



My ambition when I created Satri House was to show the rest of the world the beauty of Laos – the indigenous lifestyle of its people, its simplicity, elegance and sense of grace. Inspired by Lao culture and built in 1904 by Prince Soupha-nouvong's parents which became the residence of Prince Soupha-nouvong (the resistance leader known as the "Red Prince" who later became the Lao People's Democratic Republic's first president in 1975), Satri House is deemed the most stylish boutique residence in Luang Prabang, donning French colonial flair with 28 guestrooms and 3 suites.

*Lamphoune Voravongsa
Owner*

Welcome to Satri House!

Our aim is to deliver a positive and memorable experience, not only with our facilities and services at Satri House but your overall experience here in Luang Prabang. We collaborate with the local community for the wellbeing of this charming city and its inhabitants. You are in a locally owned hotel providing support to our staff and their families. The focus of our attention at Satri House is on you, and what we can do to satisfy your needs during your stay with us.

Please do not hesitate to contact us to assist you or give you tips on what to do in and around Luang Prabang.

We wish you a pleasant stay in our house and thank you for choosing to stay with us.

*With warm regards
The Management & The Satri House Team*



General Information

Additional Beds

Extra (rollaway) beds are available in selected rooms. The additional charge for bed and breakfast is USD 50, and applicable to children over 8 years old. Travel cot for babies is free and available upon request.

Additional Bedding

Extra blankets and pillows are available. Please do not hesitate to contact the Reception should you require any additional bedding.

Airport Transfer

We can arrange for transfer by tuk-tuk, air conditioned car/van or a Rolls Royce.

Arrival and Departure

Rooms are available for check-in after 2pm on the day of your arrival unless prior arrangements have been made. Where possible, we will allow a late check-out, but this is dependent on room availability. We are happy to assist with the storage of luggage if you have a late departure. Please advise us in advance when you will require your luggage to be brought down from your room to the Reception.

Breakfast

Breakfast is served from 07:00AM until 10:30AM at our Restaurant. If you have an early start, please ask the Reception to arrange a simple takeaway breakfast if required.

Bicycles

Bicycles are available for your use. We can also store your bicycles or motorbikes. Please ask the Reception for further information.

Drinking Water and Ice

All the water and ice served in the hotel is bottled water, and is safe for you to drink. Also, much of the water you will be served around town is bottled. The locals don't drink the tap water either.

Early Departure

Should any guest wish to make an early departure, we ask that they notify us beforehand so the necessary arrangements can be made for the settlement of accounts.



Electricity

The voltage here is 220V. If you need an adaptor, please contact the Reception.

Photocopying, Emails, and Internet

For those facilities, please contact the Reception. We are at your service. Complimentary WiFi is available in your room and throughout the hotel.

Laundry

Laundry basket is provided in your room. Kindly leave your laundry in the basket together with the completed Laundry List. Your Housekeeping Attendants will collect it when they clean your room and return it the next morning.

Medical Assistance

Please be aware that medical facility in Luang Prabang is very limited. However, should you require any information or assistance, please contact the Reception.

Mini Bar

Your in-room mini bar will be refilled daily, and consumption will be billed directly to your room account. Any opened items will be charged. Prices are net and tax inclusive.

Payment

Cash and credit cards are welcomed modes of payment. For credit cards, we accept only Master and Visa cards, not American Express or Diners cards.

Personal Safe

We strongly urge guests to make use of the personal in-room safe for your valuables.

Pets

Please be informed that NO PETS are allowed on the property.

Picnic Lunch

If you wish to have a picnic experience while exploring the surrounding area of Luang Prabang, we are delighted to provide you with a picnic basket. Kindly contact the Reception one day in advance.

Reception

We have 24 hours Reception service. Should you need any assistance, please dial " 0 " to contact our Reception.



Road Safety

Traffic drives on the right side of the road. Luang Prabang is not as busy as many Asian cities, but like anywhere, it is recommended to be cautious. Luang Prabang is pedestrian friendly with footpaths in much of the town. If you use a bicycle, take care to stay to the side of the road, and it is advisable not to cycle at night, as some streets are not well lit.

