



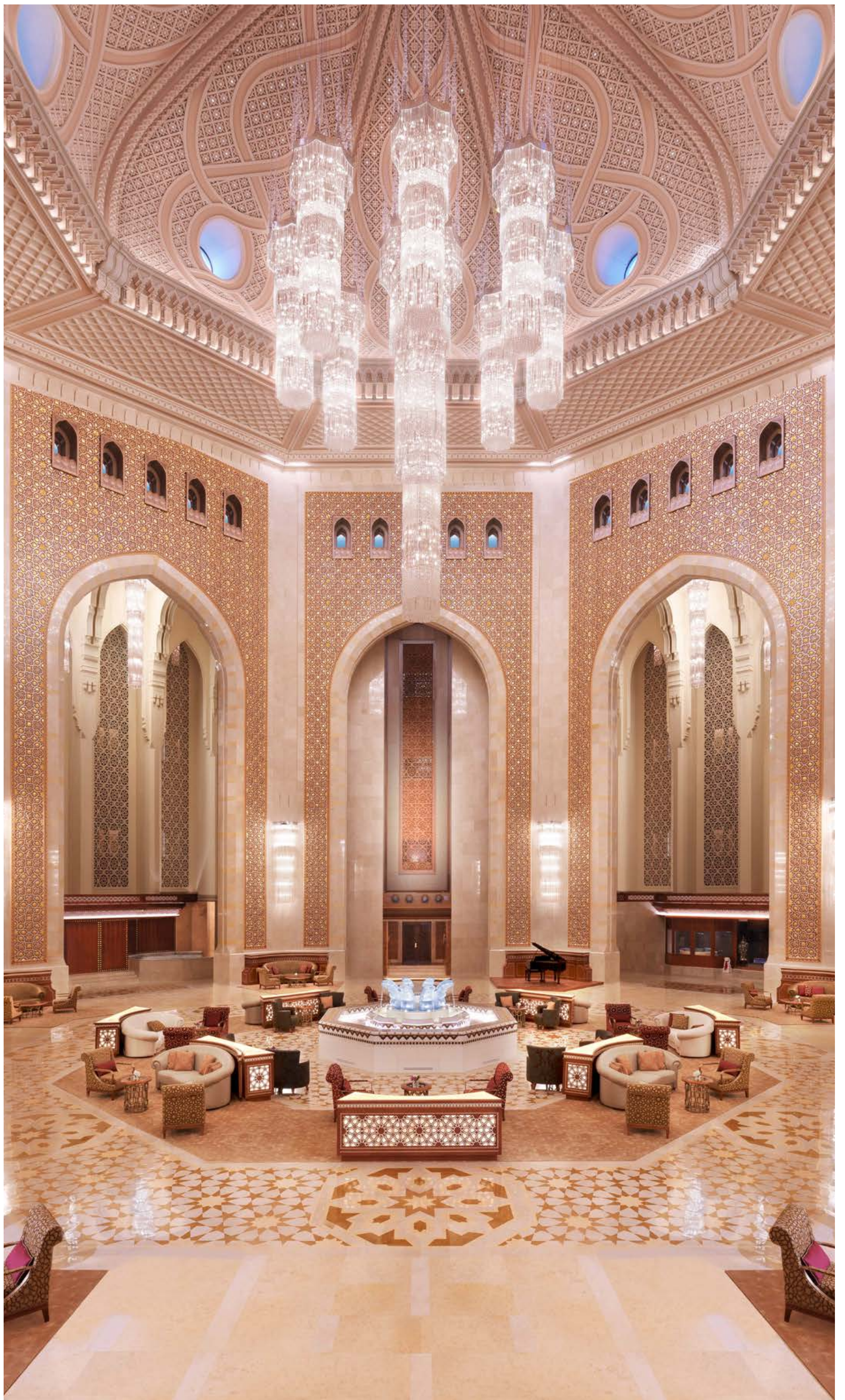
AL BUSTAN PALACE
A RITZ-CARLTON HOTEL

THE PALACE

AT A GLANCE



RECEPTION



RECEPTION HOURS & INFO

Is the reception available throughout the day?

Yes, the reception operates 24 hours.

What are the spoken languages available in the hotel?

English, Arabic, German, French, Russian, Italian and Turkish

Is there a Guests Relation Team? If yes, what are their spoken languages?

Yes, we have a dedicated Guest Relations team available from 8 a.m. until 11 p.m.

Languages spoken in this department are:
Russian, German, English and Arabic.



ROOMS

The hotel has a total of 8 floors with 250 rooms (52 suites & 198 rooms). The main hotel building consists of an octagonal-shaped tower (5th until 8th floor) and two side wings (1st until 3rd floor). The main tower houses 6 room types: Deluxe Mountain-view, Deluxe Sea-view, Executive Suite Mountain-view, Executive Suite Sea-view, Presidential Suite Mountain-view and Presidential Suite Sea-view. The East & West wings feature 3 room types: Lagoon Pool Access, Deluxe Pool-view and Junior Suite. The hotel lobby is located on the 4th floor.

