

# VERAI – TERMS & CONDITIONS

*Revised October 2018*

## **1. Arrival and Departure Times**

Standard check-in time is 3:00 p.m. and check out time 12:00 nn unless other arrangements have been made and agreed upon by the lessor.

Early arrivals or late departure times are subject to the availability of the villa and extra fees will be imposed. Please refer below for the applicable corresponding fees:

### **Check - in Time:**

From 10:00 a.m. and onwards - 50% of the regular daily rate

Before 10:00 a.m. - 100% of the regular daily rate

*\* These additional fees include the cost of our chef to prepare lunch.*

### **Check - out Time:**

Until 6:00 p.m. - 50% of the regular rate

After 6:00 p.m. - 100% of the regular daily rate

## **2. Registered Guests**

Only the specified number of guests listed in the Rental Agreement at the time of booking may reside on the premises. The number of registered guests given at the time of the booking is the maximum number of guests allowed. If the Lessor or a representative of the Lessor will find that an additional number of guests are staying at the property, it is the absolute discretion of the Lessor or the representative to ask the extra guest or guests to vacate the premises. Otherwise, each additional guest will be charged a published rate of \$300 USD per night. No camping is permitted in the grounds or gardens.

## **3. Minimum Stay Requirements**

There is a minimum 3 nights stay requirement for most of the year. For Peak Seasons (Christmas & New Year), the minimum stay is 14 nights. For holidays such as Easter and Chinese New Year, the minimum stay is 5 nights.

## **4. Weddings and Events**

There are no weddings or events allowed at the Villa. If you take it upon yourself to host additional visitors while staying at the villa, you will be held responsible for any additional costs associated with cleaning, if necessary.

## **5. Payment Requirements**

Booking the villa less than six months prior to arrival date, a non-refundable deposit of at least 50% of the total amount is due within 5 calendar days upon booking.

Booking the villa more than six months advance prior to the arrival date, a non-refundable deposit of at least 25% of the total amount is due within 5 calendar days upon booking and another 25% is due 6 months prior to the expected arrival date.

All full payment is due 45 days prior to the arrival date.

## **6. Security Deposit**

A security deposit is required by the Lessor prior to the arrival date.

The security deposit will be authorized on credit card 48 hours before arrival or can be paid by bank transfer 10 days before arrival. The security deposit will be released or returned to the Lessee within 48 hours after check out.

In the event that the villa incurred damages or any breakages during the stay of the guests, the costs will be deducted from the security deposit. This excludes normal and acceptable wear and tear.

The condition of the property will be judged at the sole discretion of the owner or the representative of the property. If the value of damages or breakages exceeds the amount of security deposit, the Lessee will be held liable to pay the outstanding amount to the Lessor as soon as possible

## **7. Cancellation Policies**

All cancellations made by the Lessee are subject to penalties below:

A) If the Lessee cancels the reservation 45 days or more prior to arrival date, all payments are forfeited but credited for 9 months from the date of the cancellation confirmation by the Lessor. The credit value can be used by the Lessee or anyone on his or her behalf for any reservation, during any period upon availability and solely for the villa initially reserved.

B) If the Lessee cancels the reservation within 45 days prior to arrival date, all rental payments are forfeited. A full or partial refund is solely applicable in the event that the Lessor secures another reservation covering partially or fully the initial canceled reservation

C) Christmas and New Year Period, for any cancellation after the deposit and/or balance payment, all payments are forfeited. However, a full or partial refund is solely applicable in the event that the Lessor secures another reservation covering partially or fully the initial and canceled reservation.

The above cancellation charges also apply if the Lessor cancels the booking due to non-payment of the balance.

## **8. Changes of Reservations**

Any changes made to the reservation dates after confirmation are considered to be a breach of the agreement and is considered to be a forfeit of the rental agreement. All payments made are subject to the cancellation conditions stated in article 7 of these terms and conditions.

## **9. Lessee 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 Lessor 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 watercraft, water sports, jeep or motorbike rental etc.

## **10. Force Majeure**

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

## **11. Complaints**

Any problems or complaints that occur during the rental period should be discussed first with the local staff. If the staff is unable to quickly resolve the issue, please consult the representative of the villa, who will rectify the situation to the best of their professional ability. The Lessor cannot be held liable for issues such as interruptions to water supply, electricity, Internet connection, cable TV, or breakdowns of lifts or pool filtration systems. The Lessor 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, local standards, and conditions are typically less developed than in urban environments. In case of complaints, Lessee should do it by writing to the Lessor within 24 hours when the issue occurred. Complaints made after checkout will not be considered.

