The Okura Prestige
BANGKOK

BACKGROUND

The opening in May 2012 of The Okura Prestige Bangkok, the first of its kind, marked a new phase in development for Okura Hotels and Resorts. The first Okura hotel opened in Tokyo in 1962. The Okura Prestige Bangkok harmonises the Japanese principle of 'Wa' with Okura's philosophy of 'Best A.C.S.' (Best Accommodation, Best Cuisine, Best Service) to create an hotel that provides outstanding hospitality, comfort and luxury in a city well known and appreciated for its outstanding levels of customer service. Heading up a team of hospitality professionals at The Okura Prestige Bangkok is General Manager Niek Hammer.

Date of Opening:	14 May 2012
Address:	Park Ventures Ecoplex, 57 Wireless Road, Bangkok 10330, Thailand
Telephone:	+66 (0) 2687 9000
Facsimile:	+66 (0) 2687 9001
Email:	info@okurabangkok.com
Website:	okurabangkok.com
Instagram:	http://instagram.com/okura_prestige_bkk
Facebook:	https://www.facebook.com/TheOkuraPrestigeBangkok
Line Official	@okura_prestige_bkk

Ownership	TCC Hotel Asset Management Co.,Ltd.
General Manager	Niek Hammer
Architecture	Palmer & Turner (Thailand)
Interior Designer	PIA Interior
Landscape Architecture	P Landscape

PRESTIGE LOCATION

The Okura Prestige Bangkok is located in the award-winning Park Ventures Ecoplex building which is situated at the heart of the city's Central Business District on Wireless Road, close to the embassies of the United Kingdom, United States and Japan. The hotel offers direct access to the city's BTS SkyTrain network at Phloen Chit station and sits close to major shopping malls and commercial districts. The hotel enjoys easy access to and from the city's two international airports.

ENVIRONMENTAL CREDENTIALS

The Park Ventures Ecoplex is the first mixed-use structure in Thailand to receive US Green Building Council LEED (Leadership in Energy & Environmental Design) Platinum rating. This is the highest LEED rating awarded by the Council. The Park Ventures Ecoplex is designed in accordance with Council guidelines in five key areas: sustainable site; water efficiency; energy & atmosphere; materials & resources, and indoor environmental quality. The triple glazed windows, for example, insulate effectively against sound and heat, thus reducing substantially the demands upon the building's air conditioning systems. The Okura Prestige Bangkok also operates energy-saving measures to further reduce the building's carbon footprint.

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PRESTIGE ACCOMMODATION

All 240 rooms and suites offer impressive views across the dynamic Bangkok skyline through the triple-glazed e-coated panoramic windows. The rooms combine comfort and luxury with the very latest technological developments designed to impress business and leisure travellers - from environmentally-friendly bathroom amenities to digital bedside control panels and flat-screen internet - enabled TVs. Club Level rooms offer an exclusive level of privacy with bespoke services available at the Okura Club Lounge.

ROOM TYPES

Deluxe	156 rooms	Okura Club	16	rooms	Deluxe Suite	8	rooms
Deluxe Corner	24 rooms	Premier Club	21	rooms	Prestige Suite	7	rooms
		Prestige Club	5	rooms	Presidential Suite	1	room
					Royal Suite	1	room
					Imperial Suite	1	room

GUEST ROOM FEATURES

- King beds or twin beds
- Bathroom with shower and bathtub, separate Japanese bidet – style modern toilet
- Complimentary Wi-Fi internet access for all hotel guests
- Telephones equipped with conference calling, IDD and voice mail
- Coffee/tea making facilities
- Mini bar
- Personal in-room safe
- Alarm clock
- Bluetooth Speaker
- Hair dryer
- Luxurious bathrobes and Yukatas (Japanese pyjamas)
- 42 inch IPTV that provides you with a wealth of information about the hotel and the city as well as numerous TV, radio and video channels plus internet access

SPECIAL GUEST SERVICES

- Daily housekeeping including evening turndown service
- 24-hour room service
- Additional safe deposit boxes available at the front desk
- Car parking/valet parking
- Express check-in/check-out
- Limousine service with airport meet and greet services
- Club floor and lounge, with adjacent meeting room (Operational hour 6:30 – 23:00)
- Concierge
- Laundry/valet service
- PressReader – giving you complimentary online access to news services from around the world

PRESTIGE DINING & LEISURE

Guests love the fine dining choices at our three outstanding restaurants: Yamazato, Elements, and Up & Above.

