

## HOTEL TERMS & CONDITIONS

### BOOKING POLICIES

#### EXTRA BEDDING & ROOM OCCUPANCY

The total number of occupants in a room, including children, shall not exceed the maximum number of occupants permitted in the respective room types:

VINTAGE GARDEN	: up to 3 people	VOGUE GARDEN	: up to 3 people
VINTAGE PARTIAL SEAVIEW	: up to 3 people	VOGUE SEAVIEW	: up to 3 people
VINTAGE SEAVIEW	: up to 3 people	VOGUE VILLA	: up to 4 people
VINTAGE SEAVIEW CORNER	: up to 3 people		
VINTAGE JACUZZI	: up to 3 people		
VINTAGE VILLA	: up to 4 people		

Our hotel rooms have been designed for 2 occupants per room; we are **unable** to provide extra bedding for the adult 3rd person or a sofa bed for a 3rd child. However, our **VOGUE GARDEN** and **VOGUE SEAVIEW** rooms (Subject to room availability) have sofa beds inside the rooms with a supplementary charge for the 3rd person of THB 1500 net per room per night.

If you have any questions or clarifications regarding the Hotel's Maximum Occupancy Policy, please feel free to contact our reception staff. We are pleased to explain it in more detail. Please also note that the Hotel reserves the right to refuse entry to any additional guests exceeding the maximum occupancy allowed for that room type.

#### CHILDREN

As we are an Adult-Friendly Lifestyle Hotel, a child of up to 3 years of age is considered an infant and can stay for free with breakfast included. However, no baby cribs nor sofa beds are provided. Individuals above the age of 4 are considered adults by the hotel.

#### REQUESTS

All requests are subject to room availability and our hotel bears no responsibility should it be unable to fulfill certain requests.

### CHECK-IN/CHECK-OUT POLICIES

#### AGE REQUIREMENTS

A guest who is able to check-in by him/herself must be 18 years or older. Guests under the age of 18 must be accompanied by an adult or a guardian. Our hotel reserves the right to check proper government-issued photo identification papers in order to process all check-ins.

#### CHECK-IN/CHECK-OUT TIME

Unless otherwise stated within specific rate plan terms, conditions or promotions, our hotel check-in time is **after 15:00 hrs.** Conversely, check-out time is no later than **12:00 hrs.**

For early arrivals before 15:00 hrs., we highly recommend to pre-book the room one day in advance prior to your arrival the following day. An additional fee may apply for late check-outs as detailed below. (Subject to room availability)

Late check out **from 12.00-18.00 hrs.:**

Late check out **after 18.00 hrs.:**

Half price of that day walk-in room rate

Full price of that day walk-in room rate

## GUESTROOM POLICIES

### GUESTROOM VISITORS

In the interest for your and our staff's well-being and security, all visitors are required to register with a valid ID card, Driver's license or Passport at the Front Desk. Please note that the maximum number of visitors must equal or be less than 8 people per room and are requested to leave all guestrooms by **22.00 hrs.**

### IN-ROOM SMOKING

All of our guestrooms are non-smoking. However, guests may smoke outside the room by the balcony and keeping the balcony door closed tightly. There will be a THB 5,000 fee per room for thorough cleaning services charged to any rooms that have been smoked in, in order to restore it back to its original condition.

### COOKING

Our hotel does not allow guests to cook in guestrooms. There will be a THB 5,000 fee per room for thorough cleaning services charged to any rooms that have been cooked in or affected by cooking odors, in order to restore it back to its original condition.

### NO DURIAN & MANGOSTEEN ALLOWED

Durian and Mangosteen fruit are not allowed in the guestrooms. There will be a THB 5,000 fee per room for thorough cleaning services charged to the rooms, in order to restore it back to its original condition.

## GENERAL POLICIES

### OUTSIDE CAMERAMEN & PRE-WEDDING SHOOTING & DRONE SHOOTING

Our hotel has been designed for Young@Heart travelers, honeymooners or any special occasions for a relaxing vacation. It is not for personal use or any activities that may disturb other guests, as we would like to maintain the privacy of our guests. With this in mind, the hotel does not allow registered guests to shoot with drones, professional photography or pre-wedding shooting within hotel premises without hotel permission.

