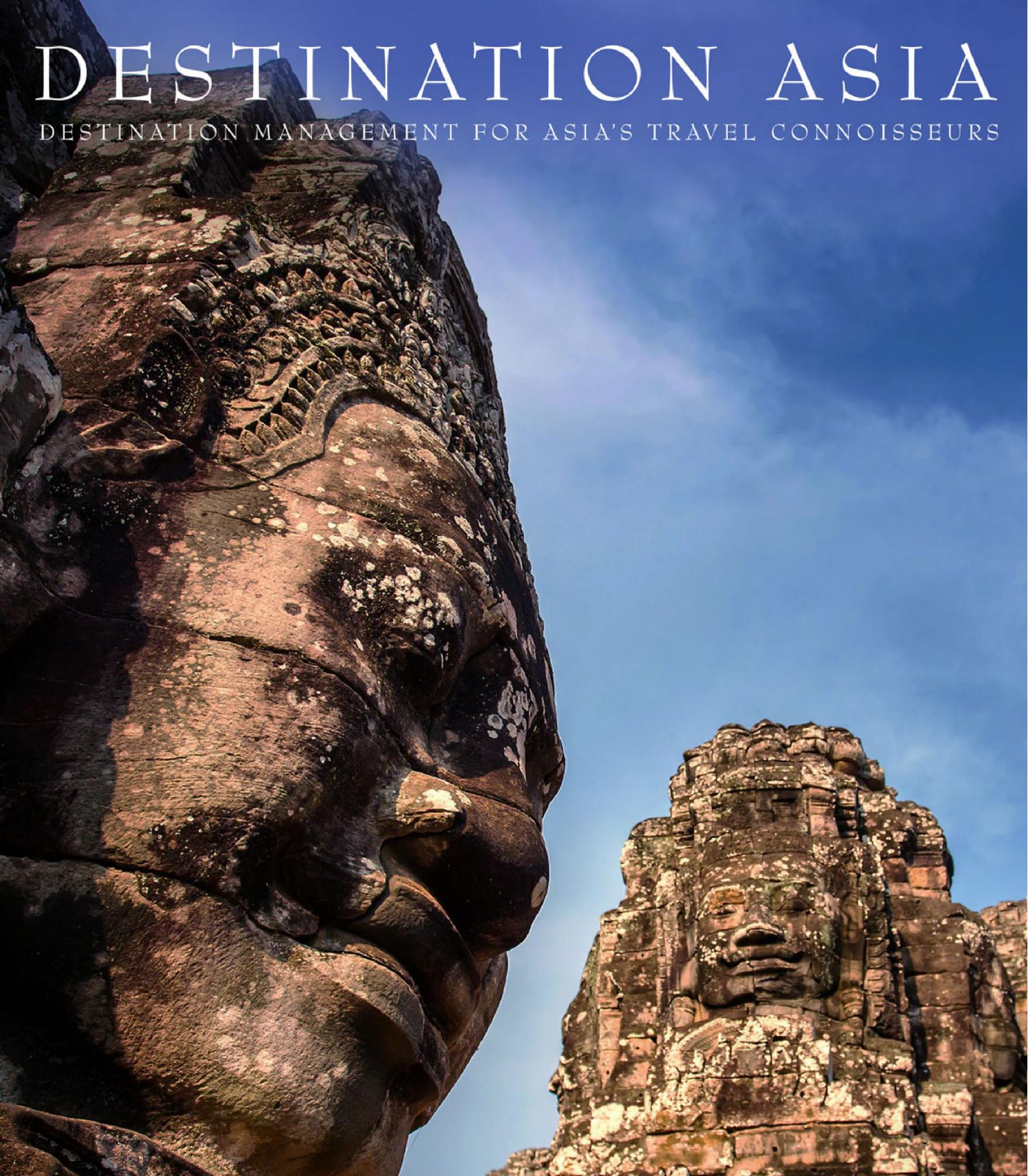


# DESTINATION ASIA

DESTINATION MANAGEMENT FOR ASIA'S TRAVEL CONNOISSEURS



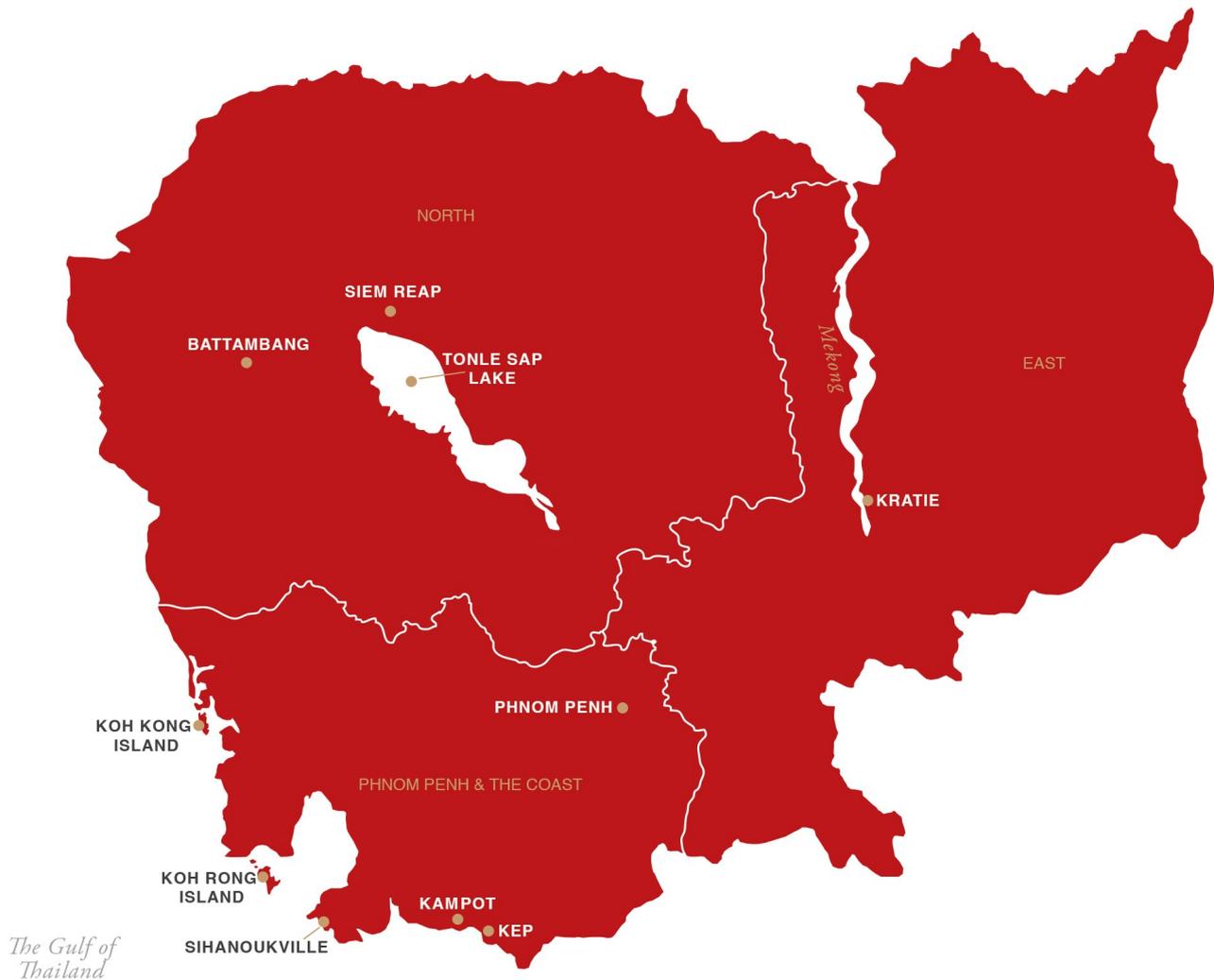
## CAMBODIA

COUNTRY FACT SHEET



# DESTINATION ASIA

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## ABOUT CAMBODIA

Present day Cambodia is the successor state to the mighty Khmer empire which once ruled vast swathes of land across what is now Laos, Thailand and Vietnam. The remains of this empire can be seen at the fabled temples of Angkor – monuments that are unrivalled in scale and grandeur anywhere else in Southeast Asia. The country covers a land area of 181,035 sq-km. It is bounded in the west by Thailand; the north by both Thailand and Laos; the east by Vietnam and in the south by the Gulf of Thailand. Administratively, the country is composed of 25 provinces, 26 municipalities, 159 districts, 1,633 communes, and 14,221 villages. Cambodia's two dominant topographical features are the Mekong River and Tonle Sap Lake.