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Yamazato, designated a Michelin Guide's selection restaurant in the inaugural Bangkok edition of the famed French dining guidebook, is the definitive traditional Japanese restaurant where the quality of each dish is matched only by the attention to detail in the preparation and presentation. Yamazato is open for Japanese set breakfast, lunch, and dinner.

Operational hours:

Breakfast	06:00 - 10:30
Lunch	11:30 - 14:30
Dinner	18:00 - 22:30
Capacity	115 seats

Awards:

2013

- Bangkok's Best Restaurant Awards 2013 (Bangkok Best Dining & Entertainment / Thailand)
- Thailand's Best Restaurant 2013 (Thailand Tatler Magazine)

2014

- Bangkok's Best Restaurant Awards 2014 (Bangkok Best Dining & Entertainment / Thailand)
- Thailand's Best Restaurant 2014 (Thailand Tatler Magazine)

2015

- Bangkok's Best Restaurant Awards 2015 (Bangkok Best Dining & Entertainment / Thailand)
- Thailand's Best Restaurant 2015 (Thailand Tatler Magazine)
- Tripadvisor's Certificate of Excellence 2015

2016

- Thailand's Best Restaurant 2016 (Thailand Tatler Magazine)
- Top Tables Bangkok 2016 (BK Magazine)
- Tripadvisor's Certificate of Excellence 2016

2017

- Thailand's Best Restaurant 2017 (Thailand Tatler Magazine)
- Top Tables Bangkok 2017 (BK Magazine)
- Tripadvisor's Certificate of Excellence 2017
- Excellence in the Japanese Category 2017 (Bangkok Best Dining & Entertainment / Thailand)

2018

- Michelin Plates (Michelin Guide Bangkok 2018)
- Wongnai Users' Choice 2018, 370 restaurants in Thailand by more than 3 million wongnai's users (www.wongnai.com)
- Thailand's Best Restaurant 2018 (Thailand Tatler Magazine)
- Excellence in the Japanese Category 2018 (Bangkok Best Dining & Entertainment / Thailand)
- Tripadvisor's Certificate of Excellence 2018

2019

- Michelin Plates (Michelin Guide Thailand, Michelin Guide 2019 Bangkok, Phuket and Phang-nga)
- Top Tables Bangkok 2019 (BK Magazine)
- Thailand's Best Restaurant 2019 (Thailand Tatler Magazine)
- Top 20 Thailand's Best Restaurant 2019 (Thailand Tatler Magazine)
- Tripadvisor's Certificate of Excellence 2019
- Bangkok's Best Restaurant Awards 2019 (Bangkok Best Dining & Entertainment / Thailand)

2020

- Michelin Plates (Michelin Guide Thailand 2020 Bangkok, Chiang Mai, Phuket and Phang-nga)
- Wongnai Users' Choice 2020, 553 restaurants in Thailand by more than 3 million wongnai's users (www.wongnai.com)
- Thailand's Best Restaurant 2020 (Thailand Tatler Magazine)
- Tripadvisor's Travellers' Choice 2020

2021

- Michelin Plates (Michelin Guide Thailand 2021 Bangkok, Chiang Mai, Phuket and Phang-nga)
- Travelers' Choice 2021 – Yamazato

2022

- Michelin Guide Selection 2022
- LINE MAN Wongnai Users' Choice 2022
- Top Tables Bangkok 2022 (BK Magazine)

2023

- Michelin Guide Selection 2023
- Best New Restaurant 2022 - Sushi Yamazato, Yamazato (TimeOut Bangkok)
- LINE MAN Wongnai Users' Choice 2023

Elements, inspired by Ciel Bleu is the proud holder of a prestigious Michelin 1-star in the Michelin Guide Thailand since 2018. It is well known for its fine dining French cuisine prepared with premium produce and complimented by exquisite seasonal Japanese influences.

Each crafted dish is representing and showcasing each season. Each ingredient is carefully selected, using refined and top-notch ingredients produced by some of the best artisans in Europe and Japan, to appreciate its prime. Dining at Elements, inspired by Ciel Bleu is a true journey in *'guestronomy,'* set in a beautiful location at the 25th floor of The Okura Prestige Bangkok.

