



*“My ambition when I created Satri House was to show the rest of the world, the beauty of Laos - the indigenous lifestyle of its people, its simplicity, elegance and sense of grace. Inspired by Lao culture and built at the turn of the last century as the residence of Prince Soupha-nouvong, (the resistance leader known as the “Red Prince” who later became the Lao People’s Democratic Republic’s first president in 1975) Satri House is deemed the most stylish boutique residence in Luang Prabang.*

*The Prince residence was built in 1904 by Prince Souphanouvong's parents; the Hotel is in French colonial style featuring 28 guestrooms and 3 suites*

*Lamphoune Voravongsa*

*Dear guest,*

*Welcome to your Satri House Hotel room.*

*Our joy and pride is the level of satisfaction we are able to provide to you as guest.*

*Our aim is to deliver you a positive and memorable experience out of your stay with us not only related to our direct services but the overall experience here in Luang Prabang. We collaborate with local communities for the wellbeing of this lovely city and his inhabitants. You are in a locally owned hotel providing support to our staff and their families.*

*The focus of our attention is on you and what can we do to satisfy your needs as much as possible.*

*Please do not hesitate to contact any of the staff members or myself to assist you or give you tips on what is around Luang Prabang.*

*I wish you a pleasant stay in our house, thank you for choosing us!*

*With kindest regards*

*Giovanni Tebano*

*General Manager*



## **SECRET RETREATS HOTELS COLLECTION**

*A unique collection of independent and privately owned hotels and inns located across Asia offering travelers rare experiences in the best of Asia's destinations from city locations to off the beaten path. With owners in each case passionate about their home, each property offers you the chance to immerse yourself in local culture, witness life from a local's perspective and enjoy local art, tradition and cuisine while staying in your Asian home away from home. Secret Retreats hotels and inns offer you a stay or vacation with a true sense of place, to experience a true sense of Asia, within the warmth and attention to detail unique to Asian hospitality.*

[www.secret-retreats.com](http://www.secret-retreats.com)

### **General information**

#### **Additional Beds**

Additional put up beds are available in selected rooms; an additional charge of USD 50 will be added to the room per night. This charge applies to children over 8 yrs and under 12 yrs sharing parents room.

Travel cots for babies are available free on request.

#### **Additional Bedding**

Extra blankets & pillows are available. Please do not hesitate to contact Reception if you require any extra bedding.

#### **Airport transfer**

We can arrange transfer by either Tuk-tuk or air-con car for you. The journey takes around 20 minutes.

#### **Arrival & Departure**

Rooms are available for checking in after 2pm on the day of your arrival unless prior arrangements have been made; otherwise an additional charge may be made. Check out is by 12:00 pm.

We are most happy to assist with the storage of luggage regarding a late departure, and would ask that you advise us in advance when you will require your luggage to be brought down.

#### **Bicycles**

Bicycles are available for your use, also we can store your bicycles or motorbikes. Please ask at the Reception for further information.

**Breakfast**

Breakfast is served from 07.00 until 10:30. If you have an early start, please ask reception to arrange breakfast when required.

**Drinking water and ice**

All the water and ice served in the hotel is bottled water and is safe for you to drink. As also is much of the water you'll be served around town, the locals don't drink the tap water either.

**Early Departure**

Should any guest wish to make an early departure, we ask that they notify us beforehand in order that the necessary arrangements can be made for the settlement of accounts.

**Electricity**

The voltage here is 220V. If you need an adaptor ask at reception.

**Emergencies**

We have 24 hours reception service. Should you need any assistance please call "0" to contact our reception.

**Fax & Photocopying, Emails & Internet**

Documents may be copied or transmitted by arrangement with Reception. We provide free WIFI service.

**Laundry**

Please put anything you want washing in the laundry basket provided. The chambermaids will take it away when they clean your room and return it the next morning

**Medical help**

Unfortunately the medical facilities are quite poor up here. There is a relatively new Chinese built and funded hospital which has a Thai operated clinic in it. There is also a local Vietnamese doctor who practices western medicine. Please contact our reception if you need any assistance

**Mini Bar**

The mini bar is filled daily and any open item is charged directly to your room account. Please refer to minibar price list.

**Payment**

Master, Visa credit cards and of course cash, is all most welcome as methods of payment. We do not accept American Express or Diners Credit Cards.

**Pets**

Please be informed that NO PETS are allowed on the property.

**Picnic Lunches**

If you are planning to explore the area, or indeed just wish to have something with you for your journey, then we would be delighted to provide you with a picnic lunch. These can be made at breakfast for that particular day.