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## AIRPORTS

Cambodia has three international airports: Phnom Penh International Airport, Siem Reap and Sihanoukville. Phnom Penh is now served by flights from the Middle East and multiple Asian destinations, Siem Reap is very well connected to almost all Asia hubs and Sihanoukville is just starting to open up to new routes in Southeast Asia and China. When coming from Europe it is usually best to book a flight to Bangkok, Singapore, Kuala Lumpur, Hong Kong or Saigon / Hanoi and then make your travel arrangements for the short distance to Cambodia from these hubs. Flying via Doha and Dubai is now a good option from Europe and also Brazil. If travelling from the US flights via Tokyo, Seoul, Hong Kong, China and Taiwan are an excellent option, with regular services from these hubs flying into Phnom Penh and Siem Reap. When coming from Australia or New Zealand flying via Bangkok, Singapore, Kuala Lumpur or Vietnam are the most direct routes. If travelling from South Africa there is an excellent service via Singapore, Hong Kong or through the Middle East.

## ARRIVAL/ DEPARTURE INFORMATION

The majority of visitors to Cambodia require a visa to enter the country and all must have a passport that is valid for six months after their planned exit date from the country. Most nationalities are eligible for a visa on arrival at Phnom Penh and Siem Reap international airports without prior registration. Visa on arrivals are valid for 30 days. To get up-to-date information on visa regulations and costs etc., please access: <https://www.evisa.gov.kh/> Electronic Visas are available through the Ministry of Foreign Affairs and International Cooperation's website: <https://www.evisa.gov.kh/> with a processing time of three days. The applicant must email a scanned copy of their passport and a US dollar fee paid by credit card. They will receive an emailed visa, which they must print out and bring with them on their journey to Cambodia. Most border crossing immigration points accept e-visas, however it is recommended to double check beforehand. The International departure tax is now included in the airfares and there is no need to pay any tax upon departure from Cambodian Airports. To check up-to-date costs, please access: <https://www.evisa.gov.kh/>

*"All the above information may change without prior notice. It remains the traveler's responsibility to check visa requirements before traveling."*

## BUSINESS HOURS

Offices are usually open from Monday to Saturday, from 7.30am or 8am until 5pm, and often close for lunch between 12-2pm. Shops open early and close any time between 6pm and 10pm. Most shops are open seven days a week.

## BANKS

Banks are open Monday to Friday, from 8am-3pm, and Saturday morning until 12 noon. In the major cities, exchange bureaus and most hotels will change US dollars – although for other currencies it is usually necessary to visit a bank. The banks generally offer the best rate of exchange. Traveler's checks can be exchanged at banks and some hotels but they can be difficult to change outside of the major cities. Also, a commission applies (around two to five per cent). Very few shops, hotels or restaurants accept traveler's checks. Visa Card and MasterCard are accepted in most hotels, restaurants and shops in Phnom Penh and Siem Reap. AMEX is also accepted by most hotels, but some restaurants and shopping outlets won't accept them. US dollars are still the most reliable form of currency to carry. It is advisable to carry small denominations of dollars to pay tuk-tuk drivers and vendors who may not have small change.

## CLOTHING

Due to Cambodia's tropical climate, we recommend light cotton clothing in order to remain comfortable while out and about during the day. Smart casual is the attire for the evening (Some hotels and higher-end restaurants impose dress codes so it is always best to check in advance with your Destination Asia guide). It is advisable to cover arms and legs in the evenings to protect against mosquito bites. An umbrella is a good idea in both the hot and rainy seasons as it will offer protection from the strong sun and the tropical downpours. Tourists should respect a dress code to enter temples and palaces which are sacred places. Visitors should not wear the following when entering these places: sleeveless shirts; sportswear; tights/leggings; shorts; short skirts; three-quarter length trousers; flip flops/sandals without a strap behind the heel; swimwear/beachwear; and shirts with offensive texts or images.

