



Guest Services

DIRECTORY



WELCOME

On behalf of the Maia family, I would like to welcome you to your home in Nhon Ly, Quy Nhon.

Nestled within an idyllic beachside haven, Maia Resort Quy Nhon is a tropical paradise of landscaped gardens and golden sands. Fashioned with the foodie in mind, the resort takes Fusion's down-to-earth hospitality and signature wellness vibe with a liberal sprinkling of delicious delights, taking you on culinary adventures that capture the essences of Quy Nhon's rich cultural heritage. Stylish private pool villas offer the best of inside and outside living space with all the comforts and conveniences of home.

With our Stars as your personal guide, we invite you to explore and delight in the possibility of each moment as time melts away and lose yourself in experiences that will stay with you for a lifetime.

CANG LAM
Cluster Resort Manager



OUR LOCATION

Flanked by dramatic mountains, lush tropical forests, and pristine beaches, the coastal city of Quy Nhon is a bustling center in harmony with its natural surroundings. A short drive from Phu Cat Airport, the prosperous port city is a recent addition to Vietnam's must-visit destinations boasting an expansive golden-sanded coastline, and deftly manicured promenades that have made it popular with local tourists. The surrounding region is dotted with hidden coves, quaint fishing villages and an abundance of fresh seafood, making it the ideal vantage point for further exploration of the Binh Dinh province.

Quy Nhon exploration will not be completed without local attractions visiting. Ong Nui pagoda (2km), Trung Luong picnic site (2km), Eo gio (10km), Ky Co (10km) and Hon Kho island (15km) are what we recommend to create an interesting destination where you cannot miss. Besides seafood, Quy Nhon is also home to plenty of tasty local dishes that have a distinctly Quy Nhon flavor, which can be discovered in a simple and authentic setting with non-tourist prices in the central of Quy Nhon city, only 20km away from our Maia paradise.

GUEST SERVICES

TELEPHONE

To make calls from your Villa to our service lines, press the “Service” button (Front Desk, Housekeeping, In-villa Dining)

Outside line: dial 9, followed by the number.

International calls: dial 9, followed by 00 + country code + area code + phone number.

For country codes and area codes, please contact the Front Desk.

To other villas: 8 + Villa number.

IN VILLA SAFE

A safe with instructions is provided in your villa. For storing valuable items in safe deposit boxes, or if you require a larger storage space, please contact our Front Desk.

MINIBAR

Your villa is equipped with various complimentary and chargeable minibar items. For replenishments please contact Housekeeping.

INTERNET SERVICES

Wi-Fi is complimentary for resident guests. Please contact the Front Desk for assistance.

WAKE-UP CALLS

Please advise the Front Desk of your requested time for a wake-up call.

CHECK-OUT

Check-out is 12 noon. Should you wish to extend your check-out time, please contact the Front Desk. Please note that late check-out is subject to availability and additional charges may apply.

EMERGENCIES

Please contact the Front Desk by dialing 5000 for immediate assistance. In cases of power outages or WIFI interruptions, please contact **+84 865 149 708**.

MEDICAL ASSISTANCE

For medical attention, please contact the Front Desk. A hospital visit can also be arranged upon request.

LAUNDRY

For Laundry services, please contact the Front Desk.

BUSINESS CENTRE

Front Desk can provide photocopy, binding, faxing, scanning, courier, translation, equipment rental and secretarial services. Please contact the Front Desk any time for assistance.

BORROWED ITEMS

For iron-board, humidifiers, pillows, baby cots, etc. please contact the Front Desk for assistance. All items are subject to availability.



FOOD & BEVERAGE

CULINARY AWAKENING & UNEXPECTED DISCOVERIES

Dining punctuates the day and gives meaning to each hour. As such we've taken great care designing the dining experience for our guests. Our menus are crafted to recall local flavors and far flung tastes, using fresh produce from the region. We invite you to experience the touches that make Maia Resort Quy Nhon a singular culinary experience.



