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FREE UNLIMITED WI FI **Puri Mas Beach & Spa Resorts**

Please note on check in you will be given your Wi Fi vouchers at the Beach Resort for the duration of your stay.

Puri Mas Spa Resort staff will give you the Wi Fi login

Should you have any issues making a Wi Fi connection do not hesitate to Dial 0 or visit reception who may assist you.



Marcel De Rijk Puri Mas Founder

Marcel de Rijk the late owner of Puri Mas, was of Dutch descent; born in the Netherlands to a family who had close connections with Indonesia.

Marcel's Maternal Grandfather came from the Keraton, or Palace of Solo (Surakarta), on the Island of Java.

He was born into a family of “**dance**”, and became a world champion ballroom dancer together with his sister and dance partner **Ratna Wati De Rijk – De Haas**.

He was most well-known for his expertise as an International Adjudicator and Trainer.

Being a World Champion ballroom dancer, avid traveller and entrepreneur, Marcel turned his passions of dance, travel and building magnificent luxury homes filled with antiques and artefacts, into a successful business that he has been able to share and enjoy with people from all over the world.

Due to his love of dance Marcel introduced Latin and Ballroom dancing to Lombok, and especially to the young people both working in Puri Mas and living in Lombok. These students have continued his legacy and remain dedicated to his leadership in dance.

FRIENDSHIP THROUGH DANCE

A Community Project

Marcel's business and passion has always been dance.

From being partner with his sister where they championed many famous competitions including becoming 20 times Dutch Champions, to bringing the world of dance to the little island of Lombok he never stopped dancing.

Seeing a desire in Lombok for Latin and Ballroom dance, Marcel began the Lombok International Dance Studios.

He also chose to include Puri Mas as a means to provide free dance lessons to many young people in Lombok. Puri Mas sponsored all teaching, travel both domestically and overseas, clothing and competitions etc. up until 2022 when the Pandemic and Marcel's illness made continuing impossible.

His legacy has lived on with our students of dance who are now at university or working in Puri Mas and training hard for medals at the Indonesian equivalent of the World Olympics – this competition is known as PON and will take place in September 2024.

Although the students no longer have a teacher, they have succeeded brilliantly in continuing their dance by teaching themselves and we wish them every success for the coming year and in some way continue the dream of Marcel.

ABOUT US

PURI MAS BEACH RESORT – A BUSINESS BY CHANCE!

From his first visit to Indonesia with his mother, Ratna Wati Marcel fell instantly in love with the country, its people and their culture. His dream was to build a home for his mother who was half Indonesian, which would double as a holiday home for himself.

His dream was realised in 1987, when he built the luxurious three bedrooms **Superior Pool Villa known as Ratna Wati Villa**, named after his late mother Ibu Ratna Wati De Rijk.

A Resort was never in Marcel's planning – he was after all a busy dancer. However, the Indonesian Government changed the rules after Marcel purchased this land where Puri Mas now stands, meaning Marcel was unable to have his private residence. In order to continue his dream, he had no choice but build a few rooms and call it a hotel! As more suites and rooms were added, Puri Mas grew into the beautiful Beach Resort we see here today.

A SPA IS BORN

As time moved on and the **Beach Resort** increased in popularity, Marcel had inspiration to move his home in land to Kerandangan Valley just 2km from the beach where he built yet another oasis known today as **Puri Mas Spa & Wellness Center and Puri Mas Luxury Spa**.

WELCOME

A message from Ratna De Rijk De Haas, owner of Puri Mas:

I would like to welcome you to Puri Mas, and hope very much that you will enjoy your stay with us.

Although we live in the Netherlands, I regularly visit Puri Mas together with my husband Ronald, and we hope very much that sometime we might meet and have a chat. You will often catch us watching the sunset from our villa or in the restaurant.

Have a fantastic stay in Puri Mas – we hope you love it as much as we do!

Ratna De Rijk – De Haas

A message from Sara Sanders – General Manager

Being General Manager of Puri Mas since 2005 has been a complete pleasure.

Watching the property grow and change over time. We have had a lot of fun doing this, and I hope that our pleasure is felt in your welcome both from me and our wonderful staff. I live on site at the Spa Resort and will do my best to meet most of you during your stay. If for some reason we don't meet, I am always available – just ask our reception staff if you would like to meet.

Have a delightful and memorable stay with us and thank you.

Sara

ABOUT US

PURI MAS BEACH RESORT

The Beach Resort encompasses all that is Indonesian, from the quirky garden rooms, to the palatial Presidential Villa which has hosted Ibu Mega Wati Ex-President of Indonesia amongst its many distinguished guests.

The village design with its compound style behind high walls and wooden gates is typical of rural villages you will find on most islands. The meandering pathways between the buildings, the arts and artefacts in the rooms and gardens have all been considered, to encourage guests to feel that they have stepped into the world of Indonesia!

