



Accessibility Information

Hotel : La Vela Khaolak
Position : All Guests
Date: : LFG 2025

At La Vela Khaolak, we are committed to providing an inclusive and welcoming environment for all our guests. We want every visitor to feel comfortable, safe, and well-informed about our facilities and services.

GENERAL ACCESS

- ☐ Step-free access is available from the main entrance to the lobby, facilities, and public areas.
- ☐ Elevators connect all guest floors in our main buildings.
- ☐ Accessible restrooms are available in the Spices Restaurant.

GUEST ROOMS

- ☐ A limited number of guest rooms are designed for wheelchair access, with slopes, shower handles, grab bars, and accessible light switches.
- ☐ Emergency call buttons are available in accessible rooms for added safety.

SERVICES & FACILITIES

- ☐ Reserved parking spaces for guests with disabilities are located near the main entrance.
- ☐ Wheelchairs are available on request, subject to availability.
- ☐ Staff are trained to assist guests with mobility, hearing, or visual needs.

EMERGENCY & SAFETY

- ☐ Priority emergency evacuation.
- ☐ Our emergency procedures include specific support for guests with reduced mobility.
- ☐ Evacuation routes are clearly marked, and staff are trained to assist in case of emergencies.
- ☐ Visual and auditory alarms are in place in public areas.

LIMITATIONS

Some outdoor areas, such as sections of the beach and certain pool access points, may have limited accessibility due to natural terrain. Our team is always available to assist and offer alternatives where possible.

ASSISTANCE

If you have specific accessibility requirements, please contact us prior to your stay. We will be happy to discuss your needs and ensure that appropriate arrangements are made.



Child Safeguarding

Hotel	:	La Vela Khaolak
Department/Area	:	All Departments

At La Vela Khaolak, we are fully committed to protecting children and respecting human rights and will always report any suspected cases or instances of child exploitation or abuse. Our hotels, resorts, and partners strictly follow standards and Thai law to ensure that every child is safe and free from harm.

OUR COMMITMENT

- Zero Tolerance: We do not allow child abuse, exploitation, neglect, or trafficking in any form.
- No Child or Forced Labor: We never employ anyone under 18 years old in violation of the law, nor do we accept forced labor.
- Respect & Equality: Every child, regardless of gender, religion, background, or nationality, has the right to protection and dignity.
- Safe Environment: Our staff are trained to interact respectfully with children and to recognize and prevent risks.
- Responsible Partnerships: All suppliers, contractors, and business partners must comply with our child protection standards.

WHAT YOU SHOULD KNOW

- No Exploitation Activities: We do not promote, sell, or support any activities involving child labor, child trafficking, or child sexual exploitation.
- Awareness in Tourism: We encourage guests to avoid excursions or services that may exploit children (e.g., begging scams, trafficking-linked tours).
- Space Involvement: Our child protection policy applies to all areas — rooms, restaurants, pools, tours, and activities involving children, and outside areas of the hotel.
- Confidentiality & Safety: Any concerns raised will remain strictly confidential, and your action can help protect children at risk.

HOW YOU CAN SUPPORT

- Treat children with kindness and respect at all times
- Never engage in or support activities in any form that exploit or harm children
- Do not photograph, film, or approach children in ways that could be intrusive or misinterpreted
- Report any suspicious or concerning behavior you observe during your stay

REPORTING CONCERNS

All reports are logged, investigated within 48 hours, and handled with fairness, confidentiality, and cooperation with local authorities or NGOs if necessary. If you see or suspect any situation where a child's safety may be at risk, please contact:

- Reception or Front Office Manager (available 24/7)
- Confidential Hotline / Email (available upon request at reception)
- In urgent cases, local authorities will be contacted immediately

By staying with us, you are part of our community. Together, we can ensure that La Flora Group remains a safe and welcoming place for every guest, every family, and especially every child.



Human Resources Policy

Hotel	:	La Vela Khaolak
Department/Area	:	All Departments
Position	:	All Associates
Subject Heading	:	Human Rights & Anti-Discrimination
Date	:	LFG 2025

STATEMENT OF COMMITMENT คำมั่นสัญญา

At La Vela Khaolak, we commit to upholding human rights, protecting vulnerable groups, and ensuring a respectful and inclusive environment for all guests, staff, and community members. We will prevent and respond to all forms of discrimination, harassment, exploitation, and abuse.