Breakfast
6:30 - 10:00
last order is 9:45



Lunch
12:00 - 17:00



Dinner
18:00 - 22:00

V!

V! is the resort's culinary centerpiece, and with views of Quy Nhon Bay's shimmering waters and a refreshing sea breeze, it's the perfect place to grab a bite, or just sit back, relax and enjoy the view. The restaurant's live cooking stations showcase the best of the region's local produce and bountiful seafood, and with a warm and welcoming atmosphere, this is the ideal setting for breakfast, lunch and dinner.

06:30 - 22:00 (last orders 21:45)

AD HOC



Open seasonally
or by special request

POOL BAR



11:00 - 22:00
(last order 21:45)

IN VILLA DINING



12:00 - 22:00
(last order 21:45)

IN VILLA BBQ EXPERIENCE UPON REQUEST

An intimate dining experience in the privacy of your villa. Whether you are seeking a casual barbecue dinner or a romantic meal with the freshest ingredients, the Maia Resort team will arrange a memorable experience for you and your loved ones. Match it with one of our artisanal wines or crafted cocktails and your private chef and waiter will take care of the rest.



Please contact our Guest Service Agents for arrangements.
All In Villa BBQ experiences require a minimum of **4 hours** notice and are subject to availability at the time of booking.

AFTERNOON TEA

15:00 - 17:30

Homemade classic sweet & savoury delicacies served in the comfort of your villa and accompanied by a selection of Dilmah Ceylon teas or freshly-steeped organic brews.



Please contact our Guest Service Agents for arrangements. All In Villa Afternoon Tea Experiences require a minimum of 2 hours notice and are subject to availability at the time of booking.

ACTIVITIES & EXCURSIONS



Culinary journey

Maia Resorts introduce Vietnamese culture through amazing culinary journeys, creating mouth-watering “wow” moments throughout the stay. From cooking classes with hand-picked ingredients from the resort’s organic greenhouses, to visiting local farms and dining with farming families, catching seafood with local fishermen, or discovering hidden foodie pop-ups around the resort, each experience is designed to blend an ethos of wellbeing with an incomparable culinary experience.

Yoga experience

Yoga Experiences are subject to availability and weather conditions.

8:45 - 9:30 daily

Shuttle bus

Shuttle Bus Schedule is subject to availability. Please contact our Guest Service Agents for further information.

VĚLA SPA

Věla is a seaside sanctuary of well-being where holistic therapies cleanse the mind; soothe the soul and revitalize the body. Culinary-inspired treatments use local herbs and botanicals, harnessing their healing and anti-toxicant properties from farm to spa, and promoting internal balance and self-healing. Treat yourself to a beer and malt scrub or a grapeseed oil massage using all-natural products that are organic, gluten and paraben free to leave yourself feeling relaxed, restored and completely refreshed.



S P A FACILITIES

Guests are required to wear swimming attire for bathing in the outdoor swimming pool and to respect the tranquility of the Spa environment. Smoking, mobile phones and cameras are discouraged. Additional facilities available:

- 10 treatment rooms
- Fitness Center
- Infrared Chromotherapy Sauna

S P A APPOINTMENTS

Advanced bookings are highly recommended. Please dial extension 5050 to make a reservation. Věla Spa welcomes all guests 14 years of age and above. Children aged 14-17 years of age are required to be in the accompaniment of an adult (18 years old and above). The minimum age for fitness center usage is 16 years. Guests under the age of 18 years are required to have parental consent prior to the booking being accepted.



