

THE DREAMING VIEW VILLA

Terms And Conditions

Direct guests

Your booking with The Dreaming View Villa is subject to the Terms and Conditions outlined below. It is important that you **read and understand these Terms and Conditions** as they will apply to your stay (during and after), at any property managed by The Dreaming View Villa

RESERVATIONS, ARRIVAL AND DEPARTURE DATES:

- **Check-in time: From 2.00 pm to 7.00 pm**
- **Check-out time: From 8.00 am to 11.00 am**
- Early arrival or late departure times are subject to the availability of the Villa you have to request the manager of the villa one day before your arrival our departure dates to answer you and organize the transfer pier to the villa or villa to the pier. In the case, of you do a late check-out after 1 pm, without any agreement of our staff manager, we will charge you 50% daily rates.
 - Interruption of the stay : No refundable; We will charge you for the whole period of booking

TRANSFER

- The transfers from Thongsala Pier to the Villa and the return are included when you rent the Villa.
- In case of any modification of the planning, the guest must contact the Management of the Villa for informing the expected time of arrival or departure.

PAYMENT POLICIES

- Once in the Villa, any payment must be done only by Cash. (extra expenses or extra fees)

DEPOSIT

- The amount of the deposit is **35 000 Thai bath, by cash**
A security deposit must be paid at your arrival into the villa, and will be refundable after the stay by our Staff if no damages had been done.
- The deposit will guarantee ALL DAMAGES incurred during the stay of the guests. All damages will be listed in presence of the Guests and the Manager of the villa. All expenses for damages will be paid with the deposit.

MODIFICATIONS POLICIES

- Additional days could be accepted according the availability of the villa and will be charged at the rate applicable of this period. The payment has to be only by cash in Thai Baths.

EXTRA FEES FOR DAMAGES AND LOST BELONGINGS

We will charge you for:

- Any broken object belonging to the Villa.
- Any damage (equipment, furniture, decoration, curtains, linen or towels),
- Any loss of towels and keys of the villa and bedrooms or bed will be paid immediately upon check-out or during the stay.

You are not allowed to take away the belonging of the Villa. We will charge you for any missing items.

EXTRA FEES : on demand

- All additional requests will be charged
- Payment by cash in Thai baths only.
- Every week if for a long stay and last payment the day before the check out.
- For a short stay: the day before the check out
- Concerned items order to the staff of the villa:
 - Drinks : Softs, Juices, champagne, Wine
 - Breakfast
 - Meals

CAPACITY

- The villa is for a maximum of 8 guests.
- We can provide on requests or free, beds and high chairs for 2 babies. Please ask for the equipment upon the reservation.
- **It is totally not allowed to sublet the villa; If this rule is not respected, all the occupants of the house will not be able to stay anymore into the villa without any time limit but immediatly. No refund will be done.**
- **You may know our staff is aware about this respect of the rules**
- We do not accept other guests not listed and identified into the villa for an overnight stay. We are responsible to the Thai Laws of the identities of our guests and have to declare them to the Thai authorities
- During your stay, if you invite people for private party, you are responsible for any trouble caused by your guests.
- In case of a partial rental, you can choose your bedrooms. You can also use all the rooms, but you will not be allowed to invite additional guests to stay without informing the owner or the staff and paying extra fees. We will declare them to the Thai Authorities.

Our staff will remind you the rules in case of non-respect and charge complementary fees in according of our policy rate based of the number of guests and has to inform Thai authorities of the identity of the additional guest.

DUE CARE AND SUPERVISION / INDEMNITY

- Guests are responsible and liable for the safety and well being of guests and third parties while staying at the Villa. Both the guest and guests are required to take due care during their stay and take precautions such as supervision of children in the gardens, near the entrance and near or in the swimming pool. All children must be under the direct supervision of an adult at all times.
- The villa is built on the top of a rock peak and has 3 storeys. We put many railings and trees to protect the safety of our guests. It is strictly forbidden to go on the terraces without railings.
- Guests are required to enter the Villa with precaution while they are wet from swimming or raining, as floors may become slippery.
- Guests are required to wash thoroughly if covered with fluo paintings from the Full Moon party or any other parties as the stains cannot be removed from bed sheets or towels.
- It is strictly forbidden to use any fireworks in or around the Villas, or anywhere in the property.
- Damages or injuries resulting from the above mentioned scenarios are the responsibility of the guest. The guest indemnifies and holds the Villa Management

harmless and free of liability resulting from such claims that result as consequences of accidents leading to injury or loss of life.

BEHAVIOUR OF THE GUESTS

- When renting the Villa, the Villa Management maintains responsibility for the appropriate behavior of the guests. If any guest behaves in an inappropriate manner, the Villa Management or their representative, at their absolute discretion, may ask the offending party to leave the premises. In this case, no refund shall be claimed by the guest.
- In addition, the owner of the Villa or representatives of the owner reserve the right to enter the premises at a reasonable time in order to gain access to complete repairs, perform maintenance, or to show the Villa to prospective guest.

NOISE

- Noise must be kept at a reasonable level, especially from 11pm to 8am while neighboring guests are sleeping.
- Social events in the Villa are permitted in accordance with the rules defined in this document.

DRUGS PROHIBITION

It is, during the stay, strictly forbidden to consume and detain any drugs within the property. It is recalled that Thailand has a very repressive policy against the consumption and the traffic of drugs and that the penalties are very severe. In the case where one or more guests would be arrested by the authorities within the property or outside, they would be only responsible. The owners reserve the right to lodge a complaint against them, in case of damages they would have to suffer (closure, damage following a search ...)