Operational hours:

Dinner	18:00 - 22:30 (Wednesday – Sunday)
Capacity	70 seats (including terrace)

Awards:
2014

- Bangkok's Best Restaurant Awards 2014 (Bangkok Best Dining & Entertainment / Thailand)
- Top Tables Bangkok 2014 (BK Magazine)
- Tripadvisor's Certificate of Excellence 2014

2015

- Bangkok's Best Restaurant Awards 2015 (Bangkok Best Dining & Entertainment / Thailand)
- Thailand's Best Restaurant 2015 (Thailand Tatler Magazine)
- Top Tables Bangkok 2015 (BK Magazine)
- Tripadvisor's Certificate of Excellence 2015

2016

- Thailand's Best Restaurant 2016 (Thailand Tatler Magazine)
- Five Mangoes 2016 (Thailand Tatler Magazine)
- Top Tables Bangkok 2016 (BK Magazine)
- Tripadvisor's Certificate of Excellence 2016

2017

- Thailand's Best Restaurant 2017 (Thailand Tatler Magazine)
- Top 10 Best Restaurant 2017 (Thailand Tatler Magazine)
- Tripadvisor's Certificate of Excellence 2017
- Excellence in the European Category 2017 (Bangkok Best Dining & Entertainment / Thailand)

2018

- 1 Michelin Star 2018 (Michelin Guide Bangkok 2018)
- Top Tables Bangkok 2018 (BK Magazine)
- Thailand's Best Restaurant 2018 (Thailand Tatler Magazine)
- Top 20 Best Restaurant 2018 (Thailand Tatler Magazine)
- Excellence in the Western Category 2018 (Bangkok Best Dining & Entertainment / Thailand)
- Tripadvisor's Certificate of Excellence 2018

2019

- 1 Michelin Star 2019 (Michelin Guide Thailand, Michelin Guide 2019 Bangkok, Phuket and Phang-nga)
- Top Tables Bangkok 2019 (BK Magazine)
- Thailand's Best Restaurant 2019 (Thailand Tatler Magazine)
- Top 20 Thailand's Best Restaurant 2019 (Thailand Tatler Magazine)
- Tripadvisor's Certificate of Excellence 2019
- Bangkok's Best Restaurant Awards 2019 (Bangkok Best Dining & Entertainment / Thailand)

2020

- 1 Michelin Star 2020 (Michelin Guide Thailand 2020 Bangkok, Chiang Mai, Phuket and Phang-nga)
- Thailand's Best Restaurant 2020 (Thailand Tatler Magazine)
- Top 20 Thailand's Best Restaurant 2020 (Thailand Tatler Magazine)
- Tripadvisor's Travellers' Choice 2020

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2021

- 1 Michelin Star 2021 (Michelin Guide Thailand 2021 Bangkok, Chiang Mai, Phuket and Phang-nga)
- Top 2020 Fine Dining in Thailand (Asia Top 80)
- Top 25 Restaurant in Bangkok (www.top25restaurants.com)

2022

- 1 Michelin Star 2022 (Michelin Guide Thailand 2022 Bangkok, Chiang Mai, Phuket and Phang-nga)
- Thailand's Favourite Restaurants 2022
- Top 25 Restaurant in Bangkok (www.top25restaurants.com)
- Top Tables Bangkok 2022 (BK Magazine)

2023

- 1 Michelin Star 2023 (Michelin Guide Thailand 2023 Bangkok, Phra Nakhon Si Ayutthaya, Chiang Mai, Phuket, Phang-nga and Thailand's Northeast or "Isan" region.)
- The 10Best French Restaurant in Bangkok (TripAdvisor)

Up & Above Restaurant and Bar is our all day dining venue serving international breakfast, buffet lunch and à la carte choices for dinner. The traditional Sunday brunch combines popular Asian and Western dishes with some dishes cooked à la minute.