OPERATING HOURS

Věla Spa is open daily from **10:00 - 19:00**
(Last booking for any treatment is **17:45**)
The Fitness Center open from **6:00 - 21:00**

RESORT REGULATIONS

Each Villa Guest is requested to observe and comply with the following Rules & Regulations established by Maia Resort Quy Nhon in order to maintain the quality of the Resort and to ensure that in-house Villa Guests have a pleasant and safe stay. If a Villa Guest is found to not comply with the Rules & Regulations, Maia Resort Quy Nhon shall reserve the right to terminate further use of the Resort's Villas, Common Areas and Facilities pursuant to any contravention to the Articles set forth in the Rules & Regulations herein. Maia Resort Quy Nhon shall also not be liable for any Guest, or any other persons, for any damage caused by his/her negligence or failure to comply with the Rules & Regulations or any actions perceived as objectionable.

1. USE OF VILLA

Guests are under no circumstance allowed to:

- 1.1 Use or purport to use the Villa as a place for carrying out business activities, commercial activities, production, or any other purposes not in accordance with the Resort's objective.
- 1.2 Store or cause to store petroleums, weapons, or other illegal goods or materials, dangerous, toxic or inflammable substances or toxic cultural products etc. inside or outside the areas of Villa.
- 1.3 Cause to spread any strange, unpleasant or stinking odors from the Villa which may affect the environmental sanitation in Maia Resort Quy Nhon or cause nuisance to other Villa Guests. Accordingly, smoking is expressly forbidden and will result in charge of VND 4,000,000 for intensive cleaning and in-room air purification by the Villa Guest.
- 1.4 Cause electricity overloads or use electricity in a manner contrary to the regulations of the electricity company or the Management Company, which can cause short circuit, fire, or danger to Maia Resort Quy Nhon, the Common Areas and Facilities, other Villa Guests.
- 1.5 Dispose of garbage, non-decomposable objects which can easily block the drainage system such as nylon bags, hair etc. into the sewage pipes, sinks, toilet bowls etc. to avoid blocking the common drainage system of the Maia Resort Quy Nhon.
- 1.6 Install antenna or other signal-receiving devices without the prior written consent of Maia Resort Quy Nhon.
- 1.7 Disrupt, obstruct, occupy, plant trees, supply material, build fence or construction works outside the Villa or do anything which may obstruct the walkways in Maia Resort Quy Nhon.
- 1.8 Use highly acidic cleaners which can damage the floor of Villa; and
- 1.9 Perform any other acts that are prohibited or observed as otherwise objectionable when staying in the Villa.

2. USE OF COMMON AREAS AND FACILITIES

All Villa Guests have equal rights in using the Common Areas and Facilities, and may only use the Common Areas and Facilities in alignment with their intended functions. To ensure and maintain the quality and proper use of the Common Areas and Facilities and their use in accordance with Maia Resort Quy Nhon, the Villa Guests are under no circumstance allowed to:

- 2.1 Use or cause to use the Common Areas and Facilities in a way that prevents the lawful use of the Common Areas and Facilities by other Villa Guests; obstruct or occupy any part of the Common Areas and Facilities (particularly the pavement and driveway in the Common Areas and Facilities) by placing any objects or items or gathering at the area.
- 2.2 Use or cause to use the Common Area and Facilities for unlawful purposes or in a way that damages the reputation of the Project, or cause troubles, nuisance, or danger to any Villa Guests, including but not limited to the storage of dangerous goods, animals, setting fires, fighting, playing music/holding parties loudly, creating unpleasant odors at the Common Areas and Facilities, or overuse the Common Areas and Facilities in a way that cause damage to other Villa Guests.
- 2.3 Do anything that can cause blockage or otherwise damage the drainage system, or throw garbage, wastes, rugs or other toxic substances into toilet bowls, sinks or water pipes.
- 2.4 Occupy, use or cause to use the Common Areas and Facilities for purposes other than the intended purpose or not in accordance with the image of Maia Resort Quy Nhon. In particular, it is strictly prohibited to occupy, use or cause to use the Common Areas and Facilities for the purpose of storing, doing business, holding auctions, manufacture, holding meetings, recreational activities, or for any other purposes that are prohibited.
- 2.5 Enter any area in the Common Areas and Facilities for only authorized personnel unless otherwise agreed in writing by the Maia Resort Quy Nhon.
- 2.6 Let any person to get in or get out the Villas after the front entrance gate has been closed in the prescribed times of 21:30 – 06:00 the following morning. The Villa Guests must register their visitors with the receptionist or security guards those who need to come in or come out the Villas within the time frame from 21:00 to 07:00 the following morning. Any damage and / or negligence caused by Villa Guests' party will be borne by the registered Villa Guest at Maia Resort Quy Nhon.
- 2.7 Adjust, replace or change any part of the Common Areas and Facilities that only authorized personnel are allowed to do.
- 2.8 Stick, hang, install or otherwise attach advertisements, photos, images or other signs at the privately owned areas of any Villa or at the Common Areas and Facilities. Number plates of every Villa will only be designed and attached in the manner accepted by Maia Resort Quy Nhon; and
- 2.9 Destroy, attempt to destroy, or have any other illegal conducts aimed at the Common Areas and Facilities.