ROOM CATEGORY	SIZE	KING BED	TWIN BED	TOTAL ROOMS
Deluxe Mountain View	40sqm	47	9	56
Deluxe Pool View	40sqm	54	16	70
Deluxe Sea View	40sqm	30	6	36
Lagoon Pool Access	40sqm	28	8	36
Junior Suite	60sqm	12	-	12
Executive Suite Mountain View	80sqm	17	2	19
Executive Suite Sea View	80sqm	12	1	13
Presidential Suite Mountain View	300sqm	4	-	4
Presidential Suite Sea View	300sqm	4	-	4
Family Suite Junior Suite + Deluxe Pool View	60+40sqm	8	-	8
Accessible Rooms	40sqm	3	-	3

DELUXE ROOM - MOUNTAIN VIEW
MAIN TOWER | 5 & 6 FLOORS

Classic style, bathtub with shower, carpeted floor and balcony

DELUXE ROOM - POOL VIEW
EAST OR WEST WING | 2 & 3 FLOORS

Modern, contemporary style, walk-in shower with separate bathtub, tiled floor and balcony

DELUXE ROOM - SEA VIEW
MAIN TOWER | 5 & 6 FLOORS

Classic style, bathtub with shower, carpeted floor and balcony

LAGOON ROOM - POOL ACCESS
EAST OR WEST WING | 1 FLOOR

Modern, contemporary style, direct access to pool with terrace equipped with child lock door, walk-in shower with separate bathtub and tiled floor

JUNIOR SUITE - POOL VIEW,
EAST OR WEST WING
1, 2 & 3 FLOORS

Modern, contemporary style, walk-in shower with separate bathtub, Tiled floor
4 Junior Suites have direct access to the Lagoon Rooms, rest located on 2 and 3 floors

EXECUTIVE SUITE - 1 BEDROOM
MOUNTAIN VIEW
MAIN TOWER | 7 & 8 FLOORS

Classic style, walk-in shower with separate bathtub, carpeted floor and balcony

EXECUTIVE SUITE - 1 BEDROOM
SEA VIEW
MAIN TOWER | 7 & 8 FLOORS

Classis style, walk-in shower with separate bathtub, carpeted floor and balcony

PRESIDENTIAL SUITE - 2 BEDROOM
MOUNTAIN VIEW
MAIN TOWER | 8 FLOOR

Classic style, each Presidential Suite has one bedroom with king size bed and one bed room with twin bed and balcony.

PRESIDENTIAL SUITE - 2-BEDROOM
SEA VIEW
MAIN TOWER | 8 FLOOR

Classic style, each Presidential Suite has one bedroom with king size bed and one bed room with twin bed and balcony.

FAMILY SUITE - 2 BEDROOM
POOL VIEW
EAST OR WEST WING
2 & 3 FLOORS

Modern, contemporary style, walk-in shower with separate bath tub. All Junior Suites are with king bed and connected to Deluxe Twin Bed rooms with pool view.

ACCESSIBLE ROOMS
MAIN TOWER | 1, 2 & 3 FLOORS

Rooms with carpeted floor and accessibility featured for differently

NOTES

All room categories are connected to the same room categories except Family Suite.

Presidential Suite have connection to Executive Suite.

Executive Suites on the 7th floor do not have connection to other suites & rooms.

Suite & Rooms in the Main Tower are classic style.

Suite & Rooms in East & West Wing are modern, contemporary style as renovated in 2018.

DISCOVER



CAN ROOM TYPE BE ALLOCATED ON A LOW OR HIGH FLOOR, OVERLOOKING POOL OR QUIET AREA?

Deluxe Pool View-rooms are located in the East & West wings from 2nd to 3rd floor. If quiet rooms are preferred, rooms can be allocated away from the elevator subject to the hotel's availability.

FOR FAMILY BOOKINGS, CAN DIFFERENT ROOM TYPES BE ALLOCATED NEXT TO EACH OTHER?

Interconnecting family rooms (different categories) are available for Deluxe Pool-view to Junior Suite, and Deluxe Lagoon-access room to Junior Suite.

WHAT TYPE OF BEDS ARE PROVIDED; CAN THEY BE CHANGED? (TWIN OR DOUBLE)

Any changes of bed preference (of the same room category) is possible. However, this is subject to hotel's availability. King-size beds and Twin-size beds are available in all room categories (except Presidential Suites). The hotel features 208 guest rooms with King-size bed and 42 guest rooms with Twin-size bed. Two types of King-size beds are located in the wings (180x200) and located in the main tower (200x200). While two types of Twin-size beds are available in the wings (120x200) and in the main tower (100x200).

CAN THE HOTEL PROVIDE MATTRESS TOPPERS?

Yes, this is available upon request.

ARE EXTRA BEDS AVAILABLE? IS IT ALLOCATED IN THE SAME ROOM OR IN A SEPARATE SPACE?

Yes, an extra bed can be placed in the same room for: Deluxe Room Sea/Pool/Mountain-view categories. As the Suite categories have ample space, the extra bed can be placed in a separate area. Please note that Deluxe Room categories can only accommodate (1) extra bed or (1) baby cot.

ARE THERE ANY ADAPTED/ACCESSIBLE SHOWERS IN THE HOTEL?

Yes, it is available in the guest rooms located in the Wings.

DOES THE HOTEL PROVIDE BATHROOM AMENITIES E.G. SOAP, SHAMPOO, HAIRDRYER?

Yes, the bathroom amenities include shower gel, shampoo, conditioner, soap, dental kit, shaving kit, sewing kit, bath cap, sanitary bag, slippers and etc. Tea and coffee making facilities and hairdryer are provided as well.

HOW MANY ELECTRIC SOCKETS ARE PROVIDED IN THE BEDROOM? DOES THE ROOM HAVE USB CHARGING PORTS?

Depending on the location, some room may have 5 sockets while others may feature more. USB charging port is available.

MINI BAR, CAN IT BE EMPTIED OR WHERE CAN PEOPLE STORE MEDICAL SUPPLIES INSTEAD?

Yes can be arranged, however guest will have to request this in advance.

WIFI IN ROOM OR UPGRADE AVAILABLE, CAN THEY STREAM ON THIS SERVICE?

