

Villa LAEM ONE – TERMS & CONDITIONS

Revised April 2018

ARRIVAL AND DEPARTURE

Check out time is 11.00am

Check in time is 3.00pm

Late departure or early arrival is subject to availability and may incur additional fees.

If you wish to have a confirmed early check in or check out, the following fees apply.

Check in – 50% of the nightly rate from 11am onwards. From 8am onwards 100% of the nightly rate

Check out – Late check out to 6pm – 50% of the nightly rate. After 6pm – 100% of the nightly rate

INCLUSIONS

The nightly rate includes one return trip transfer. Further transfers can be arranged for you prior to arrival or departure.

The nightly rate includes a continental breakfast.

Chef service (food charged to guest account at cost plus 15% service charge)

We provide a food shopping service either prior to arrival or at the villa and the items are charged at cost plus 15% service charge

PAYMENTS

Deposit is 30% with full balance required 6 weeks prior to arrival.

The deposit is nonrefundable, Should the booking be cancelled we can credit for up to 9 months from the date of cancellation to be used by either the party or friends or family.

If the booking is cancelled following the final balance payment, all payments are forfeited unless another booking is secured for either partially or wholly of the dates booked and a credit will be provided either partially or in full.

WEDDINGS AND EVENTS

Villa One can accommodate a wedding of 40 people

Villa Two can accommodate a wedding of 20 people

An event fee of USD1,000 plus tax is applicable for a wedding. All weddings must be organized by a professional planner and must be approved prior to confirmation of the wedding. The planner must provide all equipment and staffing for an event as the villa staff and villa equipment must not be used for a wedding.

A damage deposit is payable in cash on arrival of THB 100,000 or equivalent currency.

TRAVEL INSURANCE

It is a requirement all guests have their own travel insurance.

FORCE MAJEURE

The villa and its owners or representatives are not responsible for incidents such as fires, floods, Acts of God, Weather conditions, civil disturbances or delays.

ISLAND LIFE

The villa owner or representatives are not responsible for loss of power, internet or water or interruptions to supply. We will however do our best to rectify the problem as soon as possible and keep you fully informed.

REGISTERED GUESTS

Only the specified amount of guests are permitted on the property. No overnight guests are permitted in the property or sleeping in communal areas or grounds.

CONDUCT

It is prohibited to use or have in the grounds or villa, any unlawful substance. For the safety of the property and staff and other guests, no overnight joiners (male or female) are permitted to stay. Failure to adhere to this may result in your booking being cancelled with no refund.

SMOKING

The villa is a no smoking property. Smoking is only permitted in outdoor designated spaces and ashtrays must be used. Any smoking within the rooms or living areas will be subject to a deep clean fee of THB10,000.

DAMAGES

If there is any damage or breakage made by you or guests during your stay, you will be provided with the cost to rectify this and this must be paid prior to departure from the villa.

CHANGE TO LINEN AND TOWELS

As we are based on a tropical island, we try to conserve water and be an Eco friendly villa, therefore all linens will be changed every 3 days. If you wish for linen to be changed more frequently, please indicate to your villa manager and a fee will be applied to launder the items.

PERSONAL SECURITY

Each room has a safety deposit box, please ensure you use this at all times for your valuables and also keep your room locked. The villa or representative is not responsible for items left out which may get lost or damaged.

QUESTIONS OR COMPLAINTS

During your stay, if you have any questions or need assistance you can discuss with the villa manager who will be very happy to assist you. For any concerns or complaints or require to speak to a western member of the team, please advise the villa manager as we have an English Manager that oversees the villa and can assist with anything further.