3. GENERAL AESTHETIC, HEALTH & SAFETY AND ENVIRONMENTAL SANITATION

To ensure and maintain the beauty, health safety and environmental sanitation as well as enhance the value of Maia Resort Quy Nhon, all Guests in any case and in any form, are not allowed:

- 3.1 Hang clothes, fabrics, blankets, curtains, towels or any utensils or items on or across banisters; furniture or Villa fixtures nor thrash, wash or shake rugs or carpets outside windows, or throw or sweep anything out of windows, doors or any other opening, and hang any objects outside the Villas.
- 3.2 Engage in the use of any motorized or unmotorized vehicles within the confines of Maia Resort Quy Nhon (around the Villa or around the Common Areas and Facilities). If the Guest and Invitees do not comply with this regulation, the vehicles found in the said places will be considered as ownerless and be handled by the Maia Resort Quy Nhon.

- 3.3 Place or load any articles around the Villa (or entrance to the Villa) or around the Common Areas and Facilities. If the Guest and Invitees do not comply with this regulation, the articles placed in the said places will be considered as ownerless and be handled by the Maia Resort Quy Nhon. All costs of the treatment will be entirely the relating Villa Guests' due.
- 3.4 Plant trees or put any objects or sculptures on the balcony or in front of or around the Villa or the Common Areas and Facilities.
- 3.5 Place or erect fences, blinds or any other items or build something additional on balconies, corridors, terraces or areas around the Villa, or in or around the Common Areas and Facilities which may affect the uniformity and shape of the Villa and / or Common Area.
- 3.6 Cut, attach something to or damage the wall structure or facade of Maia Resort Quy Nhon, the Common Area and Facilities.
- 3.7 Damage or lose the general beauty of Maia Resort Quy Nhon, the Villa and the Common Areas and Facilities. In particular, it is strictly prohibited for the Villa Guests to mark, draw, paint, paste, smear, apply posters, advertise, put up signs or do any other activities that are not permitted for the exterior of Maia Resort Quy Nhon, the Villa or on the Common Areas and Facilities
- 3.8 Dispose, throw, dump or leave garbage, filth, sewage or waste or any other object of a similar nature in or around Maia Resort Quy Nhon, the Villa or in or around the the Common Areas and Facilities.
- 3.9 Graze, bring in or rear livestock and poultry in Maia Resort Quy Nhon, the Villa (including dogs, cats or ornamental birds) or in or around the Common Areas and Facilities. In all cases, the Villa Guests are not allowed to leave dogs, cats or birds defecating indiscriminately, causing disorder and a lack of hygiene in or around Maia Resort Quy Nhon, the Common Areas and Facilities and must take full responsibility for pets and livestock, poultry and all damage caused by them.
- 3.10 Raise, keep or hide any animals that, in the judgment of the Maia Resort Quy Nhon, may affect the general beauty, environmental sanitation, safety, security and order of the Resort, the Common Areas and Facilities or affect the health or safety or normal living of the villa lessees and other invitees; and
- 3.11 Perform or show any other act may adversely affect the general beauty, health and safety of all Villa Lessees, Invitees, and Guests, the environmental sanitation of Maia Resort Quy Nhon, the Villas and the Common Areas and Facilities. Disallow visitors, contractors or other persons under the Villa Guest's responsibility to enter the Villas if those persons are believed to carry or on a justifiable basis for suspecting that such persons are carrying the virus or bacteria causing the dangerous and infectious disease easily contagious to other people as well as seriously harming others. All Villa Guests must notify the Maia Resort Quy Nhon of the persons who have symptoms and/or carry bacteria or viruses that cause infectious diseases when making a registration for stay.

