



HELLO SIR/MADAME, TUK-TUK?!!

The most popular way for visitors to travel in and around Siem Reap is by tuk-tuk. As a hotel we do our very best to ensure that our guests have the most enjoyable and smooth stay in our town. After fourteen years' experience we can say confidently that most tuk-tuk drivers are pleasant, helpful and honest. However, some are not - and so we advise you to read the information below carefully:

[1] You are strongly advised to take advantage of the hotel pick-up service from the airport or the bus stations. Because of the distance involved the hotel is unable to arrange pick-up for you from the boat station but the estimated cost by tuk-tuk from the boat station to the hotel is USD5 (five) – USD6 (six).

[2] For a stay of three nights or more the pick-up is free; for stays of fewer than three nights the cost is USD3 (three) per tuk-tuk. Tuk-tuks can transport 2 passengers with luggage or 4 passengers with small luggage/backpacks. The hotel cannot be held responsible for an unofficial tuk-tuk driver charging you more.

[3] If you are flying to Siem Reap please inform us of your arrival time, flight number and the city you are flying from.

[4] If you are travelling by bus, please inform us of the estimated arrival time, the city you are travelling from and, **most importantly**, the **bus company** which you are using. **The hotel cannot pick you up if we do not know the bus company** because there are several bus dropping off points in Siem Reap and several companies may be arriving from the same city.

[5] The fare from the hotel back to the airport is USD5 (five). The fare from the hotel back to a bus station or dropping off point is dependent upon which one you need to go to. But if you are travelling by bus from Siem Reap to other destinations in Cambodia, Thailand or Vietnam, the hotel can arrange tickets for you. In that case, you will be collected by the bus company at the hotel.

[6] If you use one of our hotel tuk-tuk drivers, he will, of course, hope that you will use his services during your stay in Siem Reap **but you are not obliged to do so**.

[7] We would, however, **strongly encourage you to use the hotel drivers** because they will not, under any circumstances, overcharge you. The fares quoted for the various excursions are the accurate ones.

The hotel cannot guarantee that unofficial tuk-tuk drivers will give you the correct fares.

If, for example, an unofficial tuk-tuk driver picks you up from the airport and offers to take you to the temples the following day, we would suggest that you do not agree immediately to that until we have made sure that you have negotiated the best fare. Simply advise the driver that you would like to talk with the hotel first. You can invite the driver to come to the hotel the next day – and this gives you enough time to talk with us.

An unofficial tuk-tuk driver will frequently offer you free transport from the airport/bus station **in return for using his services the following day**. If you decide not to use him further then you would, of course, simply pay him the fare for the transportation from the airport/bus station.

[8] Below are the fares (per tuk-tuk) for the most popular excursions:



[A] **Angkor Short Tour** (the most common tour taken by guests who are in Cambodia for the first time)

- Angkor Wat
- Angkor Thom Gate
- Bayon
- Baphuon
- Phimeanakas
- Terrace of the Elephants
- Terrace of the Leper King
- Ta Keo
- Ta Prohm
- Sras Srang
- Sunset at Phnom Bakheng

USD15 (fifteen) per tuk-tuk
Angkor Entrance Fee USD20 (twenty) per person

If you wish to see the sunrise at Angkor there is an additional charge of USD5 (five) per tuk-tuk because the drivers have to rise as early as 430am in order to collect you from the hotel at about 5am.



[B] **Angkor Grand Circuit** (escape the crowds; there are far fewer tourists go on the Grand Circuit)

- Preah Khan (fabulous alternative to Ta Prohm: same atmosphere, same design, same surroundings and vegetation, hardly anybody there!)
- Neak Peon
- Ta Som
- Banteay Samre
- East Mebon
- Pre Rup (another great spot to take in the sunset)

USD15 (fifteen) per tuk-tuk
Angkor Entrance Fee USD20 (twenty) per person



[C] **Banteay Srei + Grand Circuit**

Banteay Srei has by far the most intricate and beautiful carvings of all the Angkor temples. Many visitors combine Banteay Srei with the Grand Circuit temples. However, Banteay Srei is 40km from Angkor and so there is an **additional charge of USD10 (ten) per tuk-tuk**. It's an 80km round trip for the tuk-tuks and it takes a lot of gasoline! The Angkor Entrance ticket is valid for Banteay Srei.

Grand Circuit USD15 (fifteen) per tuk-tuk
+ Banteay Srei USD10 (ten) per tuk-tuk
Total: USD25 (twenty five) per tuk-tuk

Please note that the Angkor itineraries are suggested ones (but by far the most common). You can rearrange the itineraries but we would recommend you discuss with us and the driver because rearrangement may involve a change in the cost of the fare.

The services of the tuk-tuk driver will continue until sunset. Thereafter he will bring you back to the hotel or drop you off in town. If you decide to use the tuk-tuk for longer than this it would be reasonably expected to pay the driver extra depending on the number of hours you wish him to stay with you.



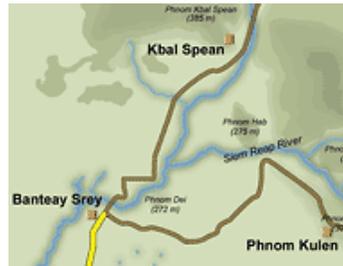
[D] Kompong Phluk water village

If you have had enough of temples after two days, we recommend you take the tuk-tuk to Kompong Phluk water village, about 40 mins from Siem Reap.

USD15 (fifteen) per tuk-tuk
Entrance fee/boat USD20 (twenty) per person

There is an option of taking an additional smaller boat deeper into the surrounding forests at a charge of USD10 (ten) per small boat which can take 2 passengers.

[E] Other excursions



You can combine the excursions above with other destinations for example **Kbal Spean**, **Tonle Sap Lake** and the **Landmine Museum**, but, since this can involve greater distances, you should discuss with us and the driver first in order to get the best possible fare.

Kbal Spean, for example, is a further 12km on from Banteay Srei and some of our guests also wish to include that. That would normally be an additional USD5 (five) if going on from Banteay Srei.

[9] Dealing with tuk-tuk drivers on the street:

always agree on the fare first; 99% of the time, the fare first quoted will be higher than normal; negotiate for a lower fare (you can get a tuk-tuk from the Old Market to the hotel for USD1 (one) but they will probably ask for USD2 (two) – although if you're heading back from a night at Temple Bar you'll most likely agree to USD2!)

if you don't change your itinerary he should not change his fare; once you have agreed upon a fare – and you do not ask the driver to take you anywhere else – then he should not unexpectedly ask for additional money once you are already on your way.

do not pay a tuk-tuk driver until he has taken you to your destination; there are literally thousands of tuk-tuk drivers in Siem Reap and if he insists upon being paid in advance simply walk away; you can be sure there will be plenty of other drivers around!

I paid \$25 for the short tour.

You should have used a hotel tuk-tuk.

