectly imperfect as possible. He forges forwards, trail blazing as all true individualist do, to ensure a better world for all those he is able to reach.

THE SANCHAYA WATER

The Sanchaya is committed to responsible tourism. One of the initiatives we have undertaken is to bottle water through a specialized purification and sterilizing plant on the premises. The second stage of this process is mineralization to ensure that the water is safe, pure and full of natural goodness. The bottle is fully recyclable and we endeavor to save up to 80,000 plastic bottles a year through this initiative and your support.

SETTLING IN

AIR CONDITIONING

For your personal comfort, all villas and suites have individual thermostat control switches enabling you to regulate the room temperature. Please dial "0" for immediate personalized assistance, our Artisans will be pleased to offer assistance if required. Note that the air conditioning will turn off automatically when you open the terrace windows.

AUDIO VISUAL

For your entertainment, your villa is equipped with state-of-the-art television and audio.

BAGGAGE SERVICES

Our Artisans will be delighted to assist you in setting them up according to your preferences.
Our Artisans will co-ordinate the delivery of your luggage on arrival and its collection in advance of your departure.

BEACH & POOL SAFETY

While enjoying the white sandy beach across our estate, please be aware of, and protect yourself from, the strong impact the sun has on your skin in this region, even on overcast days.

While the beach at the Estate is safe for swimming, we strongly recommend that you take note of the tidal conditions before swimming. Should you choose to swim, please note that strong ocean currents may occasionally be a danger. For your safety, please refrain from swimming at night, during rough weather or unaccompanied. Kindly be advised that as there are no lifeguards patrolling the beach or swimming pool, swimming is at your own risk. The Sanchaya does not take responsibility for life safety when swimming in the sea or pool or using the beach.

Should you have any difficulties in the water, try to remain calm and wave your arms above your head. This is the international sign of a swimmer in distress. Never attempt to swim against a strong current, rather swim across it. We recommend you use protective footwear when walking on the beach. While we try our best to maintain the beach in an immaculate condition, kindly note that it is a Public Beach.

CALL FORWARDING

If you are expecting a call while you are out of your villa or suite, please advise our Artisans of your location to enable us to forward the call.

CASHIER / CREDIT CARDS

All transactions at the Estate are quoted in Indonesian Rupiah. Payments may be made by credit card. We accept Visa, MasterCard, American Express and Union Pay. Please note that personal cheques are not accepted.

SETTLING IN

CHECK-IN

Check-in time is 3 pm. Early check-in may be requested at the time of booking and is subject to availability and an additional charge.

CHECK-OUT

Check-out time is 12 noon. Should you be leaving on a late yacht or ferry, our Artisans will check in advance if it is possible to provide you with a later departure time and will advise the day before departure. Please note that all late check-outs are subject to availability and + fee. We will do all that is possible to assist you in this regard or try ensure alternative arrangements are offered for your convenience.

COMMUNICATION

Local telephone calls (except mobile numbers) are complimentary. International telephone calls can also be made directly from your villa or suite. To do so, dial 9 + 001 + country code + area code + number. Should you require assistance with country codes, area codes or rates, please contact our Artisans.

DRESS CODE

Smart casual wear is recommended throughout the Estate. As a courtesy to your fellow guests, please dress appropriately in all public areas. Swimwear should be reserved for the pool and beach only.

DOCTOR & MEDICAL REQUEST

Should you need medical assistance at any time, please dial '0' for the operator Artisans on your phone.

EMERGENCY PRACTICES

In an unlikely event of a fire or an emergency situation, please dial '0' for the operator Artisans. The appropriate response team will then be activated. Further details outlining our extensive safety measures and procedures can be found in the Emergency Practices section of this directory together with the Emergency Evacuation Plan. We would appreciate if you could please take time to familiarize yourself with this information once you have settled in.

ENGINEERING CARES

Our maintenance team strives to keep the Estate facilities in perfect functioning condition. Should you require any maintenance support in your villa or suite, kindly contacts our Artisans.

