



Reviews Blender.com

Summary: (Based on 3 months (June-Aug. 2024) of Google Reviews in multiple languages)

La Veranda Resort Phu Quoc - MGallery has garnered largely positive feedback from guests, who appreciate the stunning colonial architecture, exceptional service, and overall cleanliness of the facilities. Many reviews highlight the relaxing atmosphere, beautiful gardens, and high-quality dining experiences, with complimentary amenities such as yoga classes and afternoon tea further enhancing the stay. However, concerns about beach conditions, including water cleanliness leading to skin infections and visible sewage near the beach, significantly marred the experience for some. Additionally, issues with access to the hotel and navigation within the property have been noted.

****Positive Points:****

- Beautiful colonial architecture and decor.
- Exceptional and attentive staff.
- Immaculately maintained facilities.
- Great pool and cleanliness of rooms.
- Calm and peaceful atmosphere, ideal for relaxation.
- Overall enjoyable dining experiences, including high-quality breakfast.
- Complimentary afternoon teas and yoga classes.
- Spacious, comfortable rooms with great beach views.
- Positive atmosphere, particularly during the rainy season.
- Warm welcoming experience and exceptional hospitality.

****Negative Points:****

- Poorly communicated access route with challenging navigation.
- Severe concerns over beach water cleanliness and visible sewage systems.
- Some menu items perceived as overpriced.
- Need for caution with bathroom water heating.
- Mention of an unfriendly chef at one restaurant.
- Minor renovations taking place in a small area of the hotel.
- Some guests reported uncomfortable pavement in front of the registration desk.

Reviews Analyzed

Channel	Date	Author	Review
Google_Map	2024-08-24	Shofia S	美味しかった♥ またお邪魔します〜🙏
Google_Map	2024-08-15	Anh, N. D.	<p>I will make this short, First thing I dissatisfied with you guys are the location, I know it would be easy to access the beach but the way in was too bad, so narrow alley way and many times when cars go opposite direction, it took us quite a while to get in the hotel which is so bad in communication-route, also the pavement in front of the Registration desk was too many blocks of rocks what make our car jump up and down A LOT... Secondly, although the room was awesome, clean and smell so good, and the cookies was way too high in expectation, but I have bad experiences with THE WAY WE GO TO OUR ROOM, go to the swimming pool, go to the beach, go to the restaurant and go back, we always got lost. I personally hates too high trees blocking all directions, why not cut them in half like a fence? We just go to the beach, get back to our room and got lost, go to the restaurant and got lost again... Moreover, the MOST SERIOUS PROBLEM is the beach itself (the pool was great, hygiene and cool, though). Our family when down to swim on La Veranda Resort Phu Quoc - MGallery beach like 4 times in different times of day. After each time we get back from the beach, we clean ourselves and even go to shower immediately. But unfortunately, the following day we get back home, we got skin infection. All three of us. Most of the time spending on the beach we were all playing with the water level was knee-level. THE IMPOTANT THING IS, I spotted 2 sewer systems RIGHT there both left and right side of the beach. I can see clearly the water turns black and wasted water leaking DIRECTLY to the sea. So I can see all the water around your beach is INFECTED and POLLUTED. I said this because we spent a few days the previous days in REGENT PHU QUOC (6 stars Resrt next to INTERCONTINENTAL), we swim a lot and nothing happened on our skins. Coming back home, I got minor dots in my knee and foot, itchy and red. My wife got some, too. But my son (5 years old), due to his skin is thin as a toddlers always is, he got SERIOUS INFECTED with 1 big dimples in his ankle that he was so hurt and with the size of a chickpea, skin turning red all around the white hole with a dimple inside. Asking doctors and they said we got skin infection, just like people working in the sewers. I am writing this for you guys because I want you guys to raise awareness toward this polluted sea water you guys are having. We can take care of ourselves, but returning to La Veranda Resort Phu Quoc - MGallery, next time I would not consider due to the three problems we discussed above. Have a nice day, We hope you guys can fix all those unfortunate issues ! Regards, Anh, N. D. Tuyet, N. Thi Ngoc (and our son)</p>