Wi-Fi inside the room is fully covered by -65dBm all over the room and also all public area is fully covered. Additional speed is chargeable. Rates upon request.

SAFE, HOW GUESTS ACTIVATE THIS, DO THEY REQUIRE A DEPOSIT TO RECEPTION?

No, deposit is required and instruction for the safe is available in the room.

ANY USP ABOUT THE ROOM TYPE?

Superior rooms have bathrobes, slipper and fruit basket on arrival, 2xbathrobe and 2x Slippers will be provided in all rooms, as well welcome amenities.

INFORMATION ABOUT CLEANING SERVICES

The cleaning of the rooms will be done daily as well turn down service. The bath towels, etc. will be changed, if the items will be on the floor. Bed sheet will be changed every second day.



HOW DO GUESTS ARRANGE FOR AN UPGRADE?

Complimentary room upgrade prior to arrival or upon check-in is subject to availability. Upgrades are highly unlikely available during peak season or when the hotel has limited availability.

FOR PAID UPGRADES, DO GUESTS PAY AT THE RECEPTION?

Payments can be processed during the check-in or charges can be paid upon check-out.

WHEN REQUESTING FOR A ROOM CATEGORY DOWNGRADE, DO THE GUESTS GET A REFUND?

This may vary and is subject to terms and conditions.

WHEELCHAIR ACCESS

ARE ALL FACILITIES AND AREAS OF THE HOTEL WHEELCHAIR OR ELECTRIC SCOOTER ACCESSIBLE?

Yes, all areas including lobby, restaurants, and recreational areas are accessible by wheelchair.

ARE THERE MANY HILLS OR STAIRS AROUND THE COMPLEX?

Common areas are designed for convenient access and ramps are widely available to accommodate wheelchair.

CAN DISABLED GUESTS WALK EASILY INTO THE POOL OR IS A CHAIR LIFT PROVIDED?

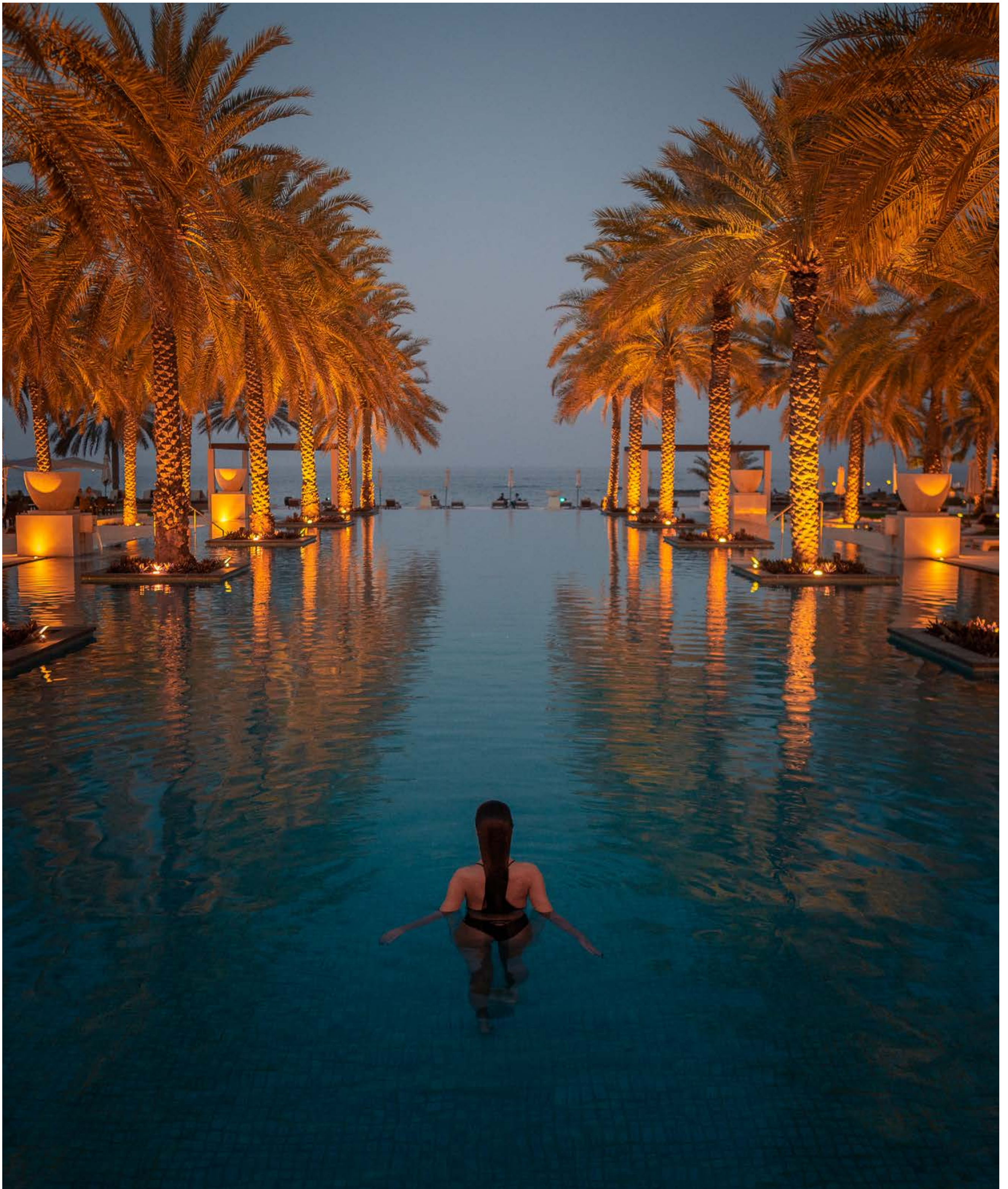
Chair lift is not available. However, accessible ramps are available until the pool facilities.