## **12. Conduct and Behavior**

When renting the villa, the Lessor maintains responsibility for the appropriate behavior of the guests. If any guest behaves in an inappropriate manner, the Lessor 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 Lessee. 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 Lessee.

### **13. Social Corporate Responsibility**

Unlawful possession, use or consumption of any illegal substances is prohibited in the villa. Unlawful behavior is also prohibited. The Police will be contacted immediately if there is any violation. No refunds shall be made in these circumstances.

For the safety of our guests and local employees, as well as for protection of property, guests are not allowed to bring male or female joiners back to the villa.

### **14. Villa Staff**

Staff service is included in your stay at the villa from 7 am to 10 pm. On occasion, and with prior notice, they are also available for late-night special events or early morning breakfast (Extra hours can be charged at the discretion of the villa policy). At your own discretion, a tip may be given upon departure. Additional services such as babysitting and drivers can be arranged in advance and are subject to availability. Asking staff to look after minor children is not allowed. The Lessee must allow staff such as pool maintenance workers and gardeners access to the grounds in order to complete their work.

Should there be a request for change or addition of staff, there will be an extra charge of US\$ 75 for each staff per night.

### **15. No Pets**

There is a 'No Pet Policy' in the villa and on surrounding properties.

### **16. No Smoking**

Smoking is NOT permitted inside the villa. Smoking is only allowed outside on the grounds, where an ashtray can be provided by the Villa Manager.

### **17. Noise**

Noise must be kept at a reasonable minimum level, especially from 11 pm to 8 am while guests are sleeping.

### **18. Food and Beverages**

All rentals include Chef Service for Breakfast, Lunch, Dinner, and Snacks. All food and beverages purchased on behalf of the guests are charged at a price of cost plus a % surcharge that covers food preparation, transportation, time involved in the shopping and cooking process, and the use of the kitchen.

## **19. Linens and Towels**

Linens and towels are provided by the villa and due to our eco-friendly Save the Planet policy, linens are changed every three days, more often if necessary. Towels are replaced after placement in the towel basket.

Additional charges may apply if more frequent changes are needed. Items such as bedding, washing, or clothing articles should not be hung where it is visible to another residence or common property on the estate. Laundry of personal clothing by a third party can be arranged at the lessee's cost, the Lessor shall not be held liable for any loss or damage by the third party.

## **20. Transfers**

Any transfers may be arranged through our Guest Experience Specialist.

## **21. Utilities**

Utility costs are included with the rent. Windows must be closed while air-conditioning is in use. The Villa abides with an eco-friendly policy. Therefore, we request that all air-conditioning must be switched off when you need to go out or stay long outside of the villa; villa staff may comply with this policy. If not respected, however, the guest may be charged for extra cost on electricity bill.

## **22. Furniture**

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

## **23. Lessor Insurance**

The Lessee must not do, or allow anything to be done that may cause the villa's insurance against loss or damage by fire to become void or cause insurance premiums to be raised.

## **24. Due Care and Supervision/Indemnity**

It is understood that the Lessee is responsible and liable for the safety and well being of guests and third parties while staying at the Villa. Both the Lessee 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 pool. All children must be under the direct supervision of an adult at all times. No guests are permitted to enter the villa while they are wet from swimming, as floors may become slippery. Damages or injuries resulting from the above-mentioned scenarios are the responsibility of the Lessee. The Lessee indemnifies and holds the Lessor harmless and free of liability resulting from such claims that result as consequences of accidents leading to injury or loss of life.

## **25. Valuables**

Valuable items such as passports, cell phones, cameras, travelers checks, cash or jewelry should be stored in a safety deposit box provided in the villa. Neither the Lessor nor the staff can be held responsible for any valuables left behind, lost, or damaged.

## **26. Artwork**

Guests must be aware that each villa contains precious contemporary and antique pieces of art unique to the villa, and must take care to avoid causing any damage to them. Lessee shall be held liable for any artwork or antiques damaged during the rental period and the costs will be set off against the aforementioned security deposit. If damages exceed the security deposit, the Lessee is liable for the remaining damages and must compensate the Lessor for the difference in cost.

## **27. Jurisdiction**

Any contract that is made will be with the acceptance by both parties of these terms and conditions, which are governed by Thai law, and both parties will submit to the exclusive jurisdiction of the Thai courts.