Room Facilities

The following are available in room for your use:

- ❖ Bathrobes
- ❖ Television (available upon request)
- ❖ Telephone
- ❖ Hairdryer
- ❖ Personal safety box
- ❖ WIFI
- ❖ Air conditioning and ceiling fan

Room Valet

- Mosquito repellent
- Magnifying mirrors
- Reading glasses
- Electrical adaptors
- Luggage packing service
- Prepaid internet SIM cards
- Ice bucket
- Television
- Pillow selection:
 - ❖ Hypoallergenic pillow: A good choice if you are allergic to dust mites. Firmer or softer versions are available.
 - ❖ Memory foam pillow: Provides good support, and helps you relax and sleep well. The memory foam filling responds to your body temperature, and molds to the shape of your head and neck.

Please contact the Reception extension " 0 "

Room Service

Room service is available to all guests between 12:00 noon and 09:30PM. Please dial " 329 " for the restaurant.



Security

Luang Prabang is generally a safe place. Tourists and locals can walk safely at any time around town, but like anywhere, it is recommended to be aware of your surroundings and keep your senses at all time.

Smoking Policy

All rooms in the hotel are strictly non-smoking. Please be informed that a fine is applicable should this policy not be respected. There are smoking friendly areas in the hotel, such as the bar area, terraces and verandahs outside the rooms.

Telephone

Telephone calls from your room will be charged per unit, and will automatically be added to your bill. Please dial " 0 " for the Reception's assistance.

Tipping

If you feel that the hotel staff have done a good job and would like to tip them, a generous amount is 5% - 10% of your bill. We suggest you to leave your tip at check out. All tips are shared equally among the staff.

At small local restaurants, tipping is not expected, but it can be done if you receive good service.

Useful Phrases (in phonetics)

Hello: *Sa bai dee*

Thank you: *Kup Jai*

Goodbye: *Bai Gon*

How much? : *Tao dai?*

You must be joking: *Paeng Poort!*

Visitors

Under Lao law, only registered guests may have access to the rooms. The Tourist Police are strict about this, and we are obliged to comply. Please abide by this rule so as to avoid unnecessary embarrassment for all concerned.

Wake-Up Calls

Please contact the Reception for your wake-up call.

About Luang Prabang

Luang Prabang is the former capital of Laos and is now a UNESCO World Heritage city.



Luang Prabang is a wonderful patchwork of traditional Lao wooden houses and hints of European architecture; reminders of when Laos was part of the French colony of *Indochina*. Golden-roofed wats (temples), decorated with mosaics and murals of the life of Buddha, sit under the gaze of wrap-around teak balconies and 19th century shuttered windows. All of this is set against a backdrop of verdant greenery and rugged mountains.

One of those small cities with atmospheric and charming personalities, Luang Prabang has topped the Top City category in Wanderlust's annual (popular choice) travel awards several times.

As a visitor, you cannot help but be amazed by the tidiness and cleanliness of perhaps the most charming city in all of Southeast Asia. In 1995, the city was placed on the UNESCO World Heritage list.

With UNESCO so closely involved and a largely responsible group of local business owners, the pressures of mass tourism development have been held at bay.

Designated as the first UNESCO listed site in Laos, the city itself offers a treasure trove of discoveries. Simply meandering down the streets can be rewarding in itself. The peninsular section of the city is glutted with well-preserved temples.

History of Luang Prabang

Luang Prabang rose to prominence as the capital of the first Lao kingdom (*Lan Xang* - land of the million elephants) from 1353 onwards. The city owes its present name to the *Pha Bang*, a revered Buddha image (now in the Royal Palace Museum) which was brought to the city by King Visoun during the golden age of *Lan Xang* in the early 1500s.

The fragmentation of the Lao kingdom at the end of the 16th century saw Luang Prabang become a militarily weak independent city-state paying tribute to the surrounding kingdoms. Ultimately, the 1887 sacking of the city by the Chinese Haws led the Luang Prabang monarchy to accept the protection of the French, whose influence led to the construction of the many fine colonial villas that sit harmoniously alongside the traditional Lao architecture.

The city fell into decline in the latter half of the 20th century following the reluctant withdrawal of the French, and the 1975 revolution, which brought an end to the Luang



Prabang monarchy. The relative poverty of newly-independent Laos perhaps helped save Luang Prabang from the ravages of 20th century city planning.

The reopening of Laos to tourism in 1989 resulted in a remarkable turnaround in the city's fortunes, as crumbling timber houses and colonial mansions were sensitively restored and transformed into immaculate guesthouses and boutique hotels.

Transportation

By Air

The airport is located just 5 km north-east of the city, and has scheduled flights to/from Bangkok, Chiang Mai, Hanoi, Jinghong, Pakse, Siem Reap, and Vientiane.