The Beach Resort offers something for all travellers and all budgets. A list of our room types is below, and we encourage you to take a look at our room categories as they are all different and quite interesting. Whether you are in a Quirky Garden room, or a Romantic Pool Villa I am sure you will love the different styles and eclectic decoration. **Please ask our reception staff if you wish to take a look at our room types.**

Location location location, to coin a phrase is second to none for the Beach Resort – just watch at sundown on the beach terrace and see Mount Agung in Bali, often framed by one of the most breath-taking sunsets you will have the joy to experience. Notwithstanding that you are overlooking the deepest strait in the world – yes the deepest. **You are no longer in Asia – but Australasia, something else that is fascinating about Lombok.**

Walk the beach, there and back is 2.5km! Snorkel off shore and more often than not spot a turtle and many tropical fish on the coral reef that is slowly regenerating following many years of education to the local villagers and fishermen about how to care for their environment. Snorkel equipment is available – Please just ask our Reception Staff.

Surfing

If you are lucky you might even catch a wave as the surf breaks to the right of the resort and can often give even a well-polished surfer a bit of a run for their money!

ACCOMMODATION PURI MAS BEACH RESORT

Puri Mas offers a unique experience in each and every room. We invite our guests to view our rooms during your stay. Please ask our Reception Staff which rooms are open for viewing daily!

- ⊙ Quirky Garden
- ⊙ Classic Queen semi ocean view
- ⊙ Royal Suite (Ocean View)
- ⊙ Jacuzzi Villa with plunge pool
- ⊙ Romantic Villa with pool (One bedroom)
- ⊙ Ratna Wati Villa with pool (three bedrooms)
- ⊙ Buddha Villa direct beach front with Pool (three bedroom)
- ⊙ Presidential Villa with pool (four bedrooms)

TELEPHONE SERVICES/BEACH RESORT

BEACH RESORT SERVICE	EXTENSION
Operator/Reception	0 / 202
Room Service/Restaurant	209
Housekeeping/Laundry	0/ 220
Spa appointments	
Tours & Diving information	

PURI MAS LUXURY GARDEN SPA

The PURI MAS SPA is the focus of this amazing property, and a **MUST DO** for every visitor to Puri Mas.

Puri Mas Spa proudly boasts **many awards and recommendations.**

Voted “Best Couple Spa Conde Nast Johannsen’s, Best Hideaway Spa - Continent Asia Best Boutique Spa - South East Asia, by hideaway Spa’s of The World.

Getting to the Spa Resort:

Complimentary Transport will take you on the fascinating 2km journey between our Beach and Spa Resorts on request any time, whether you are having treatment, or just enjoying relaxing ambiance.

Revitalising Pool – remember when you visit the **Spa Resort** to **take your swim clothes with you** so that you can enjoy the **Revitalising Pool with hydrotherapy benefits**.

A fantastic way to moisturise your skin, take away aches and pains, and reduce any sunburn with a gentle soak in this fabulous feature of our spa.

Lap Pool & Sun Lounge – the Taj Mahal style lap pool is so inviting on a hot day. Enjoy some relaxing dips and laps, and drift away for a while in this totally restful atmosphere surrounded by the hills and vast jungle complete with Monkeys!

All Puri Mas Guests are invited to enjoy the Spa Pool and gardens at any time.

Remember - **You are staying in one resort that offers two locations.**

DINING IN PURI MAS

PURI MAS BEACH RESORT

Puri Mas Beachfront Restaurant is located directly on the beach overlooking Mangsit Bay and Mount Agung in Bali. One of the best locations for dining in Senggigi.

Executive Chef Ridwan is one of the most accomplished chefs on the island.

As he has travelled profusely and he is extremely versatile whether you are looking for a delicious seafood platter, authentic Indian cuisine, of course delicious Indonesian delights and then for those with special requests such as gluten free, vegan or vegetarian he will have something for you too.

ROOM SERVICE

Should you require room service at the Beach Resort please dial 209 for the Restaurant.

SPECIAL DINING MOMENTS

Do not hesitate to ask our helpful restaurant staff to book a special dinner for you.

Maybe you have a special occasion – birthday, anniversary, or even a proposal!! Let us help make that special moment the perfect memory!

A romantic candlelight moment beside the ocean – perhaps on the sandy terrace beside the pool. Special menus are available from seafood platters to the famous Indonesian Rijsttafel – which is a cluster of small dishes giving you the chance to have a taste of the different varieties of food available from around the archipelago.

Spa Resort Rijsttafel or traditionally set up Begibung – you can't get more Indonesian than these options!

Tucked away in the hectare of tropical gardens at the Spa Resort you will find one of the most romantic spots for the perfect dinner.

