

Safety and Security



24-hour CCTV | 24-hour Uniformed Security | Electronic Keycard for Guest Rooms | Fire Safety System
In-room Electronic Safe | Safety Deposit Box at Front Desk | Two Gated Security Check Points | Pool Lifeguards
Two Helipads for Evacuation | Emergency Back-up Service | In-house Medical Facility | Food Hygiene Standards
Vehicle Screen Facility | Restricted Access to Contractors | Registration of all Non-guests Access



ROYAL CLIFF HOTELS GROUP
THE STATE OF EXCLUSIVITY & FASCINATION

Safety and Security

Guest Safety And Security

The Royal Cliff Hotels Group and Pattaya Exhibition And Convention Hall (PEACH) ensures each of our valued guests of our commitment to their personal safety and security. The safety and security of our guests and our staff is of high priority for the Royal Cliff Hotels Group.

Our safety and security team are well trained and equally skilled to maintain our contingency plans and undertake emergency procedures to minimize all safety risk to our guests in the event of any emergencies.

Our strong working relationship with the local law enforcement authorities and the local fire brigade, guarantees our high standards of safety measures and implementation.

Security

The hotel is equipped with a high standard security control room and well-trained uniformed security personnel who patrol the entire premises on a 24-hour basis. The hotel security features include:

- 24 hour closed circuit television (CCTV)
- 24 hour security presence in lobbies and strategic areas
- Vehicle screening facility on entering the resort premises
- Electronic keycard access to guest rooms
- Registration and restricted access to all outside contractors
- Registering of all non-guests entering guest room areas
- Electronic safe in every guest room
- Safety deposit box at the front desk
- Resort grounds are secure with access only through 2 gated security check points
- 2 helicopter pads for immediate evacuation
- Dedicated car screening cameras at prominent areas

Fire Safety System

Every precaution has been taken in the event of a fire. All guest rooms are installed with smoke detectors and sprinklers, with on-site emergency water supply, fire hydrants and hose reel systems available throughout the entire premises. Emergency fire evacuation staircases and fire doors to isolate smoke are installed in all the buildings within the property.

Quarterly evacuation drills and fire reaction drills are conducted with the assistance of the fire department together with our highly trained in-house security team.

Emergency Backup Service

In the event of an emergency, each property has on-site generators, emergency lights in corridors and public areas, on-site water tanks supply; and water for sprinklers and hose reels. All guest rooms are provided with flashlights.

Medical

We have an on-site clinic with resident nurses and doctor available on call. The nearest International hospital is approximately 10 minutes drive from the resort.

Food Safety

We maintain the highest standard of food hygiene adhering to the laws and regulations governed by the related authorities.

Swimming Pool safety

All our 6 swimming pools are attended by trained lifeguards who are on duty during the swimming pools' operational hours.



Only hotel group in Asia Pacific to be elevated to the TTG Travel Hall of Fame since 2006



Pioneers in Social Corporate Responsibility (CSR) Helping the environment and local causes since 1973

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