4. COMMON ORDER, SECURITY AND QUIET

In order to ensure and maintain the common security, order and quiet of Maia Resort Quy Nhon and the Common Areas and Facilities, in any case and in any form, Villa Guests are not allowed to:

- 4.1 Organize or permit the organization or brokering of a gamble, prostitution or any other act prohibited by law in the Villas, Maia Resort Quy Nhon or in or around the Common Areas and Facilities.

- 4.2 Organize or permit the organization of gatherings, meetings, entertainment, recreation, etc. in any manner in the Villa and/or Maia Resort Quy Nhon, which cause disorder, commotion and uproar. Unless beforehand agreed in writing by the Maia Resort Quy Nhon management, any gathering or meeting of any kind in or around the Common Areas and Facilities is strictly prohibited and will result in police intervention, if required;
- 4.3 Make commotion or cause commotion to occur including, but not limited to any sound emanating from any television, radio; karaoke or any other tools and equipment in the Villas. The Resort's quiet hours are 9:30pm and 6:30am the following morning;
- 4.4 Operate drones or other aerial photography equipment in or around the Villas, Common Areas and Facilities;
- 4.5 Engage in photography intended for commercial purposes which may attenuate or otherwise harm the image of Maia Resort Quy Nhon;
- 4.6 Make any commotion, frolicking, quarrel, fighting, etc. in or around Maia Resort Quy Nhon and the Common Areas and Facilities; and
- 4.7 Conducting or committing any other act that may affect or disrupt or disturb the common security and quietness of Maia Resort Quy Nhon and the Common Areas and Facilities, and the living, tranquility and restfulness of other Villa Guests.

5. OTHER

- 5.1 Any damage or loss to Maia Resort Quy Nhon's facilities or equipment, inside or outside the Resort, caused by a Villa Guest or the Guest's individual(s), will be subject to additional charges at the sole discretion of Maia Resort Quy Nhon. If the assigned Villa has been deemed to have been left in a disproportionately disorderly state, or if additional resources are required to return the villa to its original condition, a supplementary charge of 5,000,000 VND will be applied to the Villa Guest's account;
- 5.2 In the event that a statement/bill is presented during the stay, immediate settlement is required at our Front Desk;
- 5.3 In the event of ordering or bringing outside meals and drinks, for safety reason, Maia Resort Quy Nhon shall not be held responsible for any incidents may occur nor shall the resort accept any perishable food items (including, but not limited to: meat, poultry, seafood, produce, dairy, etc.) for either preparation nor storage in any of our commercial facilities;
- 5.4 The Common Area pools in Maia Resort Quy Nhon have no lifeguard supervision after 6:30pm therefore swimming is explicitly at the Villa Guests' own risk. The Public Beach adjacent to Maia Resort Quy Nhon is not under lifeguard supervision at any time as indicated by the relevant signage, therefore, Maia Resort Quy Nhon does not assume responsibility or liability in providing surveillance, rescue or EMS. Children under 12 years of age must be accompanied by an adult when in or around any of Maia Resort Quy Nhon's swimming pools.
- 5.5 Maia Resort Quy Nhon shall be not responsible for any accidents or injuries which may have arisen during the Villa Guests' stay. In case of accidents or injuries, the Resort staff shall assist you which does not constitute any responsibility for any claims or liabilities.
- 5.6 All vehicles must park in designated spaces only. Parking on the grass or in unauthorized areas is not permitted. As per Article 3.2 herein, Maia Resort Quy Nhon reserves the right to remove any unauthorized vehicles from the property and terminate the Temporary Residence of any Villa Guest found in violation of this clause.