Let our staff completely immerse you in a traditional Indonesian dining experience where you will be seated cushioned at a low table and served with a selection of Indonesian delights from around the archipelago. Ask our restaurant staff for a menu. You will need to book at least 12 hrs in advance.

Enquire at our restaurant to arrange your private dinner.

TOURS OF LOMBOK → Please see the separate brochure (TOUR BROCHURE)

PURI MAS HOTEL ACTIVITIES & SERVICES

- ◆ Diving, PADI courses, & snorkel equipment hire
- ◆ Dance Lessons – keep fit and have fun. If you would like a private Ballroom or Latin American / Salsa Dance Lesson, our dance teachers can be available for you.
- ◆ Full legal Weddings & Honeymoon packages / Function room for small conferences/party venue
 - Outer island visits, tours and sightseeing adventure
- ◆ Booking and confirm Domestic and International flight.
- ◆ Amazing island tours
- ◆ Spa Treatments at Puri Mas Spa – separate brochure available
- ◆ Cooking classes
- ◆ Free Yoga Spa Resort Tuesdays & Fridays 3-4 PM free to our guests including complimentary transport to the resort.
- ◆ Free Yoga Beach Resort Saturday 8.30-10AM in the Yoga Garden

HELPFUL INFORMATION

Valuables

A safety deposit box is provided in your room. We recommend all valuables are placed here. Puri Mas cannot take responsibility for any valuables or precious items.

Laundry Service

A laundry list is in your room. Please ask our Housekeeping staff, or reception to assist you. Normally it takes one day.

Beach Towels

Please be advised our beach towels will be changed every 3 days unless by request. We advise when you leave the pool you take your towel with you and dry on the towel rack.

Guests heading to waterfalls or the beach often wish to borrow a towel. Please be informed we have special towels for this and we ask you to check with reception or housekeeping.

Lost or unreturned Beach Towels - USD45, Bath Towel USD38, Hand Towel USD30,

Beach & Safe Swimming – Snorkeling & Scuba Diving (PADI)

The beach is safe for swimming just beside Puri Mas. Do be careful if snorkelling at low tide, and if the waves are high we advise you NOT to swim. Always wear sandals and please do not stand on the coral.

Snorkel equipment is available for hire please enquire with our Reception staff.

Snorkeling and Diving trips (introductory, courses etc) can be arranged with reception or at the Dive counter.

Swimming Pools – IMPORTANT INFORMATION

Our infinity pool, and private villa pools are ALL one depth, please adhere to ALL pool rules for your own safety and the safety of others especially CHILDREN.

CHILD SAFETY – all swimming pools, both public and private villa pools are ungated. **ALL CHILDREN MUST BE ACCOMPANIED BY AN ADULT AT ALL TIMES WHEN USING THE SWIMMING POOL.** Puri Mas can take no responsibility for any children left unattended especially around the pool and ocean areas.

Private Pool VILLA GATES MUST REMAIN LOCKED WHEN VACATING YOUR VILLA TO ENSURE ACCESS BY YOUNG CHILDREN IS PROHIBITED.

We thank you for NOT consuming personal food or drink in our public areas such as swimming pools or restaurants.

Modesty:

Topless bathing:

We live in a modest community here where bathing topless is not really welcome. Thank you for your understanding.

If you are travelling into the city, on a motorbikes/taxis etc. We suggest you use a t shirt and skirt/pants.

If you plan to visit Immigration to extend your visa for example, men and women are expected to be well dressed. No shorts, sandals (flip flops/jandals) or sleeveless tops.

We also ask guests to dress appropriately in our restaurant, and avoid sitting in wet costumes.

Beach Sellers

Our beach sellers are friendly local people trying to make a living.

Please understand that we have **very little jurisdiction over the sellers.**

Should they cause you considerable irritation, please inform our security, waiters or reception, or report an unwanted disturbance directly to the Management who will try and tame their enthusiasm.

Bargaining

It is normal in Indonesia to bargain for a price that you are comfortable with, and generally the sellers are happy to chat and enjoy your company as well as making a sale.

Soft Rules for Beach Sellers, outside businesses and Guests!!

- We kindly ask you **not to invite the sellers or outside businesses on to our Hotel property** for purchasing or looking at their goods.. If you would like to buy from the beach sellers, we ask you to respect the privacy of other guests and to please negotiate on the beach.

- **Useful advice** – if you say to a Beach Seller **“may be later”** – they will take this statement literally, and may continue to bother you until later comes – or you go crazy!!! If you do not wish to be bothered by the sellers, a polite no thank you should be enough, however you may need to repeat this a few times for them to take the hint. In Indonesia the words are **Tidak Terima Kasih – no thank you – this will help.**
- The local people selling from the beach are friendly, but can become annoying to some guests, especially when you are a captive audience at meal times. If their behaviour becomes unpleasant at meal times please call our security or restaurant staff directly.
- **Please do not invite beach sellers or other businesses such as massage, nails etc. into your room or terrace, if you have an appointment with a beach seller or local person, we ask you to invite them to the Restaurant or Lobby and meet them there.**

Overnight Visitors!