ESTATE SAFETY

Security of our guests and the Estate is of the utmost importance to us. The Estate has 24-hour security and selected areas are monitored by CCTV. On a preventive note, kindly be sure to lock terrace doors, entrance door and windows when leaving your villa or suite.

SETTLING IN

FLORIST

Want to let someone know you care or add color to a celebration? Flowers can be organized for any occasion with 48 hours' notice. Please contact our Artisans for assistance.

HOUSEKEEPING

Dedicated to your absolute comfort, our team refreshes your villa or suite twice daily. This service normally occurs between 9 am and 2 pm, and between 6 pm and 9 pm. Should you prefer a specific time, we will be delighted to accommodate your request. Please contact our Artisans.

ICE

Ice is replenished daily upon request. Please advise our Artisans.

INSECTS

While every possible effort is made by our Artisans to ensure that the Estate is free of annoying insects, mosquito repellents are provided in your villa or suite. Areas surrounding your villa and the Estate grounds are sprayed and fogged daily between 6 pm and 8 pm using biodegradable and human-friendly substances.

INTERNET SERVICES

Wi-Fi is available in all villas, suites and public areas with our compliments. Kindly contact our Artisans if you require assistance with establishing a connection.

LAUNDRY SERVICES

We offer same-day laundry services when garments are handed in before noon. Laundry bag and list are located in the closet for your convenience. Please advise our artisans when you would like them to be collected. Alternatively, should you prefer, our artisans will be able to complete and submit it on a daily basis on your behalf at regular laundry charges.
One-hour pressing services are offered throughout the day for your convenience. An express service is also available upon request between 8 am and 9 pm; express items will be returned within three hours. This service is subject to a 50% surcharge. An environmentally friendly wet cleaning service is also available. In our efforts to constantly delight you, clothing put on the floor will be picked up by our team and processed as laundry at regular laundry charges.

LOCAL CUSTOMS

Please feel comfortable to dress as you wish around the Estate. Beyond the Estate, we recommend our lady residents visiting neighboring locations cover their shoulders and thighs and not wear see-through clothing, out of respect for local customs. We request that in the Bar and the Restaurant, our lady residents wear a cover-up over bathing suits and men cover bare chests. Any form of nudity is banned in Indonesia and carries a fine. This includes topless sunbathing.

YOUR MAXI BAR

The Maxi Bar, a feature of every suite and villa, is fully stocked with refreshments and snacks for your enjoyment with our compliments.

SETTLING IN

MY SANCHAYA BAR

Discover the mixologist in you! You might have noticed that there are no spirits organized in your villa. We prefer to indulge you in delivering your favorite spirit and mixers to your villa presented in our My Sanchaya box.

ON LOAN ITEMS

The following items are available for your convenience:
Baby cot, baby bath, bottle sterilizer and warmer, steam iron and ironing board, chargers, prayer mat, connectivity plugs and cables.

PERSONAL SAFE

As per the Innkeepers Act, the Estate management is subject to limited liability for personal belongings and valuables. We therefore provide our residents with personal safes. For peace of mind, we strongly recommend you use the safe provided for all your valuables and keep it locked with a unique password when leaving your villa or suite.

SMOKING

All outdoor areas in our Estate have been designated as smoking areas. We appreciate your support, understanding and courtesy towards your fellow residents. Ashtrays are available for your convenience on your balcony and in public areas for disposal of your cigarette and cigar butts. Please note that charges may be incurred for smoking inside your villa or suite due to the extra and special cleaning procedures required to make the villa or suite ready for our next resident.

SUNRISE AND SUNSET

Bintan is beautiful but never more so than at sunrise and sunset. Our Artisans will be delighted to provide accurate times and assist you in organizing a special moment against these beautiful backdrops.

TIME ZONE

Singapore is an hour ahead of Bintan time. Do remember to reset your watch when you depart the Estate.