ลาเวล่า เขาหลัก มุ่งมั่นที่จะ เคารพสิทธิมนุษยชน ปกป้องกลุ่มเปราะบาง และสร้างสภาพแวดล้อมที่ใหเกียรติและเคารพกลุ่ม สำหรับแขก พนักงาน และชุมชนทุกคน เราจะ ป้องกันและตอบสนองต่อการเลือกปฏิบัติ การล่วงละเมิด การเอาเปรียบ และการทารุณกรรมทุกรูปแบบ

CORE COMMITMENTS ข้อผูกพันหลัก

1. Respect for Human Rights เคารพสิทธิมนุษยชน

Operate in full compliance with Thai law and international standards (ILO, UNGPs).

ดำเนินงานโดยปฏิบัติตาม กฎหมายไทยและมาตรฐานสากล (ILO, UNGPs) อย่างเคร่งครัด

2. Protection of Minorities & Vulnerable Groups การปกป้องชนกลุ่มน้อยและกลุ่มเปราะบาง

Provide equal opportunities regardless of gender, age, disability, race, nationality, religion, sexual orientation, or identity.

มอบ โอกาสที่เท่าเทียมกัน โดยไม่คำนึงถึงเพศ อายุ ความพิการ เชื้อชาติ สัญชาติ ศาสนา รสนิยมทางเพศ หรืออัตลักษณ์

3. Zero Tolerance for Exploitation ไม่ยอมรับการเอาเปรียบ

Zero tolerance for harassment, bullying, or abuse and providing confidential channels for reporting incidents.

ไม่ยอมรับการ ล่วงละเมิด การกลั่นแกล้ง หรือการใช้ความรุนแรง ในทุกรูปแบบ จัดให้มีช่องทางร้องเรียนที่ปลอดภัยและเป็นความลับ

4. Guest & Community Protection การคุ้มครองแขกและชุมชน

Partner with local authorities and NGOs to report and address exploitation, especially of children and vulnerable persons.

ร่วมมือกับหน่วยงานท้องถิ่นและองค์กรต่าง ๆ ในการรายงานและแก้ไขปัญหาการเอาเปรียบ โดยเฉพาะเด็กและผู้เปราะบาง

5. Awareness & Training | การสร้างความตระหนักรู้และการฝึกอบรม

Provide annual training on human rights, diversity, and child safeguarding for all employees.

จัดการอบรมประจำปีเกี่ยวกับ สิทธิมนุษยชน ความหลากหลาย และการปกป้องเด็ก ให้กับพนักงานทุกคน

Our Pledge คำมั่นสัญญาของเรา

"We treat every individual with dignity, fairness, and respect. Discrimination, exploitation, or abuse have no place at La Vela Khaolak. เราปฏิบัติต่อทุกคนด้วยศักดิ์ศรี ความเป็นธรรม และความเคารพ การเลือกปฏิบัติ การเอาเปรียบ หรือการใช้

ความรุนแรง ไม่มีที่อื่นในลาเวล่า เขาหลัก"



Management Policy

Hotel	:	La Vela Khaolak
Department/Area	:	All Departments
Position	:	All Associates
Subject Heading	:	Health & Safety
Date	:	LFG 2025

POLICY STATEMENT

La Vela Khaolak is committed to providing a safe, healthy, and hazard-free environment for all guests, employees, contractors, and visitors. Health and safety are a shared responsibility, and every department is expected to follow this policy to ensure the well-being of everyone on property.

OBJECTIVES

- Identify and reduce risks in the workplace.
- Ensure all staff are trained in safety awareness and emergency response.
- Maintain safe facilities, equipment, and services for guests and staff.
- Foster a culture of safety and accountability.

RISK ASSESSMENT & HAZARD CONTROL

- Perform regular safety inspections of all areas.
- Create a clear process for staff to report hazards.
- Investigate incidents to prevent recurrence.

STAFF TRAINING

- Conduct H&S orientation for all new hires.
- Provide annual refresher training for first aid, CPR, fire safety, and hazard awareness.

EMERGENCY PREPAREDNESS

- Display emergency maps in all rooms and public spaces.
- Conduct regular tsunami, earthquake, fire and evacuation drills.

