



1.4 CANCELLATION AND AMENDMENTS

For cancellation or amendments, reservations (info@villabaantawanchai.com) must be notified in writing. The cancellation will take effect from the day the written confirmation is received.

Standard and Peak Seasons:

All payments made are forfeited but credited for 9 month from the date of receiving the cancellation email. The credit value may be used by the client or anyone on their behalf for any reservation, during the credit period subject to availability. The difference in rate will also apply if the new reservations are for a higher season.

Christmas and New Year Period:

For any cancellation after the deposit and/or balance payment, all payments are forfeited and a full or partial refund applicable in the event that another party's reservation is secured, covering partially or fully the initial and cancelled reservation. No credit can be granted on payment made for this period.

The above is also applicable if the payment of the balance amount is not received on the due date.

Amendments are subject to availability and are US\$100 per change. If a change is to a higher season, the difference in rate will also be applied

* Early departure, whether immediately on arrival or later during the dates of stay, will be considered a cancellation and all funds will be forfeited

1.5 Villa Management cancellation or amendment of your booking:

If the rare situation does arise where circumstances beyond our control dictate that we have to cancel or amend your booking, we will contact you as soon as is reasonably practical and inform you of the cancellation or the change to your booking and, if it is necessary to cancel your booking, you will be refunded any payment made.

2. HOUSE RULES & RESTRICTIONS:

SMOKING: Not permitted inside the property but permitted in the courtyard or grounds.

PETS: Not allowed

REGISTERED GUESTS: Only those persons registered in the booking details may reside at the property and with notification of correct ages of all guests, given at booking time. The local management retains the right to ask extra person or persons to either pay the applicable additional charge as per the published rate or to vacate the property forthwith and no refund can be claimed.

NOISE & DISTURBANCE: We request that our guests, while enjoying themselves, to respect the local community and not cause excessive noise or late night disturbances. The local management may at their absolute discretion ask the offending guest or guests to vacate the property, or summon the local police if any illegal activities are done within the private boundaries of the property. In such a case, the original booking will be treated as a cancellation and no refund can be claimed



3. INDEMNITY & LIABILITY:

1. **INSURANCE:** Mandatory condition of the booking is that the entire party is covered by comprehensive travel insurance to cover: Cancellation, flight delays, loss and damage to baggage and belongings, health insurance including evacuation and repatriation coverage. The owner or Local Manager shall not be held responsible in any way for accidental injury, or damage/loss to personal effects, delay, additional expense or inconvenience caused directly or indirectly by events outside of his/her control.
2. **COMPLAINTS:** The owners and/or the local manager cannot be held liable for situations beyond their control, such as the breakdown of the supply of water, or electricity, or internet connection nor of swimming pool filtration systems, though we will use our best endeavors to arrange for any such problems to be solved quickly.
3. **VALUABLES:** Personal safe are provided at the property. Guests are strongly advised to store valuable items in the provides safes, Any valuables left at the property are the guest's sole responsibility.
4. **DUE CARE AND SUPERVISION:** Guests are required to take due care when residing at the property. Children under 5 must be under supervision at all times. Damage or injury arising during the stay at the property, shall not be the responsibility of the Owner or the local manager in any way whatsoever.

4. APPLICABLE LAW

1. This contract between the two parties as specified, below, is governed by the law and the courts of the Kingdom of Thailand, who only shall have jurisdiction in relation to any claim or dispute arising out of, or connected with them.
2. As per Thai immigration laws, guests are required to submit copies of their Passports and Departure cards. Please note than on arrival, our Management will take care of this.

5. AGREEMENT

I/We agree to the above conditions and do hereby agree to the application of the above Terms and Conditions to our reservation.



For Villa Baan Tawan Chai

For the Guests

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