- ***Bangkok Airways*** offer daily flights to/from Bangkok.
- ***Laos Airlines*** offers flights to/from Bangkok, Chiang Mai, Hanoi, Jinghong, Pakse and Vientiane.
- ***Lao Central Airlines*** flies daily from Vientiane.
- ***Silk Air*** offers flights to/from Singapore via Vientiane.
- ***Vietnam Airlines*** offers flights to/from Hanoi and Siem Reap.
- ***Air Asia*** offers daily flights to/from Bangkok Don Muang Airport.

By Train

422.4 km long, the Laos–China Railway was officially opened on 2 December 2021. Now, guests can travel from Vientiane to Luang Prabang, Luang Prabang to Vang Vieng, and more, promising an extraordinary journey aboard the fast train.

Tickets can be bought at every travel agent in the city. It is recommended to book tickets in advance.

By Road

From Hanoi (Vietnam), one could take a 30-hour bus to Luang Prabang. Just ask any travel agency. Please note that not many offer this service, but you can find it if you try hard enough. It is easier to find Hanoi to Vientiane (24h) or Dien Bien Phu to Luang Prabang (24h).

Highway 13 connects Luang Prabang to Vang Vieng and Vientiane in the south and via Highway 1 to the north.

There are three bus stations, each a little bit out of the city, which serve different directions. Tuk-tuk drivers know which bus station to go to for which destination. Please contact the Reception for bus schedules.



Tickets can be bought at every travel agent in the city. It is recommended to book tickets in advance, particularly for "VIP" buses, as they have reserved seats.

By Boat

Boats ply the Mekong to and from Huay Xai at the Thai border, stopping in Pakbeng, where you can catch overland connections towards the northeast and the border with China. The trip takes 2 days (both days about 9 hours) by slow boat, or 6 bone-rattling hours by speedboat. There are also operators now offering 2-day cruises.

Expect to spend the night in Pakbeng if you're taking a slow boat (the safest option), or to arrive in Luang Prabang deaf, shaken and either exhausted or exhilarated from six hours in a speedboat.

If you leave Huay Xai in the afternoon, you can get a speedboat to Pakbeng (3 hours) and join the slow boat from there, this might save you a night in Huay Xai. There is also a twice weekly "one day comfortable boat" between Luang Prabang and Huay Xai, but the cost is significantly higher.

Luxury Cruise

The major operator is Nagi of Mekong. It operates two-day cruises to Huay Xai that stop in Pakbeng for the night.

Although the journey takes as long as taking the slow boat, the operator offers vastly superior facilities and equipment than public slow boats. You have a reserved seat and are given lunch.

Local Landmarks and Culture

Alms Ceremony

Starting at dawn (05:30AM), monks receive alms from locals and tourists. The main area is along Sakkaline road near Wat Sensoukharam. Just look for the long row of rice baskets and stools that have been laid out for tourists who have paid for the privilege of giving alms. If you do give alms, please respect the local customs associated with giving. If you are unsure, please ask our staff. Most importantly, dress appropriately, and please keep a distance from the monks and respect this morning tradition. Please be aware that local merchants have used the eagerness of tourists to participate in this local tradition as a means of making easy money, and sometimes sell unsuitable, stale and even unsafe food. If you wish to participate in this ceremony, it is recommended to buy food (fruit is a good option) yourself, and avoid giving food of unknown quality.



Haw Kham

Haw Kham – Former royal palace and now national museum. Entry is 30,000 KIP. Please note that bags and shoes are not allowed. A free locker is available. Also, photos and videos are prohibited. It is open 08:00AM – 11:30AM and 13:30PM – 16:00PM every day.

Phou Si/Chomasy Hill

The main hill in the city from which you can have a good view of the whole area. It's not a very steep climb from the bottom, and sunrises and sunsets are the most sensible and rewarding times to go up. There are panoramic views from the top. There are two entrances from ground level: one on the north along Sisavangvong road facing the Royal Palace, and another one on the east on Sisavang Vatthana road. The northern entrance has about 130 steps up to the ticket counter, and another 190 steps to the top. Even folks with low fitness levels should be able to complete the climb, although it can be tiring for the unfit. The eastern entrance is longer than the northern one, but is less steep and has more points of interest along the way, which are perfect excuses for stopping for a breather on the climb. Entrance fees is 20,000 KIP.

Sunset on the Waterfront

Take a walk along the Mekong, or sit and enjoy dinner at one of the many restaurants and watch the sun sink into the horizon. If having dinner, make sure to bring some mosquito repellent or wear long trousers.