Operational hours:

Breakfast	06:00 - 10:30
Lunch	12:00 - 14:30
Brunch	12:00 – 15:00
All day dining	06:00 - 22:30
Up & Above Bar	06:00 – 01:00
Afternoon Tea	12:00 – 17:00
Capacity	100 seats

Awards:

2014

- Bangkok's Best Restaurant Awards 2014 (Bangkok Best Dining & Entertainment / Thailand)

2015

- Bangkok's Best Restaurant Awards 2015 (Bangkok Best Dining & Entertainment / Thailand)
- Tripadvisor's Certificate of Excellence 2015

2016

- Tripadvisor's Certificate of Excellence 2016

2017

- Tripadvisor's Certificate of Excellence 2017
- Excellence in the Buffet Category 2017 (Bangkok Best Dining & Entertainment / Thailand)

2018

- Excellence in the Buffet Category 2018 (Bangkok Best Dining & Entertainment / Thailand)
- Tripadvisor's Certificate of Excellence 2018

2019

- Tripadvisor's Certificate of Excellence 2019

2020

- Tripadvisor's Travellers' Choice 2020

2021

- Tripadvisor's Travellers' Choice 2021

2022

- Shell Shuan Shim - Sunday Brunch

La Pâtisserie, located on the ground floor of the Park Ventures Ecoplex, is stocked with sweet and savoury items baked daily by chefs at The Okura Prestige Bangkok. La Pâtisserie offers a teasing combination of classic croissants, savouries, cakes, mouth-watering pralines, an amazing range of macaroons, sandwich and traditional Japanese maki.

Operational hours:
Opens weekdays 07:00 – 19:00

FITNESS & SPA

One of the hotel's most dramatic and spectacular features is the 25 metres long cantilevered infinity pool on the 25th floor. The hotel's fully-equipped fitness centre overlooks the pool. Open daily 06:00 – 22:00 (24 hours access for fitness centre)

Pool Service 10:00 – 20:00 (Monday – Sunday)

The Okura Spa is our very own hidden sanctuary. The journey begins with a professional consultation and continues to an elegant, fully-equipped treatment room. Trained therapists use exclusive organic teas in a range of treatments designed to conjure relaxation and well-being. Open daily 10:00 – 22:00

Award:

2017

- Tripadvisor's Certificate of Excellence 2017

PRESTIGE BUSINESS & EVENTS

The Okura Prestige Bangkok is the perfect choice for small meetings, major conferences, product launches, gala dinners, weddings and much more. The Grand Ballroom is connected to the parking area, allowing heavy-load items such as automobiles to be moved and displayed with ease on the

unique Skystage. The elevated Skystage may also be used for entertainment purposes and provides a dramatic and impressive setting, for example, for a live band.

The hotel offers over 650 m² of meetings and events space with a cocktail capacity of up to 450 people when combining the Grand Ballroom and Sora room. One-on-one personal care is guaranteed by the hotel's experienced in-house team that includes dedicated event consultants – delivering client needs with precision and professionalism.

Meetings Room Specifications

Meeting Room	W x L x H (Metres)	Square Metres	Banquet	Theatre	Classroom	U-Shape	Cocktail	Hollow Square
Grand Ballroom	13x29.5x9	383.5	200	350	156	93	350	108
Ballroom I	13x13x9	169	80	130	60	45	150	60
Ballroom II	13x16.5x9	214.5	100	170	72	51	200	66
Sora	6.3x22.4x6	141	80	120	60	60	100	72
Drawing Room I	8.45x11.25x3.5	95	40	60	36	24	50	20
Drawing Room II	5.85x11.25x3.5	66	N/A	N/A	N/A	N/A	N/A	16

BUSINESS CENTRE

The Business Centre is located on the 23rd floor where staff are ready to assist with the needs of all business and leisure travellers. The Business Centre is well equipped with PCs, fax machine and printer and a comprehensive secretarial service is available during normal working hours. The staff are also able to arrange local messenger deliveries, international shipping of packages and parcels, photocopying, printing and scanning of documents on behalf of guests.

The Business Centre also offers a meeting room capable of seating comfortably up to eight persons. This room is available for rent by arrangement with the Business Centre Manager.

Operational hours:
Opens weekdays 08:30 – 18:00

ATELIER

Atelier Okura, situated on the ground floor, is a quality florist that creates bouquets, floral arrangements, garlands and gifts for weddings, corporate events, birthdays, parties and other important business and social occasions. Expert florists create colourful, imaginative bouquets and floral displays using every type of seasonal flower and leaf.

