

The Backpacker

GUEST SERVICES DIRECTORY

WELCOME

Dear valued guest,

We are very honored to welcome you to The Backpacker Hotel,
Thank you for choosing The Backpacker Hotel to be a destination on
your journey. We are always endeavoring to anticipate your needs as
much as possible throughout your stay at our hotel.

Our Guest Service Directory features all the facilities and services you
will need to get the most out of your stay.

You will find the many services we provide outlined in this directory.
However, should any question or problem arise, please contact our
Front Desk. We would be delighted to assist you.

Your comfort is our most important mission. We thank you for choosing
Us and enjoy your stay

Sincerely,

The hotel management

ABOUT US

The Backpacker Hotel is a vibrant backpacker-friendly hotel, designed specifically for travelers who love adventure and socializing! Located near beach side, close to popular attractions and transport hubs, the hotel caters to adventurous, budget-conscious guests who seek comfort, convenience, and social. Whether you're staying for a few nights or a few weeks, The Backpacker Hotel offers a welcoming space to rest, recharge, and connect with fellow explorers.

Affordable Accommodation	Private Rooms for solo travelers or couples, providing a more intimate experience without sacrificing the backpacker spirit.
Community Vibe	Common areas: A spacious lounge with cozy seating, a communal kitchen, and a shared work/study area. Social events: Regular meetups, group tours, movie nights, or cooking classes to help guests meet other travelers. Digital nomad-friendly: High-speed internet, co-working space, and comfortable seating areas to cater to remote workers.
Practical Amenities	24/7 Reception: For flexibility with check-ins and check-outs. Luggage Storage: Free storage for backpacks or larger luggage. Laundry Facilities: Affordable price for extended stays. Travel Desk: Offering guidance on local attractions, transport tips, and discounts for tours or activities.

Location	About 5km from the city center, the beach takes 10 minutes to walk
Food & Drink	On-site Café/Bar: Serving fresh, healthy meals and snacks, plus affordable local beers and cocktails.
Safety & Security	24/7 surveillance in common areas. Emergency support: A network of trusted local partners (doctors, consulates, etc.) for any urgent needs.
Unique Extras	Personalized Travel Advice: Concierge-style service to help guests plan their travels and adventures. Backpacker-friendly discounts on local services, attractions, and restaurants.

Brand Essence: The Backpacker Hotel isn't just a place to crash for the night—it's the heart of every adventure! It's where stories are swapped, friendships are sparked, and unforgettable experiences are born. With a laid-back vibe that's perfect for hanging out and all the essentials you need, it's the ultimate spot for travelers to kick back and feel right at home, no matter where you're from or where you're headed next.

Whether you're heading out on a spontaneous journey or need a temporary home base as you travel across the globe, The Backpacker Hotel provides an authentic experience designed by and for the modern explorer.

HOTEL RULES & REGULATIONS

- At check-in please show a valid identification at the Reception:

Foreign Guests:

Please present your passport with a valid entry and exit visa.

Vietnamese Guest:

Please present a valid I.D.card or any other legally equivalent documents.

- Weapons, toxic materials, explosives or inflammable items are not permitted into the hotel.
- Pets are not permitted inside the hotel.
- Visitors are permitted into guest rooms between 8 am and 10 pm only.
Visitor must leave a valid I.D.card at Front Desk.
- Room sharing without informing the Reception is not permitted.
- Strong smelling Fruits (e.g. Durian) are not allowed inside property
- Gambling, prostitution, and usage of drugs within the hotel is in violation of state regulations.
- Valuable items should be placed in the safe deposit box at Front Desk.
The hotel is not liable for any loss of valuables or other belongings.
- Check-in time: from 2pm and Check-out time: before 12pm (noon).

Enjoy your stay with us!

OUR SERVICES

The Backpacker Hotel staff would be very honored to assist you to answer your question. Please dial "111" on the phone inside your room, if you need any directions or assistance.

- Airport shuttle
- Lost & found
- Luggage service
- Pharmacy
- Room Cleaning
- Security
- Tour & sightseeing
- Transportation
- Wake-up call
- Rental motorbike/bicycle

INFORMATION (A-Z)

ADAPTER

A range of adapters are available at Front Desk.

AIRLINE/ TRAIN TICKET

Front Desk will assist you with your booking ticket.

AIRPORT SHUTTLE

If you would like to book a car, please reach our Front Desk by dial "111".

AIR CONDITIONING

Simply select your own fan and temperature setting by adjusting the AC remote.

ATM

For information about the closest ATM, please contact Front Desk.

CHECK-IN TIME

On the day of arrival, check-in time is from 2 pm. Early check-in is chargeable and subject to availability. Please contact Front Desk for assistance.

CHECK-OUT TIME

On the day of your departure, you are kindly requested to check-out by 12 pm. Stay extension or late check out are chargeable and subject to availability. Please contact Front Desk for assistance.

Complimentary luggage storage is available at Front Desk.

CREDIT CARD

The following credit cards are accepted by The Backpacker: MasterCard, Visa, American Express, Dinners Club, JCB, Union pay Credit Card.

ELECTRICITY

The standard supply of electricity in the hotel is 220V/50Hz. All appliances requiring 220V/50Hz can be operated safely.

EMERGENCY

In case of emergency, please contact Front Desk by dial "111".