ARE THERE ACCESSIBLE TOILETS?

Yes, we have two accessible toilets in the hotel lobby area.

WHAT IS THE PROXIMITY OF THE MAIN HOTEL FACILITIES E.G. FROM THE MAIN RESTAURANT TO THE RECEPTION?

Al Khiran Kitchen is approximately 3 minutes from the reception.



ADAPTED ROOMS

ADAPTED ROOMS AVAILABLE?

Yes, the hotel has 3 accessible Deluxe Pool-view rooms.

HOW CAN WE BOOK OR REQUEST FOR ACCESSIBLE ROOMS?

Accessible rooms are subject to hotel's availability. Please notify our Rooms Reservations team of your room type preference upon booking.

HOW WIDE IS THE DOOR TO ACCESSIBLE ROOM AND ITS BATHROOM?

The entrance door's width measures 84.5 cm and the bathroom is 106 cm in size.

CAN A WHEELCHAIR MOVE FREELY AROUND THE ROOM?

Yes, it can.

CAN A WHEELCHAIR EASILY ACCESS THE SHOWER CUBICLE?

Yes, the cubicle is designed for convenient access.

IS THERE A LIFT AND A SEAT AVAILABLE?

Yes, it is available.

DOES THE BATHROOM HAVE THE REQUIRED RAILS TO SUPPORT A DISABLED PERSON?

Yes, it does.



FAMILY PACKS OR COTS

DOES THE HOTEL PROVIDE FREE COTS?

Yes, a maximum of (1) baby cot is provided on complimentary basis when booking deluxe room categories and (2) complimentary baby cots for suite categories.

DO THEY HAVE BABY PACKS OR HIRE?

This service is not available. however we have Kits Club which is free of charge.

DOES THE HOTEL PROVIDE HIGH CHAIRS?

Yes we do provide highchairs.

LATE CHECK OUT / EARLY ARRIVALS

ARE THERE COURTESY ROOMS AVAILABLE?

Late check-out is subject to the hotel's availability. Guaranteed late-check out until 6 p.m. is charged at 50% off the best available room rate.

AS AN ALTERNATIVE OPTION, CAN THE GUESTS USE THE SPA SHOWER FACILITIES AFTER THE STANDARD CHECK-OUT TIME?

Yes, Spa facilities are available for use after the guest's check-out.

WHAT IS THE BOOKING PROCESS?

An LPO must be sent to the Rooms Reservations team for any reservation requests.

IN CASE OF EARLY ARRIVAL, CAN THE GUESTS USE THE HOTEL FACILITIES PRIOR TO CHECK-IN?

Yes, guests may use the hotel facilities until the room is ready for check-in.

OTHER PAYABLES IN THE HOTEL (SAFE IN ROOM, POOL TOWELS, SPA/SAUNA USAGE, MINI BAR, PREMIUM ALCOHOL)

WHAT ARE OTHER COSTS PAYABLE IN THE HOTEL?

8% Service charge, 9% government tax, 5% VAT (will be added to the daily room rate daily), minibar and cabanas on the resort lawn (pre-booking is required).

DOES THE HOTEL REQUIRE A DEPOSIT?

Authorization for incidental charges is required upon check-in.

WHERE CAN THE GUESTS COLLECT POOL TOWELS AND HOW OFTEN CAN THEY EXCHANGE THEM?

Pool towels are available at the Towel Hut which operates from 10 a.m. to 6 p.m. daily. Guests may request for towels as often as needed.

ARE THERE ANY SUNBEDS, UMBRELLAS, OR PRIVATE AREAS?

Sunbeds, umbrellas, and shaded cabanas are widely available across the resort area. Cabanas must be pre-booked. A 500-metre private, ladies-only beach is situated in Al Bustan Palace Spa and is open from 10:00 a.m. until 6:00 p.m.

WHAT ARE THE AVAILABLE FACILITIES AT THE SPA?

ARE THE SERVICES FREE?

Hotel guests can enjoy the Al Bustan Palace Spa facilities for free. The facilities include sauna, gym, infrared sauna, indoor pools for ladies, ladies-only beach, and etc. Other services such as personalized treatments are charged.

IS THERE A MINIMUM AGE?

Yes, the minimum age allowed to access the facilities is 16 years old.

WI-FI INFORMATION / COMPUTER ACCESS

Wi-Fi is widely available in the hotel with a standard internet speed of 20 Mbps per device. Marriott Bonvoy members enjoy 30 Mbps enhanced high-speed internet on complimentary basis.

IS THE SPEED ABLE TO STREAM TV SERVICES?

Yes. However, if required, speed can be configured to 50Mbps upon request.

HOW CAN GUESTS CONNECT TO WI-FI?

Guests can log-in through the portal page by using their last name and room number.

CAN GUESTS HAVE MULTIPLE DEVICES LOGGED IN?

Yes, guests can use multiple devices at the same time.

ARE THERE COMPUTERS AVAILABLE FOR GUESTS USE?

Yes, the Business Center is available on level 4. Guests may connect with our dedicated Guest Relations team for any assistance.

CAN GUESTS PRINT BOARDING PASSES?

Yes, guests may use the Business Center or with the assistance of our dedicated Guest Relations team.



