

 RENAISSANCE® PATTAYA RESORT & SPA Local Standard Operating Procedure	Code: LSOP-NVT/FO-002-2025		PAGE : 1/3
	Issued by & Effective: 1 March 2025		Updated: 28 Feb 2025 Referring: LSOP-NVT/FO-001-2024
	Issued by: Tomorn Onsawai - Chief Navigator		Dept: Front Office / Navigator
	Approve by:	General Manager	
	Subject:	Hotel Shuttle Bus Service Daily	

Guest Expectation:

To provide a free hotel shuttle bus between additional services to go to Pattaya downtown and reduce guest complaints.

Objective:

Increase convenience and save money when traveling from the hotel to various tourist attractions in Pattaya. No need to random find a taxi, which may take time to find a taxi or find a car in the Grab and Bolt applications, including the safety of the guests.

Term & Condition:

- Maximum 10 persons with no luggage.
- Three-hours in advance reservation is required, please contact the Navigator counter.
- Standard Van: Toyota Commuter or equivalent.
- Fixed schedule time.
- Other places outside this schedule will be chargeable.
- Arrival time at each drop-off point may vary due to traffic and weather.
- The timetable may be adjusted during festivals. The guest will be notified by Navigator.

1. Reservation:

This process aims to enhance the guest experience by providing clear communication and efficient service. Support the Navigator in managing bookings and ensuring a smooth transportation experience.

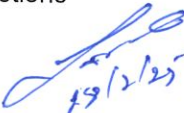
- Guest book pass by Reservation email or Delight to Serve.
- Direct booking to Navigator.

Remark: Reservations can be made in advance or based on availability.

Roles and Responsibilities:

This process aims to enhance the guest experience by providing clear communication and efficient service. Support the Navigator in managing bookings and ensuring a smooth transportation experience.

- Receives bookings and logs the guest's room number and number of seats. No capacity limit per room.
- Explains terms and conditions for drop-off locations.
- Provide guests with a resort business card for contacting the Navigator for any further questions


19/2/25

2. Transportation Procedures:

Navigator Responsibilities:

- Ensure vehicle capacity is managed and confirm the presence of guests.
- Receive the Guest List record.
- Check for any absences by calling guest rooms.
- Reconfirm with guest for dropping stop.
- The navigator runs the seat priority by the stop route distance. The front seat must be arranged to stop the distance.

3. Van Operations:

- The van will wait for a maximum of 5 minutes in case of any delays.
- Guests without prior reservations may be added at departure time, **subject to seat availability.**
- No-shows for reserved seats may be replaced with walk-in guests, **also subject to availability.**
- Note that the van cannot accommodate guests with departure luggage.

VIG Driver Responsibilities

- Stand by at the van and confirm receipt of the guest name list before departure to ensure smooth boarding.
- Driver makes sure that the drop off stop is safely 100%
- For the guest whom books round trip, must be acknowledged the meeting point location.
- Inspecting loss property and make sure cleanliness.
- In an event of **no show**, guest departure can be late for 5 minutes.
- Any no-show it is possible to replace by walked in
- No any return trip pick up during the route

4. Shuttle service schedule: Starting on 01st March 2025.

Departure time: 12:00 & 16:00

5. Drop-off points:

- Departure from hotel lobby 12:00 hrs. & 16:00 hrs.
1. Pattaya Floating Market
 2. Tiger Park
 3. Underwater World
 4. Outlet Mall // Thepprasit Night Market
 5. Chai Mongkhon Temple // All day local market // Walking Street
 6. Royal Garden Plaza (Avani hotel)
 7. Central Festival Pattaya Beach
 8. Terminal 21 Pattaya **(Final Drop-Off)**

Schedule	Departure from hotel	
Daily	12:00	16:00

RENAISSANCE PATTAYA RESORT & SPA
DEPARTURE TIME: DAILY - 12:00 | 16:00

1. Pattaya Floating Market
2. Tiger Park
3. Underwater World
4. Outlet Mall, Thepprasit Night Market
5. Chai Mongkhon Temple, All Day Local Market, Walking Street
6. Royal Garden Plaza
7. Central Pattaya
8. Terminal 21 Pattaya

Signature
28/2/25

6. Payment:

All expenses are charge to the hotel, which charge

- Toyota Commuter Van THB. 1,000. - (per way rate and no commission)
- Toyota Camry THB. 550. - (per way rate and no commission)

Navigator keep record and send to Finance with Navigator Monthly Report



บริษัท วีไอจี คาร์เร็นท์ จำกัด
VIG CAR RENT CO., LTD.