EQUIPMENT & WORKPLACE SAFETY

- An experienced and knowledgeable safety officer must be available on site.
- Provide PPE (Personal Protective Equipment) to staff at risk areas.
- Perform routine checks and maintenance of all systems and equipment.

GUEST & SUPPLIER SAFETY

- Place clear safety signage in high-risk areas.
- Require all suppliers and contractors to follow site safety rules and attend briefings.

Our Pledge คำมั่นสัญญาของเรา

"Safety is not an option — it's a standard we live by."



Management Policy

Hotel	:	La Vela Khaolak
Department/Area	:	All Departments
Position	:	All Associates
Subject Heading	:	Quality Assurance
Date	:	LFG 2025

POLICY STATEMENT

La Vela Khaolak is committed to delivering exceptional guest experiences through continuous quality improvement, operational consistency, and staff empowerment. Our QA system ensures that every department operates under clearly defined standards, documented processes, and measurable performance indicators.

OBJECTIVES

- Ensure consistent guest service standards across all departments. Maintain accurate
- documentation of all operating procedures and brand guidelines. Regularly audit,
- review, and update processes to meet standard regulations. Empower employees
- with training, clear expectations, and tools for success.

STANDARD OPERATING PROCEDURES (SOPs)

- All departments must maintain SOPs for operations, emergency procedures, and service delivery.
- SOPs are reviewed annually by department heads and the Quality Committee.

QUALITY AUDITS & INSPECTION

- Conduct monthly internal audits (room checks, F&B quality, safety standards).
- Perform quarterly cross-department reviews to share best practices.

GUEST FEEDBACK MANAGEMENT

- Collect guest reviews via online platforms, surveys, and in-house comment cards.
- Identify trends and address issues and review in monthly management meetings.

TRAINING & STAFF DEVELOPMENT

- Provide induction training for all new hires on QA standards.
- Conduct refresher training every quarter on brand standards and sustainability practices.

CORRECTIVE, PROTECTIVE ACTIONS AND RECOGNITION

- Identify gaps during audits and implement corrective actions within 30 days.
- Recognize employees and teams for excellence through internal awards.
- Use audit results to continuously refine SOPs and training.

Our Pledge คำมั่นสัญญาของเรา

“Quality is not a department; it is our culture. We are committed to delivering exceptional guest experiences while continuously improving our operations”



Management Policy

Hotel	:	La Vela Khaolak
Department/Area	:	All Departments
Position	:	All Associates
Subject Heading	:	Crisis Preparedness
Date:	:	LFG 2025

POLICY STATEMENT

La Vela Khaolak is committed to ensuring the safety of all guests, staff, and visitors by preparing for, responding to, and recovering from crises effectively. This includes natural disasters, medical emergencies, accidents, fire, severe weather, security threats, and other disruptions.

OBJECTIVES

- Minimize harm to people, property, and the environment.
- Ensure clear communication and swift coordination during emergencies.
- Maintain continuity of operations and guest services.
- Provide regular training and drills for all employees.

RISK ASSESSMENT & PREPAREDNESS

- Conduct annual risk assessments (fire, earthquake, tsunami, storms, security risks).
- Maintain updated crisis plans and emergency contact lists in all departments.
- All departments must maintain updated SOPs

EMERGENCY RESPONSE TEAM

- Assign trained staff as ERT Leaders in each department.
- Provide specialized training in fire safety, CPR/First Aid, evacuation coordination.

COMMUNICATION PROTOCOL

- Establish multi-channel alerts (PA system, radios, HandiGo Application, Line, alarm systems).
- Provide multilingual instructions for guests (English, Thai, German, Russian).

EVACUATION & SHELTER PLANS

- Display evacuation maps in all guest rooms, public areas, and staff zones.
- Designate assembly points and backup shelters in safe zones (e.g., tsunami evacuation points).

STAFF & GUEST DRILLS & EDUCATION

- Conduct fire drills twice yearly and tsunami drills annually.
- Hold regular tabletop exercises for crisis scenarios (medical, storm, security).
- Provide safety briefings to guests during check-in and via in-room information.

Our Pledge คำมั่นสัญญาของเรา

“Preparedness saves lives. At La Vela Khaolak, safety is everyone’s responsibility”