Channel	Date	Author	Review
Google_Map	2024-08-14	Kamil Hala	To wspaniały obiekt kolonialny, wchodząc do niego zastanawiasz się czy to hotel w ogrodzie czy ogród w hotelu, bajeczny widok, wspaniała obsługa i przepyszne jedzenie, La Veranda to idealne miejsce aby odpocząć, złapać oddech i się zrelaksować polecam
Google_Map	2024-08-08	냥냥냥냥냥	유럽 지중해쪽 어느 별장에 간 듯한 숙소였어요. 정중하고 유쾌한 직원들의 서비스, 맛난 아침 밥, 조용하지만 놀기 좋던 해변, 깔끔히 유지되는 수영장... 쾌적한 객실과 포근한 배딩.. 정말 만족했습니다. 조용히 휴양할 부띠크 호텔의 정수를 느끼고 싶다면 중부의 라베란다 리조트 추천합니다. 멋지고 큰 규모의 리조트들은 많지만 이런 호텔은 흔치 않은거 같아요^^
Google_Map	2024-08-04	Explorer258357	Just spent 7 nights at La Veranda. What an amazing place. So beautiful and immaculately maintained. Staff are exceptional - they will do anything for you. We were a family of 4 and enjoyed this lovely place - a real oasis of peace and calm and a little slice of paradise. It's like staying in a private members club. Would highly recommend.
Google_Map	2024-07-27	Namji K.	킹콩 마트 걸어서 5분 킹콩 마트 건너편 과일가게 최고 - 가격 저렴하고 엄청 친절하심. 한국인이 없어서 그런지 우리만 공항 픽업도 우리만 있었고, 베트남 기사와 영어 잘하는 직원까지 나오셔서 완전 VIP 대접 받음.
Google_Map	2024-07-24	Izanni	Le groupe Accor possède de très beaux établissements au Vietnam. Le véranda resort fait partie des meilleurs. Nous n'avons eu que des satisfactions lors de notre séjour: - reconnaissance platinum - navette gratuite depuis l'aéroport - spa haut de gamme - staff compétent et incroyablement accueillant - chambres très confortables - pdj de qualité Ce boutique hôtel 5 étoiles ne mérite que des compliments. Je recommande l'établissement !
Google_Map	2024-07-16	N. D. T.	Trải nghiệm khó quên với những dịch vụ tốt của khu nghỉ dưỡng
Google_Map	2024-07-16	A.	The hotel is nicely decorated & clean despite renovation works on a small area. The surrounding greenery made it ideal for relaxation & healing with the smell of flowers & herbal plants. The room is spacious complete with amenities.
Google_Map	2024-07-15	Tracy	There were not so many tourists coming to this island these days due to rainh season. We could therefore enjoy the peace and serenity in this place. The staff were so friendly and helpful. We have stayed in La Veranda several times and we will definitely come back here.