**Reception**

A Receptionist is always available 24 hours a day for your assistance. To contact Reception from your room, please dial 0.

**Road safety**

As a pedestrian you should be aware that any vehicle using the road has priority. If you use a bicycle you should also be aware that you have to give way to everything – except pedestrians of course. It is advisable not to cycle at night.

**Room Facilities**

The following are available in room for your use:

- ❖ Bathrobes
- ❖ Television (available upon request)
- ❖ Telephone
- ❖ Hairdryer
- ❖ Personal safety box
- ❖ WIFI internet
- ❖ Air conditioning and ceiling fan

*Bathroom amenities including /Toothpaste and toothbrush /Complimentary drinking water*

## Room Valet

### Additional services on request for your comfort and convenience

- Mosquito repellent
- Magnifying mirrors
- Reading glasses
- Electrical adapters
- Luggage packing service
- Prepaid internet sim cards, please contact ext. 0
- Ice bucket with requested time. Please contact ext. 0
- Pillow selection:
  - ❖ Hypo allergic pillow. A good choice if you are allergic to dust mites, you can select firmer or softer version
  - ❖ Memory foam pillow. - Provides good support and helps you to relax and sleep well as the memory foam filling responds to your body temperature and molds to the shape of your head and neck

## Room Service

Room service is available to all guests between the hours of 12:00 and 9:30pm. Dial 329 for Restaurant. Please see our room service menu.

## Safes

We strongly urge guests to make use of the room safes.

## Security

Luang Prabang is in general a safe place. Tourists and locals can walk safely at any time around town but is always good advice to be aware of what goes on around you.

## Smoking Policy

The Hotel has a strict no smoking policy in all of the bedrooms.

Should you be in breach of these regulations a fine will be applied. They are smoking areas at the hotel like bar area and terraces outside the rooms.

## Telephone

Telephone calls from your room will be charged per unit and will automatically be added to your bill. Please dial 0 for assistance at reception.



### **Tipping**

If you feel the staff has done a good job and would like to tip them a generous amount is 5% of your bill. We suggest you to leave your tip at check out. All tips are shared equally among the staff. At small local restaurants tipping is not expected, and is generally done only if you have exceptional service

### **Useful phrases (in phonetics)**

Hello; *Sa bai dee*  
Thank you; *Kup Jai*  
Goodbye; *Bai Gon*  
How much? *Tao dai?*

### **Visitors**

Under Lao law only registered guests may have access to the rooms. They are strict about this and as a foreign business we are doubly obliged to comply. Please abide by this rule so as to avoid unnecessary embarrassment for all concerned.

### **Wake-Up Calls**

Please book your call through Reception.

### **About Luang Prabang**

**Luang Prabang** (ຫຼວງພຣະບາງ) is the former capital of Laos and is now a UNESCO World Heritage city.

Luang Prabang is a wonderful patchwork of traditional Lao wooden houses and hints of European architecture; reminders of when Laos was part of the French colony of *Indochina*. Golden-roofed wat (temples), decorated with mosaics and murals of the life of Buddha, sit under the gaze of wrap-around teak balconies and 19th century shuttered windows. All of this is set against a backdrop of verdant greenery and rugged mountains.

One of those small cities with atmospheric and charming personalities, Luang Prabang has topped the Top City category in Wanderlust's annual (popular choice) travel awards several times.

As a visitor, you cannot help but be amazed by the tidiness and cleanliness of perhaps the most charming city in all of Southeast Asia. In 1995 the city was placed on the UNESCO World Heritage List.

With UNESCO so closely involved and a largely responsible group of local business owners, the pressures of mass tourism development have been held at bay.

Designated as the first UNESCO listed site in Laos, the city itself offers a treasure trove of discoveries. Simply meandering down the streets can be rewarding in itself. The peninsular section of the city is glutted with well-preserved temples

## History

Luang Prabang rose to prominence as the capital of the first Lao kingdom (*Lan Xang* - land of the million elephants) from 1353 onwards. The city owes its present name to the *Pha Bang*, a revered Buddha image (now in the Royal Palace Museum) which was brought to the city by King Visoun during the golden age of *Lan Xang* in the early 1500s.

The fragmentation of the Lao kingdom at the end of the 16th century saw Luang Prabang become a militarily weak independent city state paying tribute to the surrounding kingdoms. Ultimately the 1887 sacking of the city by the Chinese Haws led the Luang Prabang monarchy to accept the protection of the French, whose influence led to the construction of the many fine colonial villas that sit harmoniously alongside the traditional Lao architecture.