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## CURRENCY

The currency of Cambodia is the Riel but the US dollar is accepted across the country and can be withdrawn from all ATMs and Banks. Please be aware that ripped, torn, or old dollar bills will not be accepted and neither will \$2 bills or US coinage. Only \$1, \$5, \$10, \$20, \$50 and \$100 bills are accepted. Note that \$50 and \$100 bills are often refused at smaller local businesses but are widely accepted at hotels and higher end restaurants.

## CUSTOM ALLOWANCES

The following goods may be imported into Cambodia without incurring a customs duty:

- 400 cigarettes, 100 cigars, or 400 grams of tobacco;
- 350 ml of perfume;
- Two liters of wine;
- Medicines for personal use.

## ETIQUETTE (DOS AND DON'TS)

### DOS IN CAMBODIA

- Ask for permission before taking photographs of Cambodian people or monks.
- It is customary to remove your shoes when entering a place of worship such as a pagoda or a temple, as well as someone's home.
- Though not always expected, a respectful way of greeting another individual is to bow the head slightly with hands pressed together at the chest (known as the sampeah).
- If invited to dine in a Cambodian family's home, it is polite to bring a small gift for the host such as fruit, dessert, or flowers.
- If invited to attend a Cambodian wedding, it is customary to bring cash as a wedding gift.
- Keep business cards ready, and present them with both hands. Accept business cards with both hands.

### DON'TS IN CAMBODIA

- Don't use your feet to point at someone.
- Don't touch a Cambodian person on the head.
- Don't begin eating if you are a guest at a dinner and the host has yet to take a bite.
- Women should never touch male monks or hand something directly to them.
- Keep public displays of affection to a respectful minimum.

## ELECTRICITY

Cambodia uses 220V and a mixture of flat two-pin, round two-pin, or three-pin plugs. It is recommended to bring a universal plug adaptor. Power outages happen occasionally but most hotels have their own generators to provide an emergency power source.

## ENTERTAINMENT AND NIGHTLIFE

Bars and restaurants are plentiful in the major tourism destinations of Phnom Penh, Siem Reap and Sihanoukville. These range from cheap and cheerful beer bars to smart cocktail lounges and impressive skybars. Phnom Penh also has an emerging sophisticated night club scene. In Phnom Penh, the bar and restaurant venues on the popular riverfront area offer a laidback charm with cooling breezes. Most major hotels offer entertainment, with properties in Siem Reap especially good at hosting traditional dance performances. Gambling is a major pastime in Cambodia and there are casinos in Phnom Penh, Sihanoukville, and on the border with Thailand and Vietnam.

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## FOOD

Generally, the food in Cambodia is not as spicy as the cuisines of Thailand or Laos but it is flavored heavily with herbs. Fish and rice are the mainstays of Cambodian cuisine. The country has the benefit of a complex river system that feeds South East Asia's largest freshwater lake, plus a coastline famous for its shrimp and crab. Prahok, a mainstay of Cambodian cuisine is a fermented fish paste that nourishes the nation. Amok; fish-and-coconut milk steamed in a banana leaf is also a core dish on dinner tables. Meals in Cambodia usually consist of three or four different dishes, reflecting the tastes of sweet, sour, salty, and bitter. A legacy of former French colonial occupation is authentic Gallic cuisine at a fraction of the cost in the European country. Phnom Penh, Siem Reap, and Sihanoukville all attract a large volume of Western and Asian visitors and this is reflected in the wealth of global cuisine that is widely available in these major tourist destinations, including American fast food (in the capital), Italian pizzas and pasta, British fish and chips, German meat dishes, Japanese sushi, and spicy Thai specialities. As in all of the countries that Destination Asia operates in, international brand hotels have food outlets that cater for all tastes.

## HEALTH

No vaccinations are required prior to entry to Cambodia except for yellow fever if travelling to an area where the disease is present. It is advisable to be inoculated against typhoid, cholera, hepatitis A & B, tetanus and polio. Malaria and Dengue Fever are present in the country and it is advisable to take precautions, especially if traveling off the established tourist trail.

