



FREQUENTLY ASKED QUESTION (FAQs)

The most asked questions

HOW TO GET TO THE RESORT ON THE ISLAND

When you arrive Nha Trang City by airways, by train or by bus, you can book the resort's car/van to take you to the resort in which you will be welcomed at Hon Tam Pier (here located the reception station and this is also the point for bus/car stop) then the receptionists will arrange a free canoe/boat to the resort on the island.

WHAT PUBLIC TRANSPORT MEANS CAN BE USED TO GO TO THE HOTEL?

You can use taxi (leading and prestigious firms include: TAXI QUỐC TẾ, TAXI ASIA, SUN, VINASUN or MAI LINH).

WE DO NOT NEED PRIVATE TRANSPORT SERVICE BUT WE WOULD LIKE HOW TO GET TO THE RESORT

Our pier name is **Hon Tam pier** (simply known as **Cảng Hòn Tằm**) near **Stone Bridge Harbor** (Locally known as **Cảng Cầu Đá**), at the end of Tran Phu Street.

When you arrive **Hon Tam Pier** (this is the start point), our receptionists will arrange a free boat ride for you to the island where the resort is located.

Boat schedule is every hour from 8 am to 10 pm. You need to be at the pier reception 20 minutes earlier for the proper arrangement.

Parking Lot

WHAT IS THE CAPACITY OF PARKING LOT?

The resort has a parking lot capable of 100 motorbikes and 10 cars/vans/buses

Transfer/Transportation



DO YOU HAVE FREE SHUTTLE BUS SERVICE FROM AIRPORT TO RESORT AND VICE VERSA?

We do not provide free shuttle bus service. But we provide private transfer service. Please contact us at rsvn1@merperle.vn for guidance & assistance.

HOW LONG DOES IT TAKE ME/US FROM AIRPORT TO RESORT?

The transportation time is approximately 35-40 depending on the time of the day and the traffic.

HOW MUCH DOES IT COST FOR A RESORT PRIVATE CAR TRANSFER?

We provide private car transfer service. The prices are: The pick-up and drop-off fee may be subject to change without prior notice. Kindly contact us at rsvn1@merperle.vn for further updated information.

4 seats: 350,000/car/way

7 seats: 450,000/van/way

16 seats: 550,000/van/way

A surcharge of VND 100,000 will incur to pick-ups and/or drop-offs after 22h00 and before 6h00

HOW TO GO/GET TO NHA TRANG FROM HO CHI MINH CITY?

To get to Nha Trang City, you can either go by airways, by train or by bus or even by your own car/vehicle.

- For airways: you can choose from **Vietnam airline, Vietjet Airs, Jetstar pacific or Bamboo Airways.**
- For Train: you can book ticket online or go directly to the **SÀI GÒN RAILWAY STATION** to buy tickets in District 3.



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- For bus: you can take **Phường Trảng, Tâm Hạnh, Trà Lan Viên, Cúc Tùng, Hà Linh....**

Then you can feel free to book our resort's car/van to take you to the resort.

Room types and rates

HOW MANY ROOM TYPES DOES THE RESORT HAVE?

We currently have the following room types:

- Tropical Deluxe Double or Twin (Bungalow Section)
- Romantic Bungalow (Bungalow Section)
- Premier Family Bungalow (Bungalow Section)
- Forestal Deluxe Twin (Villa Section)
- Executive Suite- Queen Bed (Villa Section)
- Family Suite 3 bedrooms (02 Forestal Deluxe Twin + 01 Executive Suite) (One whole villa)
- Family Suite 4 bedrooms (02 Forestal Deluxe Twin + 02 Executive Suite) (One whole villa)

DO YOUR ROOM RATES APPLY PER ROOM OR PER PERSON?

We apply room rates per room or per unit (whole villa)

HOW CAN WE BOOK A ROOM AT MERPERLE HON TAM RESORT?

There are several ways and channels to book our room(s), but we encourage you to do it directly on our website at www.merperle.vn (or www.hontamresort.vn) where you can get a very competitive deal or send us an email at saleshcm@merperle.vn

Payment



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DO I HAVE TO PAY IN ADVANCE OR WHAT IS THE RESORT'S GUARANTEE POLICY?

All reservations must be guaranteed and paid online by credit card. Currently, acceptable credit cards include VISA, MASTER CARD, AMEX, JCB.

You can pay directly online at our official website at: www.hontamresort.vn we use the Reddot payment gate way which is secure for all online payment!

or you settle the bill upon check out.

Our Policy

WHAT IS YOUR CANCELLATION POLICY? WHAT TO DO TO AVOID CANCELLATION PENALTY CHARGE?

Mỗi đặt phòng đều thể hiện chính sách hủy/điều chỉnh trên phần mô tả trong quá trình đặt phòng hoặc trên phiếu xác nhận (confirmation voucher). Trường hợp cần trợ giúp vui lòng liên hệ với bộ phận đặt phòng qua email rsvn1@merperle.vn

Every reservation reflects the cancellation policy on the interface during the booking process and on the confirmation voucher. In case you need assistance please feel free to contact us at rsvn1@merperle.vn

Room Capacity

HOW MANY PERSONS DOES A RESORT ROOM ACCOMMODATE?