Channel	Date	Author	Review
Google_Map	2024-07-13	Chris Vo	Hi. I'm Hoang Anh and my wife, Viet Anh. We love the place, amazing beach, nice dinner, good service. I love the receptionist, a beautiful and supportive girl. Besides, we like the manager, he is so nice. Love so much for treating well. Highly recommend for the couple.
Google_Map	2024-07-13	B B	I loved this hotel so much. I really like the French Colonial buildings and the lush tropical gardens. The beach was nice and clean and the pool was beautiful as well. They have free afternoon teas and rum tastings a few days a week -these were a great opportunity to meet fellow guests. I would also recommend the yoga in the mornings. It was beginner friendly. We originally booked 3 days and extended it to 10 days 😊
Google_Map	2024-07-12	B Bee	I loved this hotel so much that we extended our 3 days to 10 days. I loved the character of the French Colonial buildings set amongst the lush tropical gardens, the picturesque beach and the beautiful pool. We made some friends during the complimentary afternoon tea and spent several afternoons all hanging out on the verandah. I recommended attending the free yoga classes in the morning too. I hope to come back in the future.
Google_Map	2024-07-08	P Lucky	La Veranda Resort Phú Quốc - MGallery is truly a hidden gem and one of my favorite hotels. It has lots of trees, greenery, and a clean beach, along with warm and welcoming hospitality services. The architecture is French Colonial style, with well-functional interior design that is comfortable, just like at home. It's a great place for a long stay, as they offer an outstanding retreat program at the spa TINH, and the food options are varied.
Google_Map	2024-07-08	Jinsuk S	I stayed in Phu Quoc for 3N 2D for my husband's birthday. We've visited many parts of Vietnam, but it was our first visit to Phu Quoc. After the flight ticket, I looked up the hotels and found that there were so many options. Meanwhile, my friend recommended "La Veranda Resort Phu Quoc" to me, and I made a reservation right away. It's a short stay, but I'd like to say it's more than a perfect score of 100 points from check-in to check-out. There was a shuttle service from the airport to the hotel, and thanks to Driver and Staff 'Mr Binh', who welcomed my husband and I sincerely after arriving at the airport and kindly took us to the hotel, we had a smile from the beginning. At check-in, all the staff welcomed us warmly, and I thought it was like a place to treat guests like family. Guest Experience Manager "Shamir," whom I met at the first check-in, was really kind until the last stay, and I raised my thumb when he listened carefully to what the guest needed and responded with warmest heart. My husband and I felt the same way. From Shamir's warm and prompt response, I knew why people who visited here recommended and wanted to revisit. I want to say thank you to Shamir and all staffs from the bottom of

Channel	Date	Author	Review
			my heart The inside of the resort had a nice garden, and the way from the reception and restaurant to the room was beautiful. And the private beach was so beautiful that we kept taking camera pictures There were always guards at the beach. So I lay down on the beach chair to rest or play in the water safely. The room was also nice, and I heard that the plant picture frames on the stairs to the breakfast restaurant were flowers in the garden, the interior was also impressive. And the morning yoga class that the hotel offered for free every day was the best This is a healing resort. My husband, who has never done yoga before, asked me to make a reservation for the next day after class on his first day. From a very refreshing start to the morning, he kept saying that he was so happy ! haha I'm also happy to remember wonderful memories while writing a review now. My husband and I promised to visit "La Veranda Resort Phu Quoc" all throughout our stay and back in Korea We'll definitely visit again :)
Google_Map	2024-07-02	Liane67	We recently stayed at this hotel for 5 nights in May 2024. The staff and service were fabulous from the time we were collected at the airport to when they transported us back there at the end of our stay. We had dinner at the on-site restaurant twice, with a wide array of dishes to select from and of great quality. Breakfast also includes a great selection, with a combination of buffet options and made to order for the one price. The grounds of the hotel are lovely, our room was spacious, and the hotel is a great location to watch the sunset. Lots of lovely extra touches which change every day of the week, like a complimentary gin tasting, wine tasting, afternoon tea, etc. Would happily recommend Le Verandah to others.
Google_Map	2024-07-02	C.	La sensation d'être dans un havre de paix, des attentions personnalisées, une vraie maison
Google_Map	2024-06-28	Younga J.	너무 편안하고 즐거운 경험이었습니다. 맛있는 조식과 친절한 직원들 좋았습니다.
Google_Map	2024-06-27	Alexander R.	Лучший сервис который я получал когда либо.очень чистый и красивый отель
Google_Map	2024-06-26	Alex Zepelev-Roitman	Лучший сервис который я получал когда либо.очень чистый и красивый отель
Google_Map	2024-06-17	John H	My wife and I have visited Vietnam 10 times in the past 15 years. We have stayed in some great hotels but La Verandah is easily the best. Great gardens, beautiful rooms, views of the beach and the staff are outstanding. The an la carte breakfast is worth the extra money. All have excellent English and the manager Shamir aka Sam, is not only a great manager but a lovely, lovely man.