The city fell into decline in the latter half of the 20th century following the reluctant withdrawal of the French, and the 1975 revolution which brought an end to the Luang Prabang monarchy. The relative poverty of newly-independent Laos perhaps helped save Luang Prabang from the ravages of 20th century city planning.

The reopening of Laos to tourism in 1989 resulted in a remarkable turnaround in the city's fortunes, as crumbling timber houses and colonial mansions were sensitively restored and transformed into immaculate guesthouses and boutique hotels.

## Transportations:

The airport is located just 5 km north-east of the city and has scheduled flights from/to Bangkok, Chiang Mai, Hanoi, Jinghong, Pakse, Siem Reap and Vientiane.

- **Bangkok Airways** offer daily flights from/to Bangkok.
- **Laos Airlines** offers flights from/to Bangkok, Chiang Mai, Hanoi, Jinghong, Pakse and Vientiane.
- **Lao Central Airlines** flies daily from Vientiane.
- **Silk Air** offers flights from/to Singapore via Vientiane.
- **Vietnam Airlines** offers flights from/to Hanoi and Siem Reap.
- **Air Asia** offers daily flights from/to Bangkok Don Muang Airport.



## By road

Highway 13 connects Luang Prabang to Vang Vieng and Vientiane in the south and via Highway 1 to the north.

There are three bus stations, each a little bit out of the city, which serve different directions. Tuk-tuk drivers know which bus station to go to for which destination. Ask reception for bus schedules.

Tickets can be bought at every travel agent in the city. Book tickets in advance, particularly for "VIP" buses as they have reserved seats.

## By boat

Boats ply the Mekong to and from Huay Xai at the Thai border, stopping in Pakbeng where you can catch overland connections towards the northeast and the border with China. The trip takes 2 days (both days about 9 hours) by slow boat, or 6 bone-rattling hours by speedboat. There are also operators now offering 2-day "luxury" cruises.

Expect to spend the night in Pakbeng if you're taking a slow boat (the safest option), or to arrive in Luang Prabang deaf, shaken and either exhausted or exhilarated from six hours in a speedboat. If you leave Huay Xai in the afternoon you can get a speedboat to Pakbeng (~3hrs) and join the slowboat from there, this might save you a night in Huay Xai. There is also a twice-weekly "one day comfortable boat" between Luang Prabang and Huay Xai, but the cost is significantly higher.

**Luxury cruise.** The major operators are Luang Say and Nagi of Mekong. Both operate two-day cruises to Huay Xai that stop in Pakbeng for the night.

Although the journey takes as long as taking the slow boat, these operators offer vastly superior facilities and equipment than public slow boats.

## Local landmarks and culture

- **Alms ceremony** — monks at dawn (05:30) collecting alms of rice from kneeling villagers and tourists, who form the majority, along Sakkaline Road near Wat Sensoukharam. Just look for the long row of rice baskets and stools that have been laid out for tourists who have paid for the privilege of giving alms, if you want to give alms, cover up, and please keep a distance from the monks so people can take authentic photos without a European backpacker getting in the way. Unscrupulous local merchants have used the eagerness of tourists to participate in a local tradition as a means of making easy money, and sometimes sell unsuitable, stale and even unsafe food, if you wish to participate in this ceremony, prepare the food or fruit yourself, and avoid giving food of unknown quality. Another problem is the photography: while it looks nice on your collection, think about how it must feel for the monks to have hundreds of tourists photographing them every day.

- **Haw Kham** — the former royal palace and now national museum, 30,000 kip, no photo/video/bag/shoes allowed, free locker. Open 08:00-11:30 and 13:30-16:00 every day except Tuesday.
- **Phou Si/Chomsky Hill** — the main hill in the city from which you have a good view of the whole area. It's not a very steep climb from the bottom and sunrise and sunset are the most sensible and rewarding times to go up. There is a near-panoramic view from the top. There are 2 entrances from ground level: 1 on the north along Sisavangvong Road, facing the Royal Palace, and another one on the East, on Sisavang Vattana Road. The northern entrance has about 130 steps up to the ticket counter, and another 190 steps to the top. Even folks with low fitness levels should be able to complete the climb, although it can be tiring for the unfit. The eastern entrance is longer than the northern one by a factor of 2 or 3, and is hence less steep and has more points of interest along the way, which are perfect excuses for stopping for a breather on the climb. Entrance fee 20,000 kip.
- **Sunset on the waterfront** — take a walk along the Mekong, or sit and enjoy dinner at one of the many restaurants and watch the sun sink into the horizon. If having dinner, make sure to bring some mosquito repellent or wear long trousers.
- **Wat Xieng Toung** — the oldest monastery in the city and one of the most beautiful. Opens from 06:00-18:00. Entry fee 20,000 kip. One entrance on the road along Mekong river, the other on the by-lane off the main road.
- **Vipassana temple and park** — this golden temple, highly visible from Phou Si, is a shrine for Buddhists who practice Vipassana meditation.
- **Wat Khili, Wat Sibounheuang, Wat Sirimoungkhoun Sayaram, Wat Sop Sikkharam** — small cozy nice temples. Really great atmosphere of real temples. Located near Wat Xieng Toung. No entrance fee.