# OCEAN'S 11 – TERMS & CONDITIONS

*Revised August 2018*

## **1. Arrival and Departure Times**

Standard check-in time is 3:00 p.m. and check out time 12:00 nn unless other arrangements have been made and agreed upon by the lessor.

Early arrivals or late departure times are subject to the availability of the villa and extra fees will be imposed. Please refer below for the applicable corresponding fees:

### **Check - in Time:**

From 10:00 a.m. and onwards - 50% of the regular daily rate  
Before 10:00 a.m. - 100% of the regular daily rate  
*\* These additional fees include the cost of our chef to prepare lunch.*

### **Check - out Time:**

Until 6:00 p.m. - 50% of the regular rate  
After 6:00 p.m. - 100% of the regular daily rate

## **2. Registered Guests**

Only the specified number of guests listed in the Rental Agreement at the time of booking may reside on the premises. The number of registered guests given at the time of the booking is the maximum number of guests allowed. If the Lessor or a representative of the Lessor will find that an additional number of guests are staying at the property, it is the absolute discretion of the Lessor or the representative to ask the extra guest or guests to vacate the premises. Otherwise, each additional guest will be charged a published rate of \$300 USD per night. No camping is permitted in the grounds or gardens.

## **3. Minimum Stay Requirements**

There is a minimum 3 nights stay requirement for most of the year. For Peak Seasons (Christmas & New Year), the minimum stay is 14 nights. For holidays such as Easter and Chinese New Year, the minimum stay is 5 nights.

## **4. Weddings and Events**

There are no weddings or events allowed at the Villa. If you take it upon yourself to host additional visitors while staying at the villa, you will be held responsible for any additional costs associated with cleaning, if necessary.

## **5. Payment Requirements**

Booking the villa less than six months prior to arrival date, a non-refundable deposit of at least 50% of the total amount is due within 5 calendar days upon booking.

Booking the villa more than six months advance prior to the arrival date, a non-refundable deposit of at least 25% of the total amount is due within 5 calendar days upon booking and another 25% is due 6 months prior to the expected arrival date.

All full payment is due 45 days prior to the arrival date.

## **6. Security Deposit**

A security deposit is required by the Lessor prior to the arrival date.

The security deposit will be authorized on credit card 48 hours before arrival or can be paid by bank transfer 10 days before arrival. The security deposit will be released or returned to the Lessee within 48 hours after check out.

In the event that the villa incurred damages or any breakages during the stay of the guests, the costs will be deducted from the security deposit. This excludes normal and acceptable wear and tear.

The condition of the property will be judged at the sole discretion of the owner or the representative of the property. If the value of damages or breakages exceeds the amount of security deposit, the Lessee will be held liable to pay the outstanding amount to the Lessor as soon as possible

## **7. Cancellation Policies**

All cancellations made by the Lessee are subject to penalties below:

A) If the Lessee cancels the reservation 45 days or more prior to arrival date, all payments are forfeited but credited for 9 months from the date of the cancellation confirmation by the Lessor. The credit value can be used by the Lessee or anyone on his or her behalf for any reservation, during any period upon availability and solely for the villa initially reserved.

B) If the Lessee cancels the reservation within 45 days prior to arrival date, all rental payments are forfeited. A full or partial refund is solely applicable in the event that the Lessor secures another reservation covering partially or fully the initial canceled reservation

C) Christmas and New Year Period, for any cancellation after the deposit and/or balance payment, all payments are forfeited. However, a full or partial refund is solely applicable in the event that the Lessor secures another reservation covering partially or fully the initial and canceled reservation.

The above cancellation charges also apply if the Lessor cancels the booking due to non-payment of the balance.

## **8. Changes of Reservations**

Any changes made to the reservation dates after confirmation are considered to be a breach of the agreement and is considered to be a forfeit of the rental agreement. All payments made are subject to the cancellation conditions stated in article 7 of these terms and conditions.

## **9. Lessee 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 Lessor 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 watercraft, water sports, jeep or motorbike rental etc.

## **10. Force Majeure**

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



## **11. Complaints**

Any problems or complaints that occur during the rental period should be discussed first with the local staff. If the staff is unable to quickly resolve the issue, please consult the representative of the villa, who will rectify the situation to the best of their professional ability. The Lessor cannot be held liable for issues such as interruptions to water supply, electricity, Internet connection, cable TV, or breakdowns of lifts or pool filtration systems. The Lessor 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, local standards, and conditions are typically less developed than in urban environments. In case of complaints, Lessee should do it by writing to the Lessor within 24 hours when the issue occurred. Complaints made after checkout will not be considered.