PROSTITUTION

In Thailand, the prostitution is not allowed. Consequently, it is strictly forbidden to get this service into the Villa

Our staff will pay attention about this law respect.

SMOKING POLICY

- **It is not allowed to smoke inside the Villa.**
- The guests are required to use any outdoor area with provided ashtray for smoking.
- The Villa management reserves the right to charge for deterioration due to smoking and / or for curtain laundry.

ANIMALS

We do not accept any kind of animals into the villa.

VALUABLES

- Valuable items such as passports, cell phones, cameras, travelers checks, cash or jewelry should be stored in the safety deposit box provided in each bedroom of the Villa. Neither the Villa Management nor the staff can be held responsible for any valuables left behind, lost, or damaged.
- Please remember to close entrance door and all outdoor bay windows before leaving the Villa.
- Please make sure you don't forget any belongings when departing from the Villa. Any items left behind may be sent to the guest's home provided item is of reasonable size and after payment of the shipping expenses.
- It is forbidden to take any object belonging to the Villa. If the guest realizes afterwards he has taken away any object belonging to the Villa by mistake he shall ship it back to the Villa.

MALFUNCTION

The guest is required to promptly report any malfunction or failure in the Villa to the management or the staff.

UTILITIES

- Utility costs are included in the rent* unless stated otherwise during reservation.
- The guests may not leave water taps open and may close all window-doors while air-conditioning is in use. The air-conditioning will only use when you will be present into the ensuite bedroom. Villa staff may perform action in order to comply with this policy.

SWIMMING POOL AND JACUZZI RULES

- It is not allowed to use shampoo and shower gel into the swimming pool and all Jacuzzis into the garden and on the terrace of the bedroom.
- If the water of the swimming pool is damaged and needed to be replaced, the cost of the whole content of the swimming pool will be charged (25000 liters)

FURNITURE

The villa is equipped with quite luxury furniture you have to respect.

Pool table: We draw your attention you may need to play carefully. Any damage for the table, balls or queues will be charged to the Guest, Same for all the equipment as, American fridge, leather sofa, tempered glass tables, Arm chairs, oil canvas, Smart TV, Air con, Fan, fitness equipment, Jacuzzi, hammock.... and all equipment listed into the inventory you will read and sign at your arrival into the villa.

Interior furnishings must remain inside the Villa and only designated outdoor furniture can be used on the exterior.

Any damage interior furniture damage by using outside will be charged.

Guests with the assistance of the staff have to take care of the sun umbrella in case of heavy wind for the own safety first and avoid any damages of these equipment.

VILLA CLEANING

Villa Cleaning is included in the Rental Fee. A daily light house cleaning (change of trash bags, floor cleaning, making beds, cleaning sinks...) and a complete house cleaning every 3 days. However if upon Check-out the state of cleanliness of the Villa is below acceptable, extra fees will be charged to the guest. Amount can vary depending on how long it is necessary to put the Villa back into a clean state.

LINENS AND TOWELS

- Linens are provided by the Villa and change every 3 days, once more if necessary with extra-charge.
 - Bathroom towels are changed every 2 days. Additional charges may apply if more frequent changes are needed.
 - Swimming pool towels are changed every day.
 - Laundry of personal clothing by a third party can be arranged at the guest's cost. We decline any responsibilities for any loss or damage by the laundry.
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GUEST INSURANCE

- Guests are required to have both liability and comprehensive travel insurance that provides coverage, including, but not limited to, cancellation, loss and damage to baggage and other property, and flight delays. Guests should also carry health coverage that includes, but is not limited to, evacuation and repatriation. The Villa Management shall not be held liable to you and your party for any and all claims, including any accidents related to the use of the property, facilities or locally procured third party services such as, water sports, car or motorbike rental, etc.
 - Please note that usually such insurance is provided through major credit cards on the condition that the airplane tickets are bought with that card.
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FORCE MAJEURE

In the event of incidents such as fires, floods, civil disturbances, severe weather and any other type of delay, inconvenience, or expenses caused directly or indirectly by events outside of the Villa Management's control, the Villa Management shall not be held responsible.

COMPLAINTS

Any problems or complaints that occur during the rental period should be discussed first with the inside staff. If the staff is unable to quickly resolve the issue, please consult the Management who will rectify the situation to the best of their professional ability. The Villa Management cannot be held liable for issues such as interruptions to water supply, electricity, Internet connection, TV, or breakdowns of pool filtration systems. The Villa Management will do everything within reasonable expectation to avoid complaints in the first place, and it should be understood that when staying in a less developed and remote resort location, the infrastructure. Anyway, the owners would be informed by the villa manager of these problems and will do our best to find a solution. Local standards, and conditions are typically less developed than in urban environments. In case of complaints, guest should do it within 24 hours when the issue occurred. Complaints made after checkout will not be considered.

STAFF

1) STAFF OF THE VILLA (internal)

- **The first rule is the respect of our staff.**

- Staff is here to help you during your stay

- Our staff is responsible for :
 - Your safety and for you comfort
 - Making and serving breakfasts and meals
 - Serving beverages
 - Changing linens and towels
 - cleaning the Villa
 - Organizing all additional services on request

BUT : Our two staffs will not be allowed to have drinks or fun with the guests.

2) CONTRACTORS

A such villa needs maintenance to get a good level of quality. That's the reason you may get the access to the contractors for swimming pool, electricity, air con, garden, etc... to carry out their works.

VILLA RULES AND REGULATIONS

The above rules and regulations are agreed with the guest and a copy of these will be signed by the guest upon check-in. The Villa rules and Rental Agreement signed upon check-in can be sent at any time upon request.

DATE

NAME OF THE GUEST

SIGNATURE OF THE GUEST