### Out of the city

- **Elephant Village Sanctuary & Resort**, Ban Xieng Lom (*Office on the main road, Sisavangvong*), 07:00-21:00. Ensures the support and survival of (currently) 14 elephants. They are kept away from abusive work and cared by veterinarians. They make sure that the elephants are well cared for and they seem to be very well looked after. Basic elephant rides, or 1 or 2 day mahout course where you learn the commands to control the elephant, and you also can wash it in the Namkhan River.

- **Tat Kuang Si Bear Rescue Centre**, (*inside Kuang Si Waterfall park*). Run by *Free the Bears*, an organization that rescues endangered Asiatic black bears from poachers and bear bile farms. The sanctuary does not receive any money from the waterfall park admission and relies on donations, so support them by buying T-shirts and other merchandise from their shop. Feeding time is around noon
- **Kuang Si Butterfly Park**, (*300 m before Kuang Si Waterfalls*), 10:00-17:00. Opened in January 2014. Total of 2,800 m<sup>2</sup> of landscaped gardens, orchids, 900 m<sup>2</sup> of netted butterfly garden, free natural fish spa (those little nibbling fish that feed on your skin), European bakery, good coffee/tea. Best visit on sunny days.
- **Kuang Si Falls**. 08:00-17:30. A large multi-stage waterfall, accessible by boat or truck hire, some 29 km south of Luang Prabang. You can rent a motorbike to transport yourself there. There are food and tourist stalls outside the waterfalls. It is worth putting a whole day or more aside for seeing this because it is a great place to relax and meet others. There are multiple pools at different levels, all of which are reportedly safe to bathe in, and are extremely picturesque. Be careful of leeches in the water, especially if you climb to the top of the top of the falls.
- **Pak Ou Caves**. The famous "Buddha caves" are north of the city on the Mekong and can be reached by road (approx. 1h) or river boat to go up (around 2h). Alternatively, you can hire canoes and a guide for the day, which will allow you to view the beautiful scenery and visit the caves without throngs of other tourists. It's also possible to finish the trip at the "whisky village" where the local Laolao rice spirit is made. Those caves were used as a storage unit to keep the damaged Buddha statues (it is considered bad luck to throw them away, so they are often stored in caves) and were made a tourist attraction. There are two caves: one on the entry level and another, the upper caves, on top of the hill, a very steep climb. A torch is recommended to see the upper cave, and will be given on entrance.
- **Tad Sae Waterfalls**. Stepped waterfalls which are not as big as Kuang Si, but very beautiful. You can bathe there, and elephant rides are also available. Though the most people stop at the main waterfalls near the entrance, you can walk alongside the streams for couple of miles and find more waterfalls.
- **Zip-line next to Tad Sae Waterfalls**. A 20 platform zip line, total length of all segments of which is claimed to be over 1000 m long. Located next to Tad Sae Waterfalls.
- **Tad Thong Waterfall and Nature Trail**, (*6 km from the city centre*). The waterfalls are not as spectacular as the Kuang Si but there is a paved 50 minute walk through the jungle through a forest of huge trees dotted with picnic areas. Closed for many years but now open. Water from the falls cascades into a big lake that you can swim in. A natural location with not many tourists, but there is a restaurant.