## HOTEL INFORMATION

The standards of accommodation across Cambodia are excellent and diverse with options for all pockets. Most staff at key positions (front office, reception, restaurants etc..) speak excellent English, but please be patient if you do not get what you want right away. During check-in you will be requested to complete a registration card. The hotel may ask for an imprint of your credit card as a guarantee for extra purchases. Ask the cashier to return this slip upon check out. Please check that you receive meal coupons (where applicable) with your room key. Many hotels do have a hotel directory inside each room where all facilities are described. Reception desks are usually open 24 hours. For Internet connections please check with reception for login requirements, (extra costs may apply). General check-in time is from 2-pm and check out time is 12-noon. If you require a late check-out (extra costs may apply) please check with reception.

## INSURANCE

Medical facilities are limited in Cambodia, especially outside of the capital Phnom Penh and the popular tourism destination of Siem Reap. It is therefore essential to take out a good medical insurance policy prior to travelling. The policy should cover the cost of an evacuation flight out of Cambodia. For adventure excursions such as cycling tours, proof of purchase of a travel insurance policy is usually required.

## INTERNET

Internet access is widely available in every major town and city across Cambodia. Almost all restaurants, cafes, bars and hotels offer free Wi-Fi and mobile data coverage is rapidly improving, with excellent coverage in all major cities.

## LANGUAGE

English is widely spoken in the main tourist destinations across the country. Cambodia's national language is Khmer which is less tonal than other Asian languages. Outside the major centres of Phnom Penh, Siem Reap and the coastal tourism hot spots, most people speak only Khmer but it is usually easy to find someone who can communicate in English. In Phnom Penh and Siem Reap French is also understood, especially by the older generations.

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## PEOPLE

The Cambodian people are famed for their welcoming smiles and friendliness. Despite three decades of tragedy and war, their present day positive and optimistic nature reflects the dawn of a new era as the country becomes a major tourism destination. Tourism offers new opportunities and the people are eager to play their part in this burgeoning sector and this is reflected in the happy smiles and eagerness to help those who arrive to see this slice of paradise in South East Asia.

## PROTECTING CHILDREN

Destination Asia does not offer visits to orphanages and we advise travellers to not visit them if approached by children asking them to do so. Orphanage tourism is often conducted by unscrupulous business operators and does more harm rather than protecting children's rights and education standards. We believe the best way for tourists and travelers to support vulnerable children and their families is to support vocational training and community based initiatives, rather than visiting an orphanage directly. At the heart of our belief is prioritizing the protection of children and keeping families together.

Sexual exploitation of children is a devastating reality. It can happen in hotels, bars and restaurants for example. You may even be approached and offered sex with children. When you see such a situation, don't put yourself at risk. Call a child protection hotline, contact a local organization or the police, so immediate action can be taken to protect the child and investigate the situation.

Cambodia: Call 1280

Child Helpline Cambodia (CHC): [www.childhelpline.org.kh](http://www.childhelpline.org.kh)

For more information on how to protect children visit: <https://thinkchildsafe.org/>

## PUBLIC HOLIDAYS

Closure of tourist sites can occur at short notice on public holidays and our Destination Asia guides will give guests advice about this situation.

## PUBLIC TRANSPORTATION

Getting around the bigger cities is easy, especially in the tourist hotspots of Phnom Penh and Siem Reap. The following forms of transport are available:

- Taxis can be hired in almost all major towns and cities across the country. They are rarely metered and the price is almost always fixed in advance.
- Remorks (tuk-tuks) are a motorcycle with a splendid cabin or cart attached to the rear. They are the most common form of transportation and are ideal for short distances within towns and cities. Make sure you bring low denomination US\$ bills as the drivers rarely have any change. \$5 and \$1 bills are best for paying.
- Train services are just starting to open up again in Cambodia with services between Phnom Penh, Kampot and Sihanoukville, although timetables are still somewhat unreliable!

## RELIGION

Buddhism is the dominant religion in Cambodia with nearly 95 per cent of the population followers of this faith. Islam is practiced by a small percentage of the population, mainly the Cham people resident near the border with Vietnam. Christianity and Hinduism account for less than one per cent.