SAFETY & SECURITY

Maia Resort Quy Nhon is constructed in accordance to strict statutory regulations and is equipped with the most advanced emergency surveillance and detection systems. Nevertheless, please do take a moment to identify the fire exits on your guest room floor and check the exit plan located inside your room on the guest room door.

IN THE EVENT THAT YOU CANNOT EXIT YOUR VILLA

- Shut all doors
- Do not panic. You will protect yourself from the fire in your room
- Turn off the air-conditioning
- Fill the bathtub with water
- Contact the Front Desk and advise us of your state
- Stuff wet towels and sheets around door and seal the air vents
- Raise all curtain blinds
- If smoke gets into the room, wet a blanket and cover your head
- In the event of heavy smoke, break the windows with a chair or drawer; please refrain from taking the aforementioned action if the smoke and flames are ascending from the neighbor room.

If a Fire starts in your guest room:

- Evacuate your room immediately
- Close the door securely behind you
- Activate a fire alarm and notify your neighbors
- Call the Front Desk and evacuate to a safe area

Since emergency exits will become difficult to identify in thick smoke, it is recommended that you observe the following:

- Check access routes to at least two emergency exits
- Check the location of the fire extinguishers/hose reels and fire alarms

GUESTS WHO REQUIRE PERSONAL ASSISTANCE

- Call Operator or Reception immediately.
- Most fatalities occur from smoke inhalation and not from the fire itself. Always stay low in the event of smoke.

IN CASE OF FIRE

- Operate the nearest fire alarm call point.
- Report the location of fire through the emergency call or contact the Front Desk through the house phone.
- Leave the villa immediately.
- Close all doors if you are not able to leave the room.
- On the condition that the fire does not place you in any danger, your cooperation to fire extinguishing activities is appreciated but not compulsory.

EVACUATION PROCEDURES IN CASE OF FIRE

- Take your room key, a moist hand towel to cover your nose and mouth, and move cautiously.
- Check if the door and/or door handle is hot. Do not attempt to open if the door and/or the door handle feels hot. If it is not hot, open carefully. Always be aware of possible fires or smoke nearby.
- Position yourself as low as possible in the event of smoke in the corridors. Crawling on hands and knees may be necessary.
- Proceed to the nearest emergency exit. Do not use elevators.
- If your exit is blocked, go back to your room or outside the building and wait for rescue.

SAFETY & SECURITY

SECURITY



- Security personnel patrol the resort on a regular basis, however, the below precautions are recommended to ensure your safety and security.
- Always check visitors before opening the door.
- Please lock your door with the dead-bolt before retiring to your bed.
- In the event of a suspicious person, immediately contact the Front Desk.

VISITORS



As per Vietnamese law, all visitors must be registered at Front Desk with ID card or passport. In the interest of security, do not invite outside visitors to your guest room after 21:00. Should the guest stay later than 21:00, kindly register at the Front Desk as in-house guest with additional surcharge as per resort's policy.

VALUABLES



Maia Resort Quy Nhon is not responsible for valuables which are lost, stolen or destroyed in the room. Money, jewelry and other valuable items should be deposited in the safe offered in the villa. According to Article 162 of the Civil code 2015, Property Rights "The owners must bear the risk of property belonging to selves, unless otherwise agreed."

IMPORTANT NOTICE



Information contained in this directory is based upon the highest and most reliable sources at present, however, the resort is not in a position to warrant or guarantee the absolute correctness or sufficiency of any of the contents herein. In the event of unique or exceptional conditions and circumstances, the safety measures contained in this publication may not serve as highly effective.



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