Channel	Date	Author	Review
Google_Map	2024-06-07	lee seul	라베란다 리조트 기대이상으로 너무 좋아요! 정형화된 고오급 리조트에서 머물다가 좀더 로컬&코지한 느낌찾아 넘어왔는데 대만족입니다. 시설은 고풍스럽고 깨끗깔끔하고 무엇보다도 직원분들이 너무 프로페셔널하고 기분좋은 친절한 매너를 갖고 계세요. 체크인할때부터 뭔가 더 세심하다고 느꼈는데. 머무는 동안 과일깎을 칼을 빌릴수 있을지 여쭙봤더니 칼은 위험할수 있어서 과일먹을때 연락하면 언제든 셰프를 보내서 직접 깎아주시겠다고 하셨어요! 결국 망고는 요령껏 깎아먹어서 요청 드리진 않았지만 어쨌든 충분히 납득이 가고 세심한 답변이어서 오히려 좋았습니다ㅎㅎ 초록초록한 산책로와 가든뷰도 너무 좋네요. 번화가와 거리는 가깝지만 걸어나가는 길이 약간 애매할수 있는 점 빼고는 모두 만족합니다, 완전 추천해요
Google_Map	2024-06-07	SON PHAN	Excellent stay. The resort is located far from the main street. The entrance is small, could be missed if the drivers are not familiar with the area. Friendly staffs. Good location, walking distance to the main town. Nearby convenience store (King Kong). Rooms decor'ed as traditional colonial style, with granite flooring. Good amenities with sepaeated kid playroom (suite 200), swimming pool, gym and spa. They serve drinks (both alcoholic and non-alcoholic) on arrival and at check-out. Also, the daily afyernoon supper is served between 3-4pm with teas, softdrinks and cookies. Be very careful with the shower, as the hot water hose is very boiling hot and is fully exposed. There are two restaurants. Le jardin for lunch, and the other for breakfast and dinner. Limited menu for breakfast comes at e bit high price tag. Not frendly chef. The spa was excellent. Very friendly staffs. Massage rooms are big and have all equipments including infrared dry sauna, traditiona wooden bath tubes, toilet and showering areas. Paying with US credit cards seems to be cheaper than paying with local VND
Google_Map	2024-06-06	Emmanuelle Le Duot	Nous avons séjourné à l'hôtel L'hôtel, le personnel adorable , le lieu était parfait! et même plus 🙌🙌🙌😊 Magnifique ! Je recommande sincèrement 😊 Pascal et Emmanuelle
Google_Map	2024-06-02	anh khoa phan dinh	Đây là 1 trong những khách sạn tôi yêu thích. Nhỏ nhưng cỡ võ. Kiến trúc và nội thất theo kiểu Pháp cổ được chăm chút tỉ mỉ. Có nhiều cái ghé đặt nghiêng nhưng không thể để lệch đi tí nào vì đã được đặt góc hoàn chỉnh nhất. Dành cho các bạn thích nhỏ, cổ điển. Nhân viên phục vụ tốt.
Google_Map	2024-06-02	Panhchakmoni C	The hotel is quite a charming character. I feel very secluded. Received such a wam welcoming from the team at reception. I have to say the friendliness and Vietnamese hospitality here is worth to come. The cocktail hours was very nice to boost up your evening with sea breeze. Thank you Shamir for the personal welcome. Looking to next visit to Phu quoc, I will stay there.

Channel	Date	Author	Review
Google_Map	2024-06-01	Baoquoc Le	Dịch vụ phòng và nhân viên ksan quá tuyệt vời Lúc nào ghé PQ cũng fai về đây thêm nhiều lần nữa Cảm ơn đội ngũ La Veranda

Distribution List

- Google_Maps 27 reviews

By Denis Kondopoulos
MBA MBCS CIP CEng CIM Google-Certified
denis@naxtech.com