## Arts and crafts

- **Garavek Traditional Storytelling Theatre** A small black-box theatre performing a selection of traditional Lao stories - legends and folktales of Luang Prabang. The stories are told in English, with the live musical accompaniment of khene (a traditional Lao instrument), every evening at 18:30. You can buy tickets before the show.
- **Ock Pop Tok Living Craft Centre.** On the banks of the Mekong just 2 km south of Luang Prabang city, it offers an informative free tour to all visitors. Operating as a fair trade traditional weaving centre you can take classes in bamboo/textile weaving, dye your own silk, draw your own batik, or just relax at the Mekong garden cafe. Free tuk-tuk departs daily from both Ock Pop Tok shops in the city: 10:00, 12:00 & 14:00.
- **Traditional Arts and Ethnology Centre.** A small but perfectly formed museum dedicated to the ethnic cultures of Laos. Find out more about the groups that make Laos unique and so enrich your visit to Luang Prabang. Located at the foot of Phousi Hill behind Dara Market. Sometimes closed for exhibition changes, so please check in advance. Open Tuesday - Sunday from 09:00 to 18:00. Closed Mondays.
- **Backstreet Academy, 09:00-18:00.** An alternative tour experiences platform, they enable locals to offer authentic and unique activities to tourists such as silk weaving, wood carving workshops, paper stenciling, traditional music instruments and even a course where you can make your own knife or crossbow with local craftsmen. A social enterprise, they work with many underprivileged people who either serve as hosts or facilitators. The facilitators will pick you up from your hotel and translate for you. These facilitators are usually young students looking for work to pay for their education.
- **Music For Everyone School (MES),** An amazing organization ran by the incredibly inspiring and friendly Mr. Max. This school provides free music classes to Lao children and teens. Volunteer are enthusiastically welcomed to drop by, to either play with students or help with any kind of skills they may have. An amazing chance to help and connect through the passion of music.
- **Rent a Motorbike.** At USD 25-30 per day, riding around the surrounding areas of Luang Prabang is a fantastic way to see the countryside. Fuel for the whole day will cost around 15,000 kip. Typically, they will keep your passport.



### **Cooking classes**

This is an enjoyable way to gain insights into Lao culinary methods and traditions. There are three substantial cooking class providers in the city, all attached to popular restaurants, using Lao chefs/instructors. They differ somewhat in style and content, but all start with a tour of the local food market and include transport and copies of their recipes and other information about Lao cuisine. Participants sit down to eat their dishes afterwards.

### **Shopping**

Thai baht and US dollars are widely accepted but the exchange rates vary. There are some ATMs accepting Visa, MasterCard, Maestro and Eurocards. These ATMs are situated mostly in Sisavangvong Road near the end of the Night Market. The ATMs dispense currency in Lao kip and some of them (such as Banque Franco-Lao) allow a maximum withdrawal of 2,000,000 kip with a charge of 40,000 kip. BCEL ATMs allow 1,500,000 kip with a charge of 20,000 kip. Multiple withdrawals are allowed to a daily maximum of 5,000,000 kip.

### **Money Changers/Exchange**

There are a number of money changers who generally do not offer good rates, and are located either on Sisavangvong Rd or in the permanent markets further east. The rates offered may vary, so shop around before you change. It may be better to stick with official money changing services at a bank which are easily found. Always count your money in front of the money changer after the transaction.

**Night Market** (on Sisavangvong Road) caters to tourists with every kind of souvenir you want, started from 17:30 and closes at about 22:00. Particularly good are the duvet covers, cushion covers, and pillow sets. They will custom manufacture one to your dimensions in one day. It is well worth a look and the hawkers are very pleasant to deal with and amazingly non-pushy by Asian standards. Traders range from young children to the elderly who usually make the items they sell. Good-natured bargaining is advisable, but don't obsess over this and ruin your experience.

- **Ma Te Sai**, Ban Aphai, Luang Prabang. A fair trade shop selling handcraft and products from villages all over Laos. Specializes in handwoven, naturally dyed cotton. Supports local artisans. The motto is: From the Village, For the Village. Ma Te Sai can also organize handcraft and weaving village tours.
- **Ock Pop Tok**, 73/5 Ban Vat Nong, Luang Prabang, plus 2 other shops in the city. An ethical trading company with superb galleries. Also runs classes and visits to village weaving facilities.



## **Dining**

There are no multi-national fast food outlets in Luang Prabang, or elsewhere in Laos.

Restaurants line Sisavangvong Road and the roads along the Mekong and Nam Khan. Food runs the line from standard SE Asian to more traditional Lao dishes, including buffalo sausage, right up to very high quality French cuisine.

There are also numerous market stalls for cheaper food, including baguettes, crepes, and pancakes. Stalls along an alleyway between the night market end of Sisavangvong Road and the Mekong offers superb Lao street food at bargain prices.

While the buffet tables are the cheaper way to eat, be wary of the hygiene and note the distinct lack of local customers which is an indicator of the standard of food on offer.

**Local specialties** include:

- French baguettes and other bakery items.
- Fried dried seaweed with sesame seeds dipped in a chili sauce.
- Buffalo steaks and sausages.
- Larb salads with different kinds of meat or Tofu