SLEEPING TREASURES

SYNTHETIC	Made from Dacron, ideal for preventing allergies
MEMORY FOAM	Flexibly adjusts to your neck shape & supports head muscles
BODY PILLOW	Offers enhanced comfort and support for expectant mothers and those looking for a snuggle
QUIET NIGHT	Assists in reducing snoring & promoting a restful sleep
WISDOM	European square pillow filled with natural down & feathers, offering ultimate reading comfort

INTERNAL VILLA EXTENSIONS

(FOR OPERATOR PLEASE DIAL "0")

VILLA		EXTENSION
Vanda Villa		
Vanda Villa	Bedroom - Ground Floor	7101
	Bedroom - Upper Floor	7102
	Kids Room	7103
	Guest Cottage	7104
Vanda Kitchen		7105
Great House Suites		
Sanchaya Suite 1		7201
Verandah Suite 2		7202
Sanchaya Suite 3		7203
Junior Suite 4		7204
Sanchaya Suite 5		7205
Sanchaya Suite 6		7206
Junior Suite 7		7207
Verandah Suite 8		7208
Sanchaya Suite 9		7209
Sanchaya Suite		
Anggrek Bulan - First Floor		7311
Anggrek Bulan - Ground Floor		7312
Dok Hak - First Floor		7321
Dok Hak - Ground Floor		7322
Sampaguita - First Floor		7331
Sampaguita - Ground Floor		7332
Sen Trang - First Floor		7341
Sen Trang - Ground Floor		7342

VILLA		EXTENSION
Two Bedroom Villa		
Rumdul	King Bedroom	7510
	Twin Bedroom	
	Living Room	
Jejarum	King Bedroom	7520
	Twin Bedroom	
	Living Room	
Simpor	King Bedroom	7530
	Twin Bedroom	
	Living Room	
Paduak	King Bedroom	7540
	Twin Bedroom	
	Living Room	
Leelawadee		
Yellow		7601
Pink		7602
White		7603
Lawan Village		
Mali		7605
Dalha		7606
Anchan		7607
Pikun		7608
Ratree		7609
Chaba		7610
Banyen		7611

EMERGENCY PRACTICES

MEDICAL REQUEST	Our artisans are not allowed to provide any medication to our residents. Should you need any medical assistance, please dial '0' for the communication Artisan on your phone.
FIRST AID ASSISTANCE	In case of accident or other emergency, please dial '0' for the communication Artisan on your phone. Our first aid-certified artisans will respond immediately to assist you.
WEATHER EMERGENCIES	In the event an official alert is issued by the authorities, appropriate action will be taken in accordance with our crisis management plan to assure our residents' safety and information will be disseminated to all residents immediately.
FIRE PREVENTION	In order to reduce fire risks, please note that cooking appliances are not allowed in the villas and suites. Smoking is prohibited in the villas and suites, especially in beds, sofas or loungers. Kindly ensure that cigarette butts are extinguished before throwing them in a bin. Candles must be blown out before leaving your villa or suite and before retiring for the night. Please take a moment to familiarize yourself with the Fire Emergency map and instructions available in this directory.
FIRE DETECTION	If you detect a fire in the Estate, please remain calm, break the nearest alarm call point and inform our team either by phone or directly to an artisan if you are not able to locate a phone. If possible, and without putting yourself at risk, repel the fire using the nearest fire extinguisher or fire hose reel.
FIRE IN YOUR VILLA/SUITE	If you detect a fire in your villa or suite, please note that fire extinguisher equipment is available in your villa or suite; use it only if you feel confident to do so and always place your personal safety first. Please do not put yourself at risk by trying to pack and remove your personal belongings. Alert the artisans by breaking the nearest alarm call, and make your way to the assembly point (an emergency map is available in your villa or suite and throughout the Estate).
FIRE ALARM	If the fire alarm is activated, open the door slightly to determine if it is safe to vacate your villa or suite and make your way to the assembly point. The biggest relative danger of a fire comes from smoke or poisonous gas inhalation, not from the flames themselves. Always stay low to the ground if there is any smoke. Our fire brigade artisans will guide you. Please follow their instructions and recommendations, and at all times, think of your safety first.