RESTAURANTS

*OPENING TIMES & OFFERS SUBJECT TO CHANGES

AL KHIRAN KITCHEN

All Day Dining

- Breakfast - Buffet
Daily 07AM to 10:30AM
- Lunch - A la Carte
Daily 12:30PM to 3:30PM
- Dinner - A la Carte
Sun-Wed 06:30PM to 10:30PM
- Dinner - Buffet
Thu-Sat 06:30PM to 10:30PM

AL MAHA JAZZ LOUNGE

Lounge

- A la Carte Mon - Sat
06:00PM to 2:00AM
Live Entertainments on
Thursday, Friday & Saturday

BLU POOL & GARDEN

Pool Bar

- A la Carte Daily 11AM to 6PM
- Towel Hut Daily 7AM to 6PM

CHINA MOOD

Authentic Chinese Restaurant

- Dinner
Daily 6:30PM to 10:30PM

THE PAVILION

Restaurant direct on the Beach

- Dinner
Wed-Mon 06:30PM to 10:30PM
- Bar Lounge & Shisha
Daily 03:00PM to 01:00AM



IS THERE BUFFET OR A LA CARTE OPTIONS?

Both options are available. This may vary on the restaurant, promotions, special arrangements, and etc.

IS THERE AN EARLY OR LATE BREAKFAST OPTIONS?

Yes, in-room dining service is available 24 hours. Breakfast can be ordered in between 06:00 a.m. until 11:00 a.m.

ARE THERE ANY DINING OPTIONS IN CASES OF LATE ARRIVALS?

Yes, in-room dining service is available 24 hours. The Pavilion, China Mood and Al Khiran Kitchen is open until 10:30 p.m. for a la carte dining option.

CAN YOU SWAP EVENING MEAL FOR LUNCH?

No, it is not permitted.

CAN YOU GET A PICNIC AND HOW TO BOOK IT?

Yes, this is available on seasonal basis and must be booked in advance with the Restaurant Reservations team.

IS THERE ANY VENDING MACHINE?

No, this is not available.

ARE THERE ANY THEMED EVENINGS OR GALA EVENTS?

Yes, this may vary per restaurant/bar and is seasonal.

WHAT ARE THE TOP 3 DISHES RECOMMENDATIONS NOT TO MISS-OUT ON?

Omani Lobster, Black bun sliders & Chili garlic prawns

FAMILY SIZED TABLES, ADULT ONLY OR ALFRESCO AREAS?

Family sized tables are available as well beautiful outside area arrangements.

A LA CARTE OPTIONS HOW TO BOOK?

Please inform our reservations team upon making the guest room reservation or if guest is in house can do the booking through our restaurant reservations team.



DIETARY INFORMATION

DOES THE HOTEL CATER FOR DIETARY REQUESTS?

Yes, this is available in every restaurant/bar. Guests must notify our dedicated Ladies & Gentlemen of any dietary restrictions* and preferences.

*Vegetarian, Vegan, Nut-free, Gluten-free, Dairy-free

IS THE FOOD LABELLED CLEARLY?

Yes, dietary information is displayed in the menu, buffet set-up and posters. For any clarifications, guests may communicate with our Ladies & Gentlemen on site.

DOES THE HOTEL OFFER A MENU SERVICE FOR NON-BUFFET ITEMS FOR FOOD ALLERGIES?

Yes, it is available.

BOARD TYPE

ARE GUESTS PERMITTED TO CHANGE THEIR MEAL BOARD PLANS?

Yes, guests may choose to upgrade or downgrade.

SPECIAL EVENTS

WHAT ARE THE THEMED/SEASONAL EVENTS AND GALA EVENINGS BEING CELEBRATED IN THE HOTEL?

This may include Easter Brunch, Christmas Dinner/Brunch, New Year's Eve Gala Diner, various themed promotions.

E.g. Afternoon Tea, Eid Dinner/Lunch, Valentine's Day, Mother's Day

KID'S FACILITIES



IS THERE A BABY / KID'S CLUB AND WHAT AGES DOES IT CATER FOR?

Yes, a series of activities are available at The Ritz-Kids Club, which cater for children aged 4 until 9 and open daily from 10 AM - 6 PM

ARE THERE FACILITIES FOR TEENAGERS?

Yes, the hotel features a Teens Club suitable for ages 10 to 16.

DOES THE KIDS CLUB HAVE A REGISTRATION, SIGN IN AND OUT PROCESS?

Yes, this is required.

IS THERE A CHILDREN'S POOL?

Yes, it is available.

IS THERE A PLAY PARK?

Yes, it is available.

DOES THE HOTEL HIRE BABY PACKS?

No, this service is not available.

ARE THERE ANY CHAIRS, CUTLERIES AND PLATES FOR CHILDREN?

Yes, this available in all restaurants of the hotel.



BEACH, WATER SLIDES & POOL FACILITIES

WHAT ARE THE OPENING TIMES OF THE FACILITIES?

Beach

7:00 a.m. until sunset

Infinity Pool - Depth 1.20 m/4 ft.

7:00 a.m. until 7:00 p.m

Family Splash

9:00 a.m. until 6:00 p.m.

Children's pool

9:00 a.m. until 6:00 p.m.

Ladies-only Indoor Pool (Spa)

10:00 a.m. until 7:00 p.m.

Lagoon Pool

(East and West Wings)

All of the pools are controlled at a standard temperature of 28 degree celsius

ARE THERE ANY LIFEGUARD ON DUTY?

Yes, from 9:00 a.m. until 6:00 p.m.

FOR WATER SLIDES, ARE THERE ANY WEIGHT OR HEIGHT RESTRICTIONS?

There are no weight or height restriction.

ARE INFLATABLES ALLOWED IN THE POOL?

No, it is not. However, this is flexible and can be arranged through the Recreation team on low season.

IS THE HOTEL MAIN'S POOL A QUIET POOL (WITHOUT ENTERTAINMENT)?