Wat Xieng Thong

The oldest monastery in the city, and one of the most beautiful. Opens 06:00AM - 18:00PM. Entry fees is 20,000 KIP. One entrance is on the road along the Mekong River, and the other is on the by-lane off the main road.

Wat Phon Phau (Vipassana Temple and Park)

This golden temple, highly visible from Phou Si, is a shrine for Buddhists who practice Vipassana meditation.

Wat Khili, Wat Sibounheuang, Wat Sirimoungkhoun Sayaram, Wat Sop Sikkharam

Small cozy nice temples. Really great atmosphere of real temples. Located near Wat Xieng Toung. No entrance fees.

Out of the City

Mandalao Elephant Conservation

We encourage guests who want to experience an interaction with elephants to visit Mandalao, which is a non-riding, intimate encounter with elephants promoting ethical



treatment of these incredible animals which are still at risk of abuse and ill-treatment. Mandalao offers 3 half-day tours and 1 full-day tour. Go online to their website at www.mandalao tours.com for more details about each of the encounters they offer. Mandalao is about 30 minutes drive away, and they provide pick-up from the hotel. We can book these tours for you.

Tat Kuang Si Bear Rescue Centre (*inside Kuang Si Waterfall park*)

Run by *Free the Bears*, an organization that rescues endangered Asiatic black bears from poachers and bear bile farms. The sanctuary does not receive any money from the waterfall park admission and relies on donations, so support them by buying T-shirts and other merchandise from their shop. Feeding time is around noon.

Kuang Si Butterfly Park (*300m before Kuang Si Waterfalls*)

11:00AM - 16:00PM, open daily except Thursdays.

Opened in January 2014. Total of 2,800m² of landscaped gardens, orchids, 900m² of netted butterfly garden, free natural fish spa (those little nibbling fish that feed on your skin), European bakery, good coffee/tea. Best to visit on sunny days.

Tour 1: Explorer Tour, USD 5 per person

Tour 2: Butterfly & Apple Pie Tour, USD 10 per person

Tour 3: The Children's Charity Tour, USD 25 per person

Kuang Si Falls

Opens 08:00AM - 17:30PM. Admission is 25,000 KIP.

A large multi-stage waterfall, accessible by boat or truck hire, some 29 km south of Luang Prabang. You can also rent a motorbike to transport yourself there. There are food and tourist stalls outside the waterfalls. It is worth putting a whole day or more aside for seeing this, because it is a great place to relax and meet others. There are multiple pools at different levels, all of which are reportedly safe to bathe in, and are extremely picturesque. Be careful of leeches in the water, especially if you climb to the top of the falls.

Pak Ou Caves

The famous "Buddha caves" are north of the city on the Mekong and can be reached by river boat, a two hour journey each way. The trip is actually more about the journey than the destination. The trip up the Mekong is beautiful. The caves were used as a storage unit to keep the damaged Buddha statues (it is considered bad luck to throw them away, so they are often stored in caves) and were made a tourist attraction. There are two caves: one on the entry level and another, the upper cave, on top of the hill, which is a very steep climb. A torch is recommended to see the upper cave, and it will be provided at the entrance.



Tad Sae Waterfalls

Stepped waterfalls which are not as big as Kuang Si, but still very beautiful. You can bathe there, and elephant rides are also available. Though most people stop at the main waterfalls near the entrance, you can walk alongside the streams for couple of miles and find more waterfalls. Admission is 15,000 KIP. Please note that there is not much water in the dry season.

Zip-line next to Tad Sae Waterfalls

A 20-platform zip line. Total length of all segments is claimed to be over 1000m long. It is located next to Tad Sae Waterfalls.

Tad Thong Waterfall and Nature Trail (6 km from the city centre)

The waterfalls are not as spectacular as Kuang Si, but there is a paved 50-minute walk through the jungle, through a forest of huge trees dotted with picnic areas. Closed for many years but now open. Water from the falls cascades into a big lake that you can swim in.

Arts and Crafts

Garavek Traditional Storytelling Theatre

A small black-box theatre performing a selection of traditional Lao stories – legends and folktales of Luang Prabang. The stories are told in English, with the live musical accompaniment of khene (a traditional Lao instrument), every evening from 18:30PM to 17:30PM. You can buy tickets before the show.