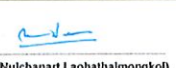
Addendum

Shuttle Bus Service Rate				
Hotel : Renaissance Pattaya Resort & Spa				
Route	One Way Rate / Trip (Baht)		Schedule	
	Toyota Van	Toyota Camry	Departure Time	Pick up Time
Resort - Floating Market - Tiger Park - Under Water World - Outlet Mall - Chai Mongkhon Temple - Royal Garden Plaza - Central Festival - Terminal 21	1,000.00	550.00	TBA	TBA

Terms & Conditions

Remarks ;

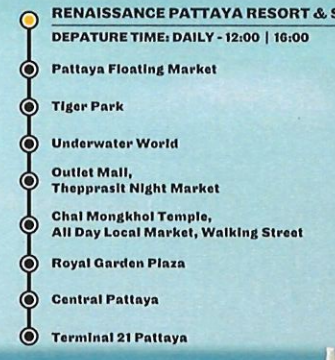
1. This rate is valid from November 1st, 2024 until further notice.
2. No commission will be paid to the Resort.
3. Time table will be discussed before starting date.
4. Three-hours advanced reservation is required.
5. Maximum capacity per way;
5.1 Toyota Van is 10 passengers.
5.2 Toyota Camry is 2 passengers.
6. Toyota Van means Toyota Commuter or equivalent
7. Timetable could be adjusted during festivals. Guests will be notified by VIG in advance
8. For other place outside this schedule will be charged for Private Van.

Renaissance Pattaya Resort & Spa	VIG Car Rent Co., Ltd.
 (Ms. Anna Rohm)	 (Mrs. Nujchanit Laohathalmongkol)

บริษัท วีไอจี คาร์เร็นท์ จำกัด
10045 ถนนสุขุมวิท ตำบลสีดา 18 แขวงคลองตันเหนือ เขตวัฒนา กรุงเทพมหานคร 10110 Tel. +66 2645 0888 9 โทรสาร +66 2645 0890. +66 2245 8930
10045 ถนนสุขุมวิท 81 ตำบลสีดา 18 แขวงคลองตันเหนือ เขตวัฒนา กรุงเทพมหานคร 10110 Tel. +66 2645 0888 9 Fax. +66 2645 0890. +66 2245 8930

SHUTTLE BUS SERVICE SCHEDULE

Schedule	Departure from hotel	
Daily	12:00	16:00



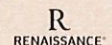
RENAISSANCE PATTAYA RESORT & SPA
DEPARTURE TIME: DAILY - 12:00 | 16:00

- Pattaya Floating Market
- Tiger Park
- Underwater World
- Outlet Mall, Thepprasit Night Market
- Chai Mongkhon Temple, All Day Local Market, Walking Street
- Royal Garden Plaza
- Central Pattaya
- Terminal 21 Pattaya



Terms & Conditions

- Maximum 10 persons with no luggage.
- Three-hours in advance reservation is required, please contact the Navigator counter.
- Standard Van: Toyota Commuter or equivalent.
- Fixed schedule time.
- Other places outside this schedule will be chargeable.
- Arrival time at drop-off point may vary due to traffic and weather.
- Timetable may be adjusted during festivals. Guests will be notified by Navigator.


RENAISSANCE
PATTAYA RESORT & SPA

Prepared by



Tomorn Onsawai
Chief Navigator

Date 28/02/2025

Reviewed by



Kaewfah Prayoonpat
Front Office Manager

Date 28/2/25

Approved by



Anna Rohm
General Manager

Date ____/____/____

SHUTTLE BUS SERVICE SCHEDULE

Schedule	Departure from hotel	
Daily	12:00	16:00

RENAISSANCE PATTAYA RESORT & SPA

DEPARTURE TIME: DAILY - 12:00 | 16:00

Pattaya Floating Market

Tiger Park

Underwater World

**Outlet Mall,
Thepprasit Night Market**

**Chai Mongkhon Temple,
All Day Local Market, Walking Street**

Royal Garden Plaza

Central Pattaya

Terminal 21 Pattaya



Terms & Conditions

- Maximum 10 persons with no luggage.
- Three-hours in advance reservation is required, please contact the Navigator counter.
- Standard Van: Toyota Commuter or equivalent.
- Fixed schedule time.
- Other places outside this schedule will be chargeable.
- Arrival time at drop-off point may vary due to traffic and weather.
- Timetable may be adjusted during festivals. Guests will be notified by Navigator.

Signature
28/2/25