



VILLA AURORA – TERMS & CONDITIONS

Revised September 2018

DEPOSIT/PAYMENT POLICY

Unless approved credit by The Villa, pre-payment is required for all bookings;

Summer Season: One Night Fee & Full pre-payment must be required within 14 days prior to arrival date.

High Season: One Night Fee & Full pre-payment must be required within 28 days prior to arrival date.

Peak Season: Two night charge is required upon the confirmation. The Balance amount must be paid within 45 days prior to arrival date.

CANCELLATION & NO SHOW POLICY

The Guest shall notify the Villa in writing of any cancellation prior to the minimum notice dates, otherwise a late cancellation charge will be applied as follows:-

Summer Season:

The written notice must be received within 5 days prior to arrival date, a cancellation fee equivalent to the contract rate of 1 night must be charged.

No show, a cancellation fee equivalent to the contract rate of 1 night must be charged.

High Season:

The written notice must be received within 14 days prior to arrival date, a cancellation fee equivalent to the contract rate of 1 night must be charged.

No show, a cancellation fee equivalent to 50% of the total room charge must be applied.

Peak Season:

The written notice must be received within 60 days prior to arrival date, a cancellation fee equivalent to the contract rate of 2 nights must be charged.

The written notice must be received within 45 days prior to arrival date, a cancellation fee equivalent to 100% of the total room charge must be applied.

No show, a cancellation fee equivalent to 100% of the total room charge must be applied.



Arrival and Departure Times

Standard check in time is 3:00 p.m. and check out time 12:00 noon 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 as followings;

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

Check - out Time:

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

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 at Thai Baht 9,500 (subject to 18.7% taxes & service charge) per person per night. No camping is permitted in the grounds or gardens.

Weddings and Events

For weddings and events, the lessee will be required to pay an event fee. All events and weddings must be organized by a professional planner. Villa staffs are not able to assist with planning. A plan for the event must be submitted to the Villa Concierge for approval at least 1 month prior to the date of the wedding or event. Request for entirely Terms and Conditions for Events.

No Pets

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

No Smoking

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



Noise

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

Furniture

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

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 the difference in cost.

Security Deposit

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

The security deposit Thai Baht 40,000 will be guaranteed on credit card 48 hours before arrival. The security deposit will be released 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