Yes, it is.

WHAT ARE THE ACCESS TYPES AVAILABLE WHEN GOING TO THE POOL?

Ladder, steps, stairs and ramp are available

IS THERE AN INDOOR POOL?

Yes, the ladies-only indoor pool is situated in the Spa and is open from 10:00 a.m. until 7:00 p.m.



A series of tailored activities for children and teens are available from 10:00 a.m. until 6:00 p.m.* For adults, activities start from 10:00 a.m. until 6:00 p.m.*

*Activities and timings are subject to change

The Ritz-Kids activities are available from 10am-12nn/2pm-5pm and the Teens Club activities from 10am-12am/4pm-6pm). Each activity's length may vary from 30, 45 to 60 minutes

WHAT ARE THE EXAMPLES OF DAYTIME ACTIVITIES FOR CHILDREN?

- Non-motorized water sports
- Arts and crafts
- Yoga & Meditation
- Dance classes
- Fitness classes

IS THERE A DAILY WATER POLO OR QUIZ ETC.?

This activity is not available.

DOES THE HOTEL OFFER A LOCALIZED TASTING EVENT E.G. PAELLA & SANGRIA DEMONSTRATION?

Guests are welcomed with a local Omani coffee and dates experience in the hotel.

ARE EVENING ENTERTAINMENTS AVAILABLE? IF YES, WHEN AND WHERE?

Activities may vary per season. Live music entertainment is available in some restaurants and bars. Guests may connect with our Resort Explorer to get to know more of the on-going activities during their stay.

IS THERE A CLUB/DISCO IN THE HOTEL?

No, this is not available

USPs



- Newly renovated (2018) and well-equipped guest rooms and suites featuring pool/sea-views and lagoon access in East and West Wings
- Features the largest Arabian-fort inspired Spa in Oman with an area size of 33,000 sft = 3,100 m²
- Al Bustan Palace Spa by the Ritz Carlton features the Sultanate's first private ladies-only beach
- The hotel boasts a private beach stretch of 1 kilometer in length
- The hotel features 6 outdoor swimming pools, including a 50-meter long infinity pool and one children's pool
- The hotel has the highest lobby ceiling (38 meters high)
- Authentic and culinary experiences offers five dining venues with sea views
- More than 44,000sq.ft/ 4.000 m² of meeting space with one of the largest grand ballroom in Muscat 1.204 m² (can accommodate up to 800 guests seating and up to 2,000 guest for a reception)
- First and only hotel auditorium hall with a seating capacity of 628 guests
- 15 well-equipped indoor function rooms
- Accessibility
- First-class hotel and facilities
- Generous garden facility (can accommodate all guest with sunbeds)



3 TOP TIPS

1. Hotel has one of the biggest lawn, enough space for all guest to accommodate with sunbeds and umbrellas.
2. The Pavilion (restaurant on the beach) is well known in the country to serve one of the best brunches.
3. The height of the mattresses in the rooms is designed for you to enjoy the beautiful view from the bed when you look out of the window.

AIR CONDITIONING

DOES THE GUEST ROOM FEATURE A CENTRALIZED UNIT OR SINGLE UNIT?

It is centralized.

HOW DOES THE A/C WORK?

It is a Fan Coil Unit (chilled water passing through coils and a blower passes the air through the coil).

IS A/C AVAILABLE ALL YEAR AROUND?

Yes, it is.

WHAT IS THE RECOMMENDED TEMPERATURE NO LOWER THAN 21 DEGREES?

It is recommended to set it at 22 degrees Celsius.

OTHER FAQs & USEFUL INFORMATION

DOES THE HOTEL ACCEPT PETS? TYPES AND SIZES?

Pets are not permitted in the hotel premises.

IS THE TAP WATER DRINKABLE?