The resort's room capacity is as below:

- 02 persons in Tropical Deluxe Bungalow, Romantic Bungalow, Forestal Deluxe and Executive Suite
- 03 person in Premier Family
- 06 adults in Family Suite 3 bedrooms
- 08 adults in Family Suite 4 bedrooms



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Extra bed at VND 1,350,000 net/night can be set up in each room for an additional adult including breakfast. Maximum adult for each room is 1 (one) (price is subject to change without prior notice, please double check with our reservation at rsvn1@merperle.vn to make sure of the most current one)

Children incur a surcharge for buffet breakfast as follows:

- 0-4: free buffet breakfast and sharing bed with parents
- 5-10: VND 400,000 net/person and sharing bed with parents (price is subject to change without prior notice, please double check with our reservation at rsvn1@merperle.vn to make sure of the most current one)
- 11 years-upwards: extra bed should be taken and charged

Capacity for children lodging with a surcharge, if any

- 02 children under 10 years for below room types: Tropical Deluxe Bungalow, Romantic Bungalow, Forestal Deluxe and Executive Suite
- 02 children under 10 years for Premier Family.
- 03 children under 10 years for Family Suite 3 bedrooms
- 04 children under 10 years for Family Suite 4 bedrooms

Group booking

WHAT IS PRICING POLICY FOR GROUP?

To have detailed information on room rate and discount on group bookings please contact us at saleshcm@merperle.vn or rsm@merperle.vn

DO THE ROOM RATES INCLUDE BREAKFAST?

Tất cả các phòng đều bao gồm ăn sáng buffet

All room rates include buffet breakfast

Pets



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CAN I/WE BRING PETS INTO THE RESORT

We are sorry. Pets are not allowed in the resort premises.

Check-in & Check-out

WHAT IS THE CHECK-IN AND CHECK-OUT TIME?

Check-in is at 14h00 and check-out is before 12h00 PM (NOON)

DOES THE RESORT ALLOW EARLY CHECK-IN?

Occasionally, the hotel can allow early check-in if rooms are available and it may incur surcharge. Please contact us at rsvn1@merperle.vn for further information or assistance

HOW DOES LATE CHECK-OUT APPLY?

Late check-out requests can be met subject to room availability. Late check-out from 12h00-18h00 will incur 50% of daily room rate. Late check-out after 18h00 will incur 100% of daily room rate. The room rate applied for late check-out is the one booked

Bed types

WHAT BEDDING TYPES DOES THE RESORT HAVE? HOW MANY PERSON IS EACH BEDDING TYPE FOR?

We have Double or Twin which is for 01 or 02 persons (including Tropical Double Deluxe, Tropical Twin Deluxe, Forestal Deluxe Twin, Executive Suite Queen bed). Rooms for 03 persons is Premiere Family Bungalow.

For Family Suite 3 bedrooms (2 Forestal Deluxe + 1 Executive Suite) and Family Suite 4 bedrooms (2 Forestal Deluxe + 2 Executive Suite), the bedding types will follow each small unit in them

Bath tubs



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IS THE RESORT EQUIPPED WITH A BATHTUB?

Bathtub is available in every room

Smoking or Non-smoking

DOES THE RESORT HAVE A NON-SMOKING ROOM?

Yes, we do have non-smoking rooms. Kindly contact our Front Desk for assistance

Rooms with private swimming pool

DOES THE EXECUTIVE SUITE OR FORESTAL DELUXE HAVE A PRIVATE POOL?

We have 02 types of villas (Family Suite) which are 3-bedrooms and 4-bedroom in which the 3-bedrooms consists of 02 Forestal Deluxe + 01 Executive Suite while the 4-bedrooms covers 02 Forestal Deluxe +02 Executive Suites.

The villa(s) booker(s) can use the private pool as a whole while individual booker uses Forestal Deluxe or Executive Suite on a sharing basis.

Belongings Safety & Security

IS THERE A SAFETY BOX IN EACH ROOM?

Every room has a safety box.

Connectivity

DOES THE RESORT PROVIDE INTERNET CONNECTION?

The Resort provides free wifi internet in every room and in public areas. To obtain the password, please contact our Front Desk for it.

Travel with children

DOES THE RESORT HAVE BABYSITTING SERVICE?



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We currently do not have this service.

IS THERE A CHILDREN PLAYGROUND IN THE RESORT?

Yes, We do have a children playground in the resort. You can contact Front Desk for guidance and assistance.

Additionally, they can play with their parents on the beach or at Sparkling Waves (for Sea Sports)

IS THERE A BABY COT AVAILABLE IN THE ROOM?

We provide baby cot(s) for free for he age 0-2 years. Kindly note it in the booking or contact our Front Desk for assistance

IS THERE A BABY CHAIR IN YOUR RESTAURANT(S)?

