

Spotless

by

*The Residences at Mandarin Oriental, Bangkok*



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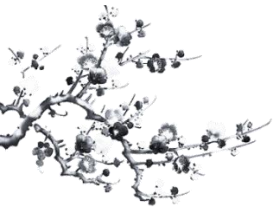


Dear valued Resident,

Mandarin Oriental, Bangkok is delighted to offer you a full range of housekeeping services.

We go above and beyond to ensure a personal approach and offer several unique packages as well as à la carte services for your specific needs.

Laundry or linen services are at an additional cost. If replacement bed linens or towels are available, the linens and towels will be changed during your scheduled service. The soiled laundry or linen will be processed in the hotel laundry and will be returned the following day to your residence.



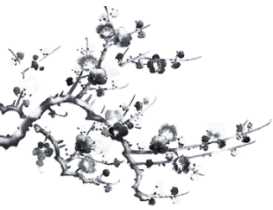


## Our Packages

### Unit Type

	The Neat and Tidy (Weekday – THB/Time)	The Complete	The Neat and Tidy (Weekend/ Public Holiday – THB/Time)	The Complete
<b>6<sup>th</sup> - 42<sup>nd</sup> Floor</b>				
BA 2Bedroom 127.87 sqm	2,310++	4,620++	2,530++	5,060++
BB 2Bedroom 150.17 sqm	2,540++	5,080++	2,780++	5,570++
BC 2Bedroom 165.40 sqm	2,770++	5,540++	3,040++	6,070++
CA 3Bedroom 222.21 sqm	3,230++	6,470++	3,540++	7,080++
<b>43<sup>rd</sup> - 47<sup>th</sup> Floor</b>				
BB 2Bedroom 150.17 sqm	2,540++	4,620++	2,780++	5,570++
CA 3Bedroom 222.21 sqm	3,230++	6,470++	3,540++	7,080++
CB 3Bedroom 228.88 sqm	3,230++	6,470++	3,540++	7,080++
<b>48<sup>th</sup> Floor</b>				
PA Penthouse 380.93 sqm	4,620++	9,240++	5,060++	10,120++
PD Penthouse 386.12 sqm	4,850++	9,700++	5,310++	10,630++
<b>49<sup>th</sup> Floor</b>				
PB Penthouse 380.93 sqm	4,620++	9,240++	5,060++	10,120++
PD Penthouse 386.12 sqm	4,850++	9,700++	4,830++	10,630++
<b>50<sup>th</sup> Floor</b>				
PC Penthouse 383.98 sqm	4,850++	9,700++	5,310++	10,630++
<b>51<sup>st</sup> Floor</b>				
PE Penthouse 707.28 sqm	9,010++	17,320++	9,870++	18,970++
<b>52<sup>nd</sup> Floor</b>				
PE Penthouse 707.28 sqm	9,010++	17,320++	9,870++	18,970++

Prices are in THB and subject to 10% service charge and applicable government tax.





## The Neat and Tidy

This package is designed to provide a light cleaning service.

The areas and process involved are the following: living room, bedroom, bathroom and dining room (exclusive of kitchen, balcony and window cleaning).

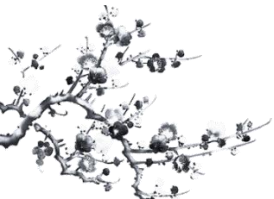
- Cleaning of bathroom, including washing mirrors, scrubbing, and cleaning bathtub, basins, showers, toilets and floors.
- Changing of resident's bath towels, bathmats, bath rugs and linen. To do so, the resident must provide a spare of linens for our housekeeping team prior to the service take place.
- Dusting furniture, counters, book shelving and baseboards.
- Vacuuming of all carpeted areas.
- Sweeping of balcony and all hard floor surfaces including tile, vinyl, stone and hardwood.
- Emptying trash and replacing it with fresh bags, supplied by the hotel.

*Please note that the package does not include any stain removal or any special floor treatments.*

*Laundry charges are in addition to this package, please refer to separate price list*

*Hotel laundry services are available as per At Home Benefits*

*Prices are in THB and subject to 10% service charge and applicable government tax.*



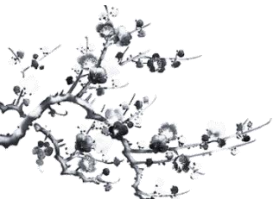


## The Complete

Our housekeeping team will perform a thorough and detailed cleaning of your residence.

The areas and process involved are the following: main entrance, living room, bedroom, bathroom, dining room, balcony (inside and outside window cleaning), kitchen surfaces, floor debris removal and vacuuming, mopping of the marble or wooden floor and inside window cleaning.

- Cleaning of bathroom includes washing mirrors, scrubbing and cleaning bathtub, basins, showers, toilets and floors.
- Replenishment of bath towels, bathmats, bath rugs and hotel consumable bathroom amenities. To do so, the resident must provide a spare of linens for our housekeeping team prior to the service take place.
- Dusting furniture, counters, book shelving and baseboards.
- Cleaning of kitchen and/or dining room area.
- Vacuuming of all carpeted areas.

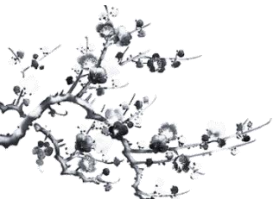


- Sweeping and washing all hard floor surfaces including tile, vinyl, stone and hardwood.
- Sweeping and polishing balcony.
- Hotel laundry service is available, if requested. Please see price list in Resident's laundry list.