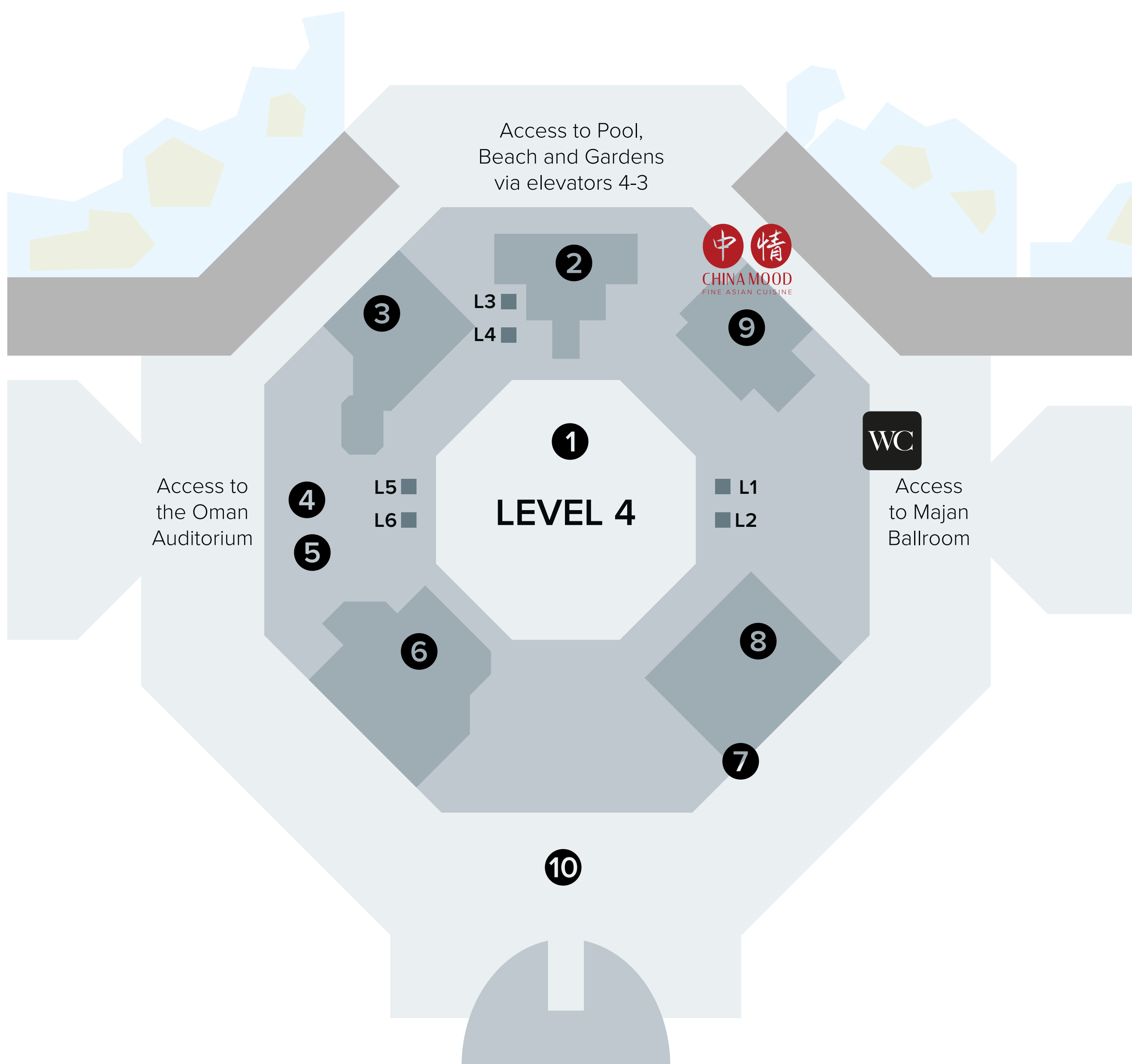
No

IS THERE LOW PRESSURE ON THE WATER?

No

DOES POWER CUTS/OUTAGES HAPPEN FREQUENTLY?

No (very rarely)