Overnight guests must give their **ID card to our Security** – this will be given back in the morning. Please note we do not encourage you to invite local people to stay overnight for your personal security, and the security of the resort and other guests. Please be aware that we **MUST** disclose all guests present in our hotel to the local authorities by law. We thank you for your understanding.

Inviting Business People To Your Room

Please be advised that we do not allow external businesses such as massage, sellers, manicure etc., to enter our hotel rooms.

Candlelight – in your room or terrace!!

We ask ALL guests to refrain from using natural candlelight in case of FIRE – thank you for your understanding.

Doctor on call

Please contact our Reception Staff should you require the services of a doctor. A doctor may visit to the resort, or you may attend the clinic or public hospital.

WI Fi

A FREE Wi Fi service is available at both the Beach and Spa Resorts. Please ask our front desk officer for Wi-Fi voucher.

TV

Is not provided in Puri Mas.

Transfers between Puri Mas Beach & Spa

We provide complimentary transport to the Spa Resort for guests staying at our Beach Resort.

TAXI

Available :Please ask our Reception to help you or download the Bluebird Taxi App which can also be helpful. There is also Grab available at times.

Private Transport – Harbours & Airport

We are happy to arrange transport to areas such as Senggigi, Lembar Harbour, Bangsal Harbour, or Teluk Nare or Teluk Kodek and the Airport, our Reception can inform you of the cost.

Vehicle Rental – Cars/Motorbikes/Scooters

We can assist you to rent a car/or motorbike/scooter.

Many tourists wish to rent scooters even those with no previous experience.

If you have never driven a motorcycle, we cannot allow you to rent from our resort.

Tipping

Should you wish to show your kindness and appreciation to our staff, envelopes are available from reception. It is nice if you make a comment on the envelope as all staff will see this. All Tips are shared equally amongst the Puri Mas Beach and Spa Resort staff including our trainee staff. We thank you for your generosity.

Government Tax & Service

All our rates are subject to 21% Government Tax and Service Charge, unless otherwise stated.

Changing Money & ATM's:

We are happy to change your currency; however, we do not carry large amounts of cash on the premises. There are several reputable money changers in Senggigi.

ATM's CAUTION: There are several ATM machines in Senggigi – denomination Rupiah. When taking money from local ATM – we advise the following

1. Use an ATM attached to the bank – in Senggigi

Options :

-BNI / MANDIRI

2. Do your best to take money during banking hours – Many times Lombok experiences power cuts – your card may get stuck in the machine.

3. Always remember to remove your card.

This is advice to help you stay safe.

Lost & Found

Please be aware items in Lost & Found will be kept in our hotel for a period of 2 weeks.

If during this time the hotel receives **NO** notification from the guest, the item will be disposed of!

EVACUATION

ON EVACUATING YOUR ROOM

**PLEASE LEAVE YOUR DOOR OPEN SO THAT OUR SAFETY STAFF KNOW
THE ROOM IS VACATED**

ASSEMBLY POINTS

Puri Mas Beach Resort

Car Park at entrance

Puri Mas Spa Resort

Car Park at entrance

EMERGENCY PROCEDURES

The Indonesian phrase for “HELP ME” is “TOLONG SAYA”

In the event of an emergency the Puri Mas Alarm will sound. If this happens (outside of testing), please follow our evacuation procedure.

FIRE:

If YOU LOCATE A FIRE - please alert a staff member immediately giving your room number and SAY – the Indonesian WORD for “**FIRE**”
KEBAKARAN

EARTHQUAKE:

We advise guests if possible to leave their room immediately to an open area, and take to the ground immediately. Wait for the quake to subside. Shield you head and face from falling glass and debris. Take care for falling objects. If you are unable to leave the room furniture can provide cover and air space if the building collapses. If you cannot get under furniture, crouch in an inner corner or a doorway.

Warning signs of a Tsunami In the event of a Tsunami we may receive a warning from the local authorities.

The sea may suddenly go out very quickly and much further than normal. IF you notice this taking place or if our staffs alert you to a Tsunami please follow the evacuation procedure:

Evacuation Tsunami

Make your way swiftly to the hotel entrance car park where our staff will account for you.

We ask all guests to make their way to the high ground behind the hotel as quickly and safely as possible. Do not stop to gather belongings.

Take all warnings seriously and DO NOT GO TO THE SHORELINE TO VIEW WHAT IS HAPPENING!!!