Ock Pop Tok Living Craft Centre

On the banks of the Mekong just 2km south of Luang Prabang city, it offers an informative free tour to all visitors. Operating as a fair trade traditional weaving centre, you can take classes in bamboo/textile weaving, dye your own silk, draw your own batik, or just relax at the Mekong garden cafe. Free tuk-tuk departs daily from both Ock Pop Tok shops in the city.

Traditional Arts and Ethnology Centre

A small but perfectly formed museum dedicated to the ethnic cultures of Laos. Find out more about the groups that make Laos unique, and enrich your visit to Luang Prabang. It is located at the foot of Phousi Hill behind Dara Market. It can sometimes be closed for exhibition changes, so please check in advance. Opens Tuesday - Sunday from 09:00AM to 18:00PM. Closed on Mondays. Entry is 25,000 KIP.



Backstreet Academy (www.backstreetacademy.com)

An alternative tour experiences platform which enables locals to offer authentic and unique activities to tourists, such as silk weaving, food tours, wood carving workshops, paper stenciling, traditional music instruments, and even a course where you can make your own knife or crossbow with local craftsmen. A social enterprise, they work with many underprivileged people who either serve as hosts or facilitators. The facilitators will pick you up from your hotel. These facilitators are usually young students looking for work to pay for their education.

Music For Everyone School (MES)

An amazing organization, this school provides free music classes to Lao children and teens. Volunteers are enthusiastically welcomed to drop by, to either play with students or help with any kind of skills they may have. An amazing chance to help and connect through the passion of music.

Shopping

Night Market (on Sisavangvong road) - It caters to tourists with every kind of souvenir you want. It starts from 17:00PM and closes at about 22:00PM. Particularly good are the duvet covers, cushion covers, and pillow sets. They will custom manufacture one to your dimensions in one day. It is well worth a look, and the hawkers are very pleasant to deal with and amazingly non-pushy by Asian standards. Traders range from young children to the elderly who usually make the items they sell. Good-natured bargaining is advisable, but don't obsess over this and ruin your experience. Thai baht and US dollars are widely accepted but the exchange rates vary.

Ma Te Sai - A fair trade shop selling handicraft and products from villages all over Laos. Specializes in handwoven, naturally dyed cotton. Supports local artisans. The motto is: From the Village, For the Village. Ma Te Sai can also organize handicraft and weaving village tours.

Ock Pop Tok - An ethical trading company with superb galleries. It also runs classes and visits to village weaving facilities.

Dining

Restaurants line Sisavangvong road and the roads along the Mekong and Nam Khan. Food runs the line from standard Southeast Asian to more traditional Lao dishes, including buffalo sausage, right up to very high quality French cuisine.



There are also numerous market stalls for cheaper food, including baguettes, crepes, and pancakes. Stalls along an alleyway between the night market end of Sisavangvong road and the Mekong offers superb Lao street food at bargain prices.

While the buffet tables are the cheaper way to eat, be wary of the hygiene and note the distinct lack of local customers, which is an indicator of the standard of food on offer.

Local specialties include:

- French baguettes and other bakery items.
- Fried dried riverweed with sesame seeds dipped in a chili sauce.
- Buffalo steaks and sausages.
- Larb salads with different kinds of meat, fish or tofu.

Rent a Motorbike

At USD 15-20 per day, riding around the surrounding areas of Luang Prabang is a fantastic way to see the countryside. Fuel for the whole day may approximately cost around 50,000 KIP. Typically, they will keep your passport.

Cooking Classes

This is an enjoyable way to gain insights into Lao culinary methods and traditions. There are three cooking class providers in the city, all attached to popular restaurants, using Lao chefs/instructors. They differ somewhat in style and content, but all start with a tour of the local food market and include transport and copies of their recipes and other information about Lao cuisine. Participants sit down to eat their dishes afterwards.

ATMs

There are some ATMs accepting Visa, MasterCard, Maestro, and Eurocards. These ATMs are situated mostly in Sisavangvong road near the end of the Night Market. The ATMs dispense currency in Lao KIP and some of them (such as Banque Franco-Lao) allow a maximum withdrawal of 2,000,000 KIP with a charge of 40,000 KIP. Multiple withdrawals are allowed to a daily maximum of 1,500,000 KIP depending on your credit card limit.

Money Changers/Exchange

There are a number of moneychangers located either on Sisavangvong road or in the permanent markets further east. The rates offered may vary, so shop around before you change. It may be better to stick with official money changing services at a bank,



which are easily found. It is advisable to always count your money in front of the moneychanger after the transaction.