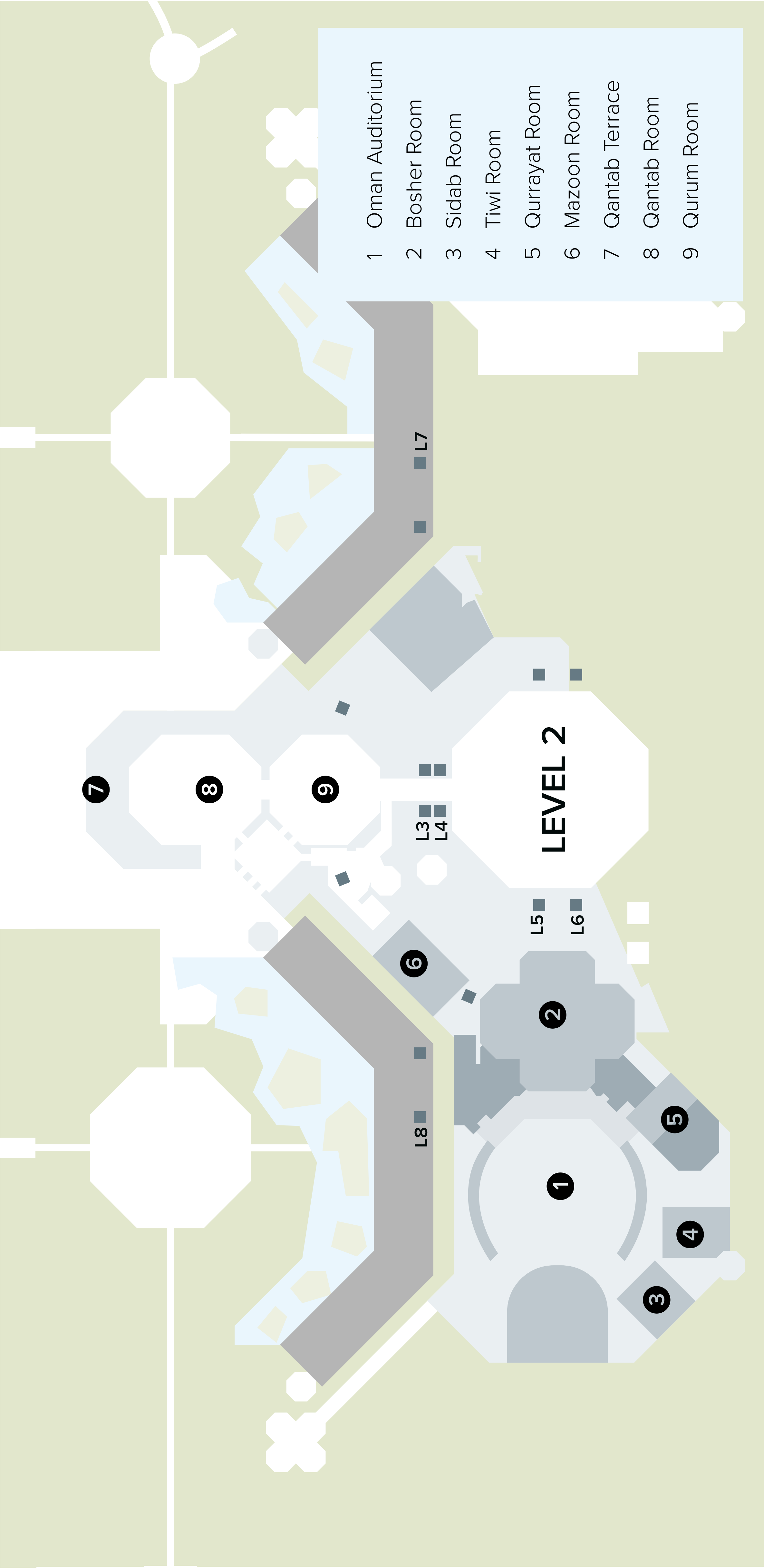


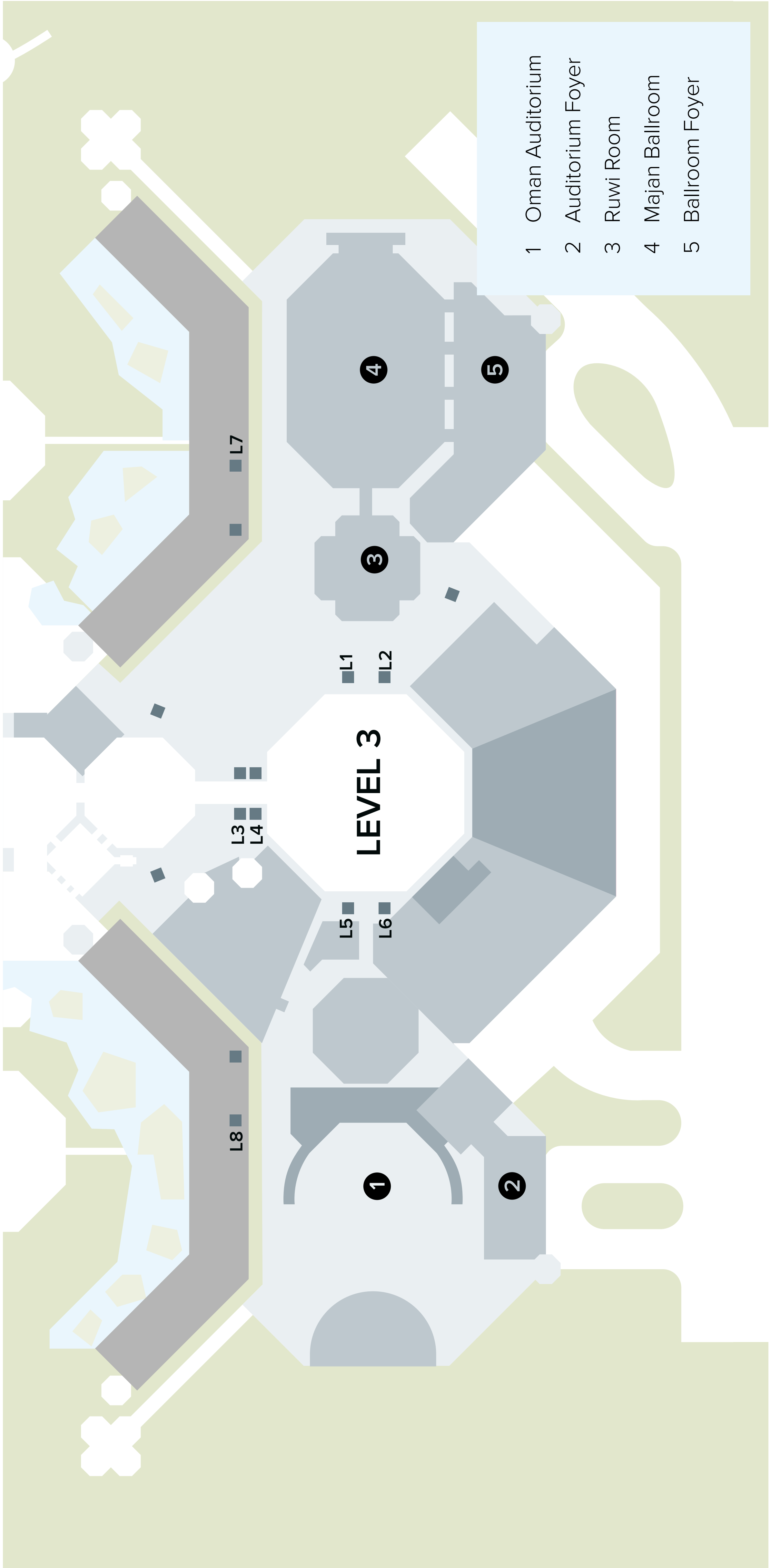
ELEVATORS

- L2-1 Floors 3-8
Ruwi Room, Majan Ballroom
- L4-3 Main Lift, Rooms 1-8
Access to ground level,
Al Khiran Terrace,
Outdoor facilities and pool
- L6-5 Floors 3-8
Oman Auditorium
Bosher room
All meeting rooms except
Majan ball room and Ruwi room
- L8-7 Floors 1-3
East wing
West wing

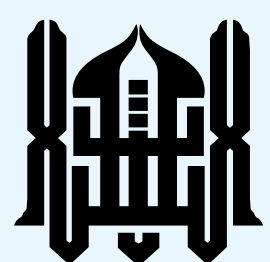
- 1 Atrium Lobby Lounge
- 2 Pearl Room
- 3 Sifah Room
- 4 Business Centre
- 5 Reception & Concierge
- 6 Al Maha Jazz Lounge
- 7 Omani Majlis - Coffee Man
- 8 China Mood
- 9 Main Entrance
- 10 Valet parking

WC Washrooms





- 1 Oman Auditorium
- 2 Auditorium Foyer
- 3 Ruwi Room
- 4 Majan Ballroom
- 5 Ballroom Foyer



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A RITZ-CARLTON HOTEL

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