### DAMAGE TO HOTEL PROPERTY

The Hotel reserves the right to charge guests the cost of rectifying damage or soiling caused by deliberate, accidental, negligent or reckless acts of the guests to the Hotel's property or structure.

### SAFETY DEPOSIT BOX

Guests are advised and encouraged to keep their valuables in the in-room safe during their stay. Our management shall bear no responsibility for the loss of money or other personal valuables, jewelry, etc. lost or stolen on hotel premises.

### PARKING

Staying guests will get 1 complementary daily parking space, per room. The management also declines any responsibility for damage to and/or loss of vehicles and their contents in the hotel's car park.

### PETS

Our hotel does not allow any kinds of pets within the indoor area of the hotel, unless it is a guide-dog.

## PROHIBITED ITEMS

The following items are strictly not permitted within Hotel premises:

- o Durian and Mangosteen
- o Animals of any kind, except guide dogs
- o Flammable, explosive or otherwise hazardous materials
- o Objects emitting a foul odor
- o Weapons of any kind and objects of an unusually large size or in unusually large quantities
- o Articles that are related for the use in gambling, prostitution, smuggling or other illicit acts
- o Illegal drugs or other articles; the possession of which is prohibited by the laws of Thailand

The Hotel reserves the right to refuse entry to any guest found to be in possession of prohibited items. Guests shall be solely liable and responsible for all loss, financial or otherwise and damages that may be caused by such items.

## OUTSIDE VISITORS WHO VISIT THE PALETTE RESTAURANT & RED BAR

Our restaurant and bar will be opened for outside visitors from 10:30 to 22:00 hrs. Outside visitors must declare themselves to our front desk staff in order to access the restaurant and bar. No full register is required unless outside visitors are an in-house guest visitor.

## ROOF-TOP POOL & SUNBED POLICY

Pool and Sunbeds are reserved for in-house guests and DAY-PASS visitors only as our priority.

## DAY PASS VISITOR

Our hotel also provides DAY PASS to use the pool and facilities for outside visitor. Please see details and price as below:

### DAY PASS Requirement & Including :

- o Full registration with valid ID card, driver license or passport
- o Access to the point of view pool and use of sun bed
- o THB 1,000 food credit per each person
- o Access to Tone Gym
- o Use of pool towel
- o Free WIFI

DAY PASS Access Time : 11:00-18:00 hrs. (8 hours)

### DAY PASS Price :

Visitors (above 4 years of age) :	THB 2,000 net per person
Infants (below 3.9 years of age) :	Complementary

## HEALTH & WELL-BEING POLICIES

### EXCESSIVE NOISE AND PARTIES

To ensure all guests enjoy the comfort and safety of the facilities that we offer, the Hotel upholds a strict zero tolerance policy towards commotion, excessive noise and parties. Any persons found to be in our area creating excessive noise, having a party, exceeding the numbers of permitted guests or otherwise causing a disturbance, will be requested to leave the hotel without refund.

### INAPPROPRIATE BEHAVIOUR

Should any action by a guest, may it be towards our staff or otherwise, be deemed inappropriate by the Hotel, or if any inappropriate behavior is brought to our attention, the Hotel reserves the right, after the allegations have been investigated, to take action against the guest which may result in, but not limited to, being asked to leave without a refund for any services incurred.

### SMOKING

Smoking is only permitted in designated areas as noted below:

- o Outside the Hotel
- o Outside The Palette Restaurant
- o In-room Balcony
- o Pool area
- o Parking

Please note that a THB 5,000 fee for thorough cleaning services will be charged at any hotel premises that isn't mentioned above that has been smoked in, in order to restore it back to its original condition.

## PAYMENT POLICIES

### CURRENCY & TAXES

Unless otherwise stated, rates are in Thai Baht and are subject to a 10% service charge and a 7% local government tax.

### ROOM DEPOSIT

Deposits may be placed in cash or on a credit card (VISA, MASTER, AMEX, and JCB) at check-in time. For deposits by credit cards, the hotel shall record the card number and expiry date in the hotel system only. No pre-authorization is required.

### THIRD PARTY BOOKING SOURCES

In the case of cancellations or modifications to reservations made through sources other than directly with the Hotel or the Hotel's website, the Hotel recommends that guests first contact their source of booking for assistance before approaching Hotel staff.