Yes, please contact waiters/waitress for assistance

WHAT IS YOUR AGE POLICY FOR CHILDREN? AND WHAT ARE BENEFITS FOR THEM?

Age 0-4 are considered as children, in which:

- 0-4 years old can share free bedding with parents and have free buffet breakfast.
- 5-10 years old can share free bedding with parents but should incur a surcharge (SEE ABOVE). If this age requests an extra bed (with surcharge) then buffet breakfast is free of charge (as included in extra bed price)
- 11 years old upward is considered as adult

Food & Beverage

WHERE IS BUFFET BREAKFAST SERVED? AND WHAT IS SERVING TIME?

Buffet breakfast is served at Sea Breeze Restaurant. Serving time is 06h30 to 09h30

HOW MANY RESTAURANTS DOES THE RESORT HAVE?

We have such restaurants as: **Sea Breeze, Rustic restaurant**



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ARE THERE VEGETARIAN DISHES AVAILABLE AT THE RESTAURANT?

We can flexibly make some vegetarian dishes based on available ingredients of the day. To be sure, kindly ask the waiter/waitress to check with our kitchen

DOES THE RESTAURANT HAVE A SPECIAL MENU FOR KIDS?

Our A La Carte menu has some dishes which are suitable for kids

DOES THE RESORT PROVIDE 24/7 IN-ROOM DINING?

We are ready to provide room service on limited time. Serving time is 24/7

HALAL FOOD

Do you have Halal food served?

We do not design a specific halal menu/station on our buffet counter but with a great variety of items we offer, you may find what you need for your own cuisine style.

Resort General Information

WHEN WAS “MERPERLE HON TAM” BRAND ESTABLISHED?

Our resort brand was changed from the year 2013

WHAT IS THE NAME OF OWNING COMPANY?

The Resort is owned by Hon Tam Nha Tang Sea Joint Stock Company (JSC)

Medical Service

DO YOU HAVE AN IN-HOUSE DOCTOR?

The resort has a nurse on site. If case of need, kindly contact our Front Desk for assistance.

CAN WE USE MASSAGE SERVICE AT THE RESORT?

We provide massage/spa service at the resort. Kindly contact our Front Desk for assistance.



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HOW FAR IS THE NEAREST HOSPITAL AWAY FROM THE RESORT?

The nearest hospital is known as **Vinmec hospital** which is about 01 km away and it takes you 05 minutes by car.

Money exchange

WHERE IS THE NEAREST CURRENCY EXCHANGE OR BANK?

We are located near the following bank branches/transaction offices: Vietcombank & BIDV and it takes you about 07 minutes by car

The currency exchange can be done at the resort. Kindly contact our Front Desk for detailed information.

WHAT IS VIETNAMESE CURRENCY?

Vietnamese currency unit is Đồng (VND)

Luggage

CAN WE STORE OUR LUGGAGE AT THE RESORT TO GO TO ANOTHER DESTINATION IN NHA TRANG CITY?

You can contact our Front Desk for assistance.

Electricity

WHAT VOLTAGE DOES THE RESORT USE IN VIETNAM?

The resort is using 220 voltage in Vietnam.

Hygiene

CAN WE DRINK TAP WATER IN VIETNAM?

Tap water should not be drunk directly. For in-house guests, we provide free bottled water in the room (2 bottles per room per day)



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Weather/Climate

WHAT IS THE WEATHER IN DIFFERENT TIMES OF THE YEAR?

In Nha Trang, the weather/climate is generally temperate. Nha Trang has a favorable climate conditions for year-round tourism exploitation

Dressing

HOW SHOULD I DRESS IN VIETNAM?

Dressing in Vietnam is not too tough and generally comfortable. You can only pay attention when visiting sacred places that require elegant and formal dressing.

For business guest(s)

CAN I/WE USE WIFI INTERNET IN THE RESORT? WHAT IS THE COST?

The resort provides free wifi internet in the room and in public areas. And the connection is very convenient.

Entertainment and amusement center

IS THERE ANY ENTERTAINMENT ACTIVITY ON HÒN TẮM ISLAND?

Yes! We have:

MERPERLE SPARKLING WAVES SEA SPORT GAMES www.sparklingwaves.vn with many cool games for you to try: fly-board, Jet Ski, sea -walker, and especially Sea-breacher water craft, only in Hòn Tằm Island.

MERPERLE HÒN TẮM MUD BATH www.hontammudbath.vn enjoy uniquely the mud bath on island with sea view.

Please visit the website to book your ticket directly or contact our guest relation department to book the service.

Shopping and traveling



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ARE THERE COMMERCIAL CENTERS AND SIGHTSEEING ATTRACTIONS AROUND THE RESORT? AND HOW FAR ARE THEY FROM THE RESORT?

MerPerle Hon Tam Resort is 5 km from popular Nha Trang Beach and 7 km from the city centre. It is easily accessible from attractions like: Đầm market, Nha Phu Lagoon and Alexandre Yersin Museum.

Have a good trip and look forward to welcoming you to HÒN TẮM Island!