Operational hours:
Opens weekdays 10:00 – 17:00

HOTEL AWARDS
2012

- Asia's Top 20 Business Hotels 2012 (NOW Travel Asia / Thailand)

2013

- Hot 25 Business Hotels in Asia 2013 (Smart Travel Asia / Hong Kong)

2014

- Holiday Check Quality Selection 2014 (www.holidaycheck.com/Europe's leading hotel review platform)
- Tripadvisor's Certificate of Excellence 2014
- Hot 25 Business Hotels in Asia 2014 (Smart Travel Asia / Hong Kong)
- Guest Review Award 2014 from Booking.com
- Expedia's Certificate of Excellence (Nominee Expedia's choice Highest Engagement 2013/2014)

2015

- Top 25 Luxury Hotel in Thailand (Travelers' Choice Awards announced by tripadvisor.com)
- Outstanding guest review score of 4.6 out of 5 from hotel.com
- Tripadvisor's Certificate of Excellence 2015
- Top 6 Japan in Asia Main Country 2015 (Diamond Magazine / Japan)
- Hot 25 Business Hotels in Asia 2015 (Smart Travel Asia / Hong Kong)
- Guest Review Award 2015 from Booking.com

2016

- Top 25 Luxury Hotel in Thailand (Travelers' Choice Awards announced by tripadvisor.com)
- Gold Award from Hotels.com (outstanding score of 4.7 out of 5 in guest review ratings)
- Tripadvisor's Certificate of Excellence 2016
- Customer Review Awards 2016 from Agoda
- Guest Review Award 2016 from Booking.com

2017

- Top 25 Luxury Hotel in Thailand (Travelers' Choice Awards announced by tripadvisor.com)
- Guest Review Award 2017 from booking.com
- Tripadvisor's Certificate of Excellence 2017
- Favorite Oversea Hotel - The 7th Annual China Hotel Awards (2017 CHA) (LifeStyle Magazine / China)
- Gold Award from Hotels.com (exceptional score of 4.7 out of 5 in guest review ratings)
- Hot 25 Business Hotels in Asia 2017 (Smart Travel Asia / Hong Kong)
- Gold Circle Award Winner 2017 From Agoda
- Best Luxury Hotel 2017 from CTrip Travelers' Spots (score of 4.8 out of 5 in guest review ratings)
- Best Service Hotel 2017 from CTrip Travelers' Spots (score of 4.8 out of 5 in guest review ratings)
- Most Engaged Partner on Real-time Feedback 2017 from Expedia

2018

- Top Class Comfort (Michelin Guide Bangkok 2018)

- Top 25 Luxury Hotel in Thailand (Travelers' Choice Awards announced by tripadvisor.com)
- Top 25 Business Hotels in Asia 2018 (Smart Travel Asia / Hong Kong)
- Tripadvisor's Certificate of Excellence 2018
- Best Customer Engagement with Real-time Feedback 2018 from Expedia
- Loved by Guest Most Wanted Award 2018 from hotel.com (exceptional guest rating score of 9.4 out of 10)
- Guest Review Award 2018 from booking.com

2019

- Top Class Comfort (Michelin Guide Thailand, Michelin Guide 2019 Bangkok, Phuket and Phang-nga)
- Tripadvisor's Certificate of Excellence 2019
- Top 25 Best Business Hotels in Asia 2019 (Smart Travel Asia / Hong Kong)
- Loved by Guest Most Wanted Award 2019 from hotel.com (exceptional guest rating score of 9.5 out of 10)
- Customer Review Awards 2019 from Agoda

2020

- Top Class Comfort (Michelin Guide Thailand 2020 Bangkok, Chiang Mai, Phuket and Phang-nga)
- Tripadvisor's Travellers' Choice 2020
- Thailand Hotel Standard 5 Stars 2020
- Loved by Guest Most Wanted Award 2020 from hotel.com (exceptional guest rating score of 9.4 out of 10)

2021

- Top Class Comfort (Michelin Guide Thailand 2021 Bangkok, Chiang Mai, Phuket and Phang-nga)
- 2020 TOP 80 Top Hotels in Thailand (Asia Top 80)
- 2021 Forbes Travel Guide Four-Star award
- Thailand Hotel Standard – 5 Stars
- Tripadvisor's Travellers' Choice 2021
- Tripadvisor Travelers' Choice Best of the Best Award for Top 25 hotels - Thailand, ranking 19 out of 25
- Loved by Guest Most Wanted Award 2021 from hotel.com (exceptional guest rating score of 9.4 out of 10)
- 2021 Customer Review Awards (rating score of 9.6 of 10)
- Thailand MICE Venue Standard (TMVS)
- Highly Commended Award in City Hotel for Thailand'
- Highly Commended Award in 'Luxury Hotel for Thailand'
- Best Award in 'Convention Hotel for Thailand'