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## SAFETY

Despite its turbulent past, Cambodia is a safe country to visit. However, theft and bag snatches do occur so never leave your bags unattended and always maintain a firm grip on cameras and shoulder bags. Be careful when riding motorcycles, remorks/tuktuks as bags are easily snatched from front baskets. Leave your expensive jewelry at home and always use hotel safety deposits boxes or in-room safes for your valuables.

## SHOPPING

Cambodia is a great place to buy unique items such as silks, woodcarvings, rattan weavings and the krama, the traditional Cambodian scarf. The krama is one of the most popular Cambodian souvenirs and is similar to a sarong and can be used for bathing, cleaning and protection from the sun. Phnom Penh and Siem Reap have an abundance of local markets that offer great souvenirs. Our Destination Asia guides can offer advice on the best places to buy holiday purchases. Although the larger cities have supermarkets and gift shops, huge, glitzy shopping malls, like those found in Bangkok, Singapore and Hong Kong, do not exist – but that is one of the attractions of a country that offers something different from the more developed countries in South East Asia.

## STREET STALLS

Stalls occupy the main streets of major tourism destinations with everything from street food to T-shirts and DVDs for sale. You should always barter when buying anything on the street (a smile really does help!) Bartering is not only expected, it is a way of life. Start at a third of the asking price and work your way up. Remember to bring small denomination notes as vendors often don't have change and having the correct amount ensures you will not be overcharged.

## TELEPHONE

If you have mobile phone (cell phone) with worldwide coverage, you can use your own mobile phone to make local or international calls. However, please check with your mobile phone provider about potential costs before using it abroad as charges can be very high, especially when using mobile data. It is very easy to buy a local "pay as you go" SIM/Micro SIM card on arrival for a few dollars at Phnom Penh and Siem Reap International Airports. Wi-Fi is widely available so using Skype, WhatsApp and Facebook are often the best way to communicate.

## TIME ZONE

Cambodia is either GMT + 7 or GMT + 6 depending on daylight-saving.

## TIPPING

Tipping for good service is not expected but is always appreciated in Cambodia. Tipping the guide and your driver on your tours is optional and should depend on how satisfied you are with the excursion. Note that different drivers and guides are often used in Siem Reap and Phnom Penh. Hotel porters should be tipped for carrying bags to the room and it is always appreciated to leave a small tip at a bar or restaurant unless a service charge is included. In other cases, it is up to the individual when and how much to tip.

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## WATER

It is not safe to drink tap water but purified bottled mineral water is available everywhere. All hotels provide a complimentary bottle of local mineral water per person in the room. Ice cubes in drinks are generally okay in good standard hotels and restaurants, but it is best to avoid them on street stalls or in the countryside. Some minor stomach problems are always possible when travelling in exotic countries, so bring a supply of your usual anti-diarrhea medicine. However stomach problems are often blamed on the food when in fact the most common cause is dehydration. Cambodia has a hot, humid tropical climate so ensure you stay well hydrated!

## WEATHER

Cambodia has two distinctive weather patterns: Rainy from June to October; and dry from November to May. The hottest days of the hot season rarely climb above 35C (95F) and the cool season may push the mercury as low as 16C (60F) in the early hours. The monsoon between June and October follow the same pattern with clear mornings and rain for around one-to-three hours in the afternoon. Afternoon rains can make touring a bit more difficult but a big bonus is that the rains turn the jungle and rice paddies lush and green. The dry season can be very dusty, but it ensures treks through the jungle terrain are more manageable.

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## DESTINATION ASIA CAMBODIA OFFICES:

### **Siem Reap Office**

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Sangkat Svay Dangkum,  
Siem Reap, 17252  
Cambodia

Tel: +855 96 866 3108

E-mail: [cambodia@destination-asia.com](mailto:cambodia@destination-asia.com)

## EMERGENCY CONTACT NUMBERS

Police dial 117; Emergency Medical Services (Phnom Penh) dial 119; Fire service dial 118; Phnom Penh Airport dial 023 890 520.

## DISCLAIMER

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