## **12. Conduct and Behavior**

When renting the villa, the Lessor maintains responsibility for the appropriate behavior of the guests. If any guest behaves in an inappropriate manner, the Lessor 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 Lessee. 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 Lessee.

## **13. Social Corporate Responsibility**

Unlawful possession, use or consumption of any illegal substances is prohibited in the villa. Unlawful behavior is also prohibited. The Police will be contacted immediately if there is any violation. No refunds shall be made in these circumstances.

For the safety of our guests and local employees, as well as for protection of property, guests are not allowed to bring male or female joiners back to the villa.

## **14. Villa Staff**

Staff service is included in your stay at the villa from 7 am to 10 pm. On occasion, and with prior notice, they are also available for late-night special events or early morning breakfast (Extra hours can be charged at the discretion of the villa policy). At your own discretion, a tip may be given upon departure. Additional services such as babysitting and drivers can be arranged in advance and are subject to availability. Asking staff to look after minor children is not allowed. The Lessee must allow staff such as pool maintenance workers and gardeners access to the grounds in order to complete their work.

Should there be a request for change or addition of staff, there will be an extra charge of US\$ 75 for each staff per night.

### **15. No Pets**

There is a 'No Pet Policy' in the villa and on surrounding properties.

### **16. No Smoking**

Smoking is NOT permitted inside the villa. Smoking is only allowed outside on the grounds, where an ashtray can be provided by the Villa Manager.

### **17. Noise**

Noise must be kept at a reasonable minimum level, especially from 11 pm to 8 am while guests are sleeping.

### **18. Food and Beverages**

All rentals include Chef Service for Breakfast, Lunch, Dinner, and Snacks. All food and beverages purchased on behalf of the guests are charged at a price of cost plus a % surcharge that covers food preparation, transportation, time involved in the shopping and cooking process, and the use of the kitchen.

### **19. Linens and Towels**

Linens and towels are provided by the villa and due to our eco-friendly Save the Planet policy, linens are changed every three days, more often if necessary. Towels are replaced after placement in the towel basket.

Additional charges may apply if more frequent changes are needed. Items such as bedding, washing, or clothing articles should not be hung where it is visible to another residence or common property on the estate. Laundry of personal clothing by a third party can be arranged at the lessee's cost, the Lessor shall not be held liable for any loss or damage by the third party.

### **20. Transfers**

Any transfers may be arranged through our Guest Experience Specialist.

### **21. Utilities**

Utility costs are included with the rent. Windows must be closed while air-conditioning is in use. The Villa abides with an eco-friendly policy. Therefore, we request that all air-conditioning must be switched off when you need to go out or stay long outside of the villa; villa staff may comply with this policy. If not respected, however, the guest may be charged for extra cost on electricity bill.

## **22. Furniture**

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

## **23. Lessor Insurance**

The Lessee must not do, or allow anything to be done that may cause the villa's insurance against loss or damage by fire to become void or cause insurance premiums to be raised.

## **24. Due Care and Supervision/Indemnity**

It is understood that the Lessee is responsible and liable for the safety and well being of guests and third parties while staying at the Villa. Both the Lessee 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 pool. All children must be under the direct supervision of an adult at all times. No guests are permitted to enter the villa while they are wet from swimming, as floors may become slippery. Damages or injuries resulting from the above-mentioned scenarios are the responsibility of the Lessee. The Lessee indemnifies and holds the Lessor harmless and free of liability resulting from such claims that result as consequences of accidents leading to injury or loss of life.

## **25. Valuables**

Valuable items such as passports, cell phones, cameras, travelers checks, cash or jewelry should be stored in a safety deposit box provided in the villa. Neither the Lessor nor the staff can be held responsible for any valuables left behind, lost, or damaged.

## **26. Artwork**

Guests must be aware that each villa contains precious contemporary and antique pieces of art unique to the villa, and must take care to avoid causing any damage to them. Lessee shall be held liable for any artwork or antiques damaged during the rental period and the costs will be set off against the aforementioned security deposit. If damages exceed the security deposit, the Lessee is liable for the remaining damages and must compensate the Lessor for the difference in cost.

## **27. Jurisdiction**

Any contract that is made will be with the acceptance by both parties of these terms and conditions, which are governed by Thai law, and both parties will submit to the exclusive jurisdiction of the Thai courts.