2022

- Michelin Guide Hotel Selection
- Forbes Travel Guide 2022 4-Star Luxury Award
- Travelers' Choice 2022 - Luxury Thailand and Top Thailand

- Excellent Practices Establishment on Labour Relations and Welfare National Level, the 5th Year of Acheivement
- Best 44 Hotel Pools around the world
- Agoda's Customer Review Award, 2022 (rating score of 9.2 of 10)
- "ASIA'S BEST AWARDS 2022: BEST HOTELS POOLS IN THAILAND"
- "ASIA'S BEST AWARDS 2022: BEST CITY HOTELS OF THAILAND"
- Global Tourism Awards 2022 - Best City Hotel Category
- Asean Tourism Standard: Category Meeting Room
- ASEAN MICE Venue Standard: Category Meeting Room
- LINE MAN Wongnai Users' Choice 2022
- Hotel General Manager of The Year 2022 (AWC)
- WOW Improvement Award - Hotel Improvement 2022 (AWC)

2023

- Michelin Guide Hotel Selection
- ASEAN MICE Venue Standard: Category Meeting Room
- LUXlife's seventh annual Travel and Tourism Awards: Best Luxury Hotel
- Forbes Travel Guide Four Star Rating for 2023
- In the Spotlight Southeast Asia & Oceania
- South East Asia Business Awards 2023 - "Best Luxury City Hotel 2023 - Thailand"
- Travelers' Choice Best of The Best Hotel: Top Hotels Thailand
- Top 20 Luxury Hotels in Bangkok - 2023 - No. 16
- Top 19 Hotels for Dining & Shopping in Bangkok - 2023 - No. 1
- The Standard on Prevention and Solution to Drug Problems in an Establish
- Top 1,000 Hotels 2023: Ranked 12 in Thailand (La Liste)
- Sustainable Tourism Accelerating Rating (STAR) - 5 Star Rating (Tourism Authority of Thailand)
- "The 14th Thailand Tourism Awards 2023 - Location Hotel Thailand Tourism Gold Awards"
- GBAC STAR Accreditation

LIMOUSINE SERVICE

The hotel has a fleet of luxurious Mercedes-Benz S 300d CDI for airport transportation or private hire with English speaking and courteous chauffeurs. Airport transfers are available at a charge with a maximum of three persons per vehicle. Larger vehicles are available for families and groups.

The Okura Prestige Bangkok is a member of The Leading Hotels of the World.

LOYALTY PROGRAMME

The Okura Prestige Bangkok participates in the One Harmony programme. For more information regarding its benefits and privileges, please visit: https://oneharmony.com

About Hotel Okura Company Limited

Established in 1958, the group's head office is located in Tokyo. The company's core business comprises:

- Owning hotel properties and owning and managing hotel companies

- Owning and managing hotel-related companies
- Consultancy service on hotel development and operation

More details at: www.okura.com

About Okura Hotels & Resorts
Okura Hotels & Resorts is an international hotel group operated by Okura Nikko Hotel Management Co. Ltd., a subsidiary of Hotel Okura Co. Ltd. With a corporate philosophy of providing the Best Accommodation, Best Cuisine and Best Service (Best A.C.S.), the business portfolio of Okura Hotels & Resorts comprises some 24 properties in Asia, Europe and The Americas. At the same time Okura Nikko Hotel Management Company Ltd., operates two other hotel groups, i.e. Nikko Hotels International with 41 properties and Hotel JAL City with 13 properties.

In the history of 39 years since its formation, Okura Hotels & Resorts has built up a global network of high-quality international hotels, fusing the delicate beauty and subtleties of Japanese culture with Western convenience and functionality. The Prestige collection embodies the business philosophy of 'Best A.C.S.' through peerless hotels created in Japan and all over the world.

For further information or hi-res images, please contact:

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October 2023

Notice: In compliance with Bangkok Metropolis Administration (BMA) and other government authority announcements ensuring safety measures for the wellbeing of all guests, temporary hours and changes to services may apply.