*Please note that the package does not include any stain removal or any special floor treatments.*

*Laundry charges are in addition to this package, please refer to separate price list*

*Hotel laundry services are available as per at Home Benefits*



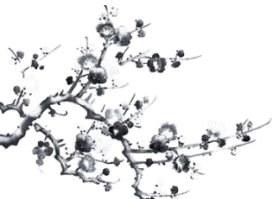


## A la Carte Services

A la carte Services can be tailored to your cleaning needs and concentrated on specific areas of your Residence. Please note that prior to providing the service, the Housekeeping Director may need to evaluate the scope of work before proposing the price.

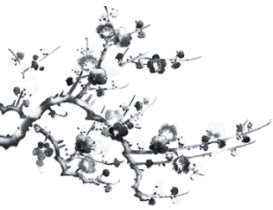
The below services and rates are offered upon your request:

- Housekeeper hourly rate THB 1,575++ per person during the week and THB 1,725++ during weekend / public holiday.
- Ceiling dusting includes wall decorations.
- Cleaning of light fixtures.
- Upholstery shampoo (depending on items).
- Stain removal.
- Special floor treatments.
- Cleaning of refrigerators and filters.
- Crystalizing marble floor.
- Cleaning of kitchen includes kitchen utensils, dishes, cutleries and glassware.



If any of the below services is requested, a separate quotation will be provided.

- Shoe shining service THB 500++ per pair of shoes. Turnaround time is by noon next day if the resident sends before 6pm.
- Humidifier, dehumidifier, and air freshener for loan of THB 1,000++ per item per day.
- Bedding items for loan THB 3,000++ per week for one set for King Bed, which includes Duvet & Duvet cover x1, Bed sheet x1, Pillow and Pillowcase x4.
- Baby crib for loan THB 1,000++ per day for one set. Service time is from 12pm to 12pm next day.
- Extra bed for loan THB 2,000++ per day for one set which includes Bed sheet x1, Pillow and Pillowcase x1 and Duvet x1. Bed sheet x1. Service time is from 12pm to 12pm next day.
- Highchair for loan THB 500++ per item per day. Service time is from 12pm to 12pm next day.
- Cleaning of carpet. For special carpets, we will provide professional vendor to homeowners.
- Chandelier dust removal. Outside specialist can be recommended if service is required.



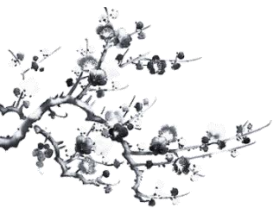




## Laundry Charges

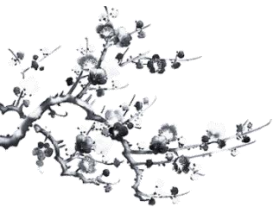
	Price/piece (THB)
Pillowcase Firm King/Queen	140/130
Pillowcase Sham King/Queen	140/130
Inner Firm King/Queen	140/130
Inner Sham King/Queen	140/130
Duvet Cover King/Queen	260/250
Top Sheet King/Queen	260/250
Bottom Sheet King/Queen	260/250
Bath Towel Large	220
Bath Towel Regular	150
Bath Rug/Bathmat	140
Hand Towel	140
Bath Robe	280
Inner Duvet King Laundry/Dry Cleaning	780/1020
Inner Duvet Queen Laundry/Dry Cleaning	660/900

Laundry can be handed to the concierge team by 10:00 am daily and will be sent to the laundry for cleaning at 11:00 am with return the following day at 2:00 pm.



## Terms and Conditions

- Please allow at least 48 hours' notice to Residence Concierge to schedule our services. Last minute requests can be accommodated based on our Housekeepers' availability.
- Any reservation made less than 48 hours in advance, will be charged 50% of the regular price, on top of the regular price.
- Any reservation made between December 23<sup>rd</sup> and January 3<sup>rd</sup> will be charged as per the weekend / public holiday price.
- Additional costs apply for services that require relocation of heavy furniture.
- Rates quoted do not include special cleaning tools requested by residents.
- The Hotel will not be responsible for any damage or breakage when providing these services.
- Stated rates are applicable for service starting at 08.30am and/or completed prior to 06:00pm.
- Cleaning agents (detergents/chemical) shall be provided by the hotel (subject to available types currently in use at hotel premises).
- Vacuum machine and all cleaning equipment are provided by the hotel.
- Resident and occupants of the apartment shall put away all valuables, breakables (antiques, artworks etc) and items of intrinsic value, during the period of service.
- The Neat and Tidy Package requires a minimum of 1 housekeeper for 1 to 3 hours simultaneously each time, depending on the amount of work needed to complete the cleaning tasks.
- The Complete Package requires a minimum of 2 housekeepers for 2 to 4 hours simultaneously each time, depending on the amount of work needed to complete the cleaning tasks.



- Housekeeping attendants conducting service may be subject to change without prior notice.
- An advance notice of 24 hours is required for any cancellation or change in date/time of service, subject to Housekeepers' availability. Cancellations or changes in date/time with less than 24 hours' notice shall be charged and non-refundable.
- The Housekeeping Attendants shall exercise due care and vigilance in maintaining the Resident's property and items. However, in the event items within the apartment are damaged while the Housekeeping Attendants are conducting their services, and the damage is neither non-deliberate nor caused by an act of willfulness, the liability sustained by the Hotel is capped at the charge for that service visit.
- All quoted rates, terms & conditions are subject to change by the hotel without prior notice
- If the Resident is not personally present to open and permit the entry into her/his residence. Please assign your assistant or representative to open the unit for our housekeeping team. Otherwise, please allow our Residence Concierge to withdraw your unit key that you have deposit with CJP to service attendants.