EXPRESS CHECK OUT

If you wish to express check-out, please contact Front Desk a day in advance to receive the express check-out form, invoice payment and letter of authorization.

GUEST RELATION DESK

For other personal requirements, please contact Front Desk.

LOST & FOUND

In the event the airline has lost your luggage or losing luggage in hotel, please contact Front Desk.

LUGGAGE SERVICE

Front Desk is always available to assist you with your luggage. They can also store your belongings for added convenience.

MAINTENANCE

Please help us to maintain our guest room in the best possible condition. If there is anything in your room that needs our attention, please advice Front Desk.

MINIBAR

For your convenience, a fully stocked refreshment centre has been provided in your room. Items consumed will be posted to your room account and replenished daily. On the day of your departure, please inform Front Desk of any items that were consumed during that day.

MOVIES AND TV

National and selected international TV channels are available for your comfort time.

NON-SMOKING HOTEL

The Backpacker is "a non-smoking " property. Please do not smoke in rooms and public areas. If this event occurs, a penalty of 1,000,000 VND will be charged.

PARKING

Parking lot is available for your motorbike and car at the hotel parking area.

PHARMACY

Please ask Front Desk for directions to the nearest pharmacy or for the emergency service locations.

ROOM MAKE UP

Room make up service is provided daily. Should you wish to have your room serviced at a specific time, please inform us.

SAFE DEPOSIT BOX

Please note that Hotel Management cannot accept liability for any belongings not secured in the safe deposit box at Front Desk. The extent of the Hotel's liability is limited by the applicable Law.

SAFETY & SECURITY

The Backpacker is guarded 24 hours a day by trained Security personnel. However, the Management advises all guests that if contacted in the room by unknown person, please make full use of the viewer in the guest room door, as well as the safety lock built into the doorframe. If in doubt, please contact the Reception. Should you be approached by unknown person in the hotel, please contact the Reception or one of our Security Guards immediately.

SWIMMING POOL

The freshwater outdoor swimming pool is located on the 6th floor. Extra towels are available through reception. The poolside area also provides a venue for various outdoor activities.

Opening hour daily: 06:00-22:00

TOWELS

For convenience, towels are available in your room. Should you require additional towels, you may request them from Front Desk.

TRANSPORTATION SERVICE

Please contact Front Desk to require transport rental for your journey such as bicycle, motorbike, taxi or Ford.

VAT

If you require your company VAT details to be shown on your final invoice, please advise Front Desk prior to your departure.

WAKE UP CALLS

You may leave your desired wake up time with hotel Front Desk.

SECURITY INSTRUCTIONS

The Backpacker Hotel staff would be very honored to assist you to answer your question. Please dial "111" on the phone inside your room, if you need any directions or assistance.

- Safeguard your room key. If your room key is lost, please call Front Desk immediately.
- Lock your door inside and use the Latch while you are in the room.
- Make sure to lock all doors and windows when you are leaving the room.
- Never admit persons with unsolicited deliveries.
- Use the door viewer before opening the door.
- Do not keep valuables unattended in your room. Use the safety box at the Reception.
- Do not leave the luggage unattended when checking out or in lobby or public areas.
- Do not reveal hotel name and your room number to the strangers.
- Deposit your key at the Reception when you leave the hotel.

SAFETY & EMERGENCY

WHAT TO DO IN CASE OF FIRE

IF THE FIRE IS IN YOUR ROOM AND YOU CANNOT EXTINGUISH THE FIRE:

- Leave your room with the room key and close the door. Follow the fire EXIT route posted in the hall on each floor.
- Alert the Reception or security guard.

IF YOU HEAR THE FIRE ALARM:

If conditions permit, leave your room and close the door. Follow the fire EXIT route posted in the hall on each floor.

IF THERE IS SMOKE IN THE HALL OR STAIRWAYS:

- Stay in your room.
- Signal your presence at the window and await the arrival of the Fire Brigade.

NOTE:

- *Wedge wet towels and sheet under the door to keep out smoke from entering the room.*
- *Do not use the lifts.*

THE BACKPACKER HOTEL OUTLETS

CAFÉ & BISTRO

Our Café & Bistro service at the hotel is designed to cater to the unique tastes and preferences of backpackers and travelers seeking a cozy, relaxed atmosphere. Whether you're looking to start your day with a delicious breakfast, unwind with a cup of artisan coffee, or enjoy a laid-back dinner, our Café & Bistro provides the perfect setting. With comfortable seating, free Wi-Fi, and a friendly ambiance, it's an ideal spot for both solo travelers and groups to connect, relax, and recharge.

Location: 1st Floor

Opening hours: 7:30 – 23:00

The last order is at 22:00

DINING AREA

Located on the 6th floor of our hotel, the Dining Area offers a unique space for backpackers and travelers to enjoy a delightful dining experience. With a stunning outdoor terrace, you can savor delicious food and refreshing drinks while taking in panoramic views of the surrounding area. Our menu features a variety of international and local dishes, along with a selection of alcoholic beverages for those looking to unwind. You can also relax by the pool, enjoy the vibrant atmosphere, and connect with fellow travelers in a comfortable, open-air setting. Whether you're here for a casual meal, a refreshing cocktail, or just to relax by the pool, our Dining Area is the perfect spot to unwind.

Location: 6th Floor

Opening hours: 11:00 – 23:00

The last order is at 22:00



The Backpacker

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