VILLA SAWAN – TERMS & CONDITIONS

Revised September 2018

1. CHECK IN & CHECK OUT TIME

1.1 Guests may check-in at any time from 3 pm on day of arrival.

1.2 Late checkouts after 12 pm will incur a USD125 up to one night’s charge, plus tax.

2. ID REQUIREMENT

2.1 For security purposes, a valid photo identification, Passport, and/or proof of age card is required at check-in.

3. PAYMENT

3.1 Guest must pay all outstanding charges on departure. We accept in any major currency (USD, THB, HKD, EUR or GBP) or credit card which settle at a paypal link.

3.2 Villa Sawan reserve the right to deduct the guest security deposit for any unpaid outstanding balances i.e. late room charges, fumigation of the villa, damage charges...

4. SECURITY DEPOSIT

4.1 A minimum security deposit of USD3,000 must pay to Agent or Villa Sawan upon booking. In the unlikely event that the Villa or furniture are willfully or negligently damaged, the deposit will be withheld in full and applied to all repair and replacements costs. Should the costs exceed the USD3,000 deposit, the full cost will be applied to the Villa bill, guest must pay for the Villa bill at check out by cash or credit card which settle at a paypal link.

4.2 The security deposit which is refundable within seven working days upon villa inspection and the villa is found to be free of physical or noise damages to other villa guest or no miscellaneous.

5. DISTURBANCE

5.1 Play music past 12 Midnight till 10am all Days of the week irrespective of the occasion in the pool area or outside sitting Salas is forbidden.

5.2 Hire speakers and use in the Villa and grounds is forbidden
5.3 Speak loudly / Shout / yell / scream or party in the pool, pool area or outside sitting Salas anytime between 12 midnight till 10am all Days of week is forbidden.

5.4 The villa has a zero tolerance noise policy. A one night accommodation fee penalty will be applied to the Villa bills if failure to abide by these disturbance policies.

5.5 Further disregard of this policy will result in request to leave the premises immediately with no refund provided on outstanding rental nights.

6. SMOKING & DRUG

6.1 All guest rooms and indoor areas are 100% smoke-free. A USD600 will be applied to the Villa bills for deep cleaning fee the guests who violates the smoking policy.

6.2 No illegal substances are permitted in the Villa. Either of these violations will result in immediate expulsion from the premises and the involvement of law enforcement.

7. RIGHT OF REFUSAL

7.1 The Villa reserves the right to refuse a guest entry and accommodation if, on arrival, management reasonably considers that the guest is under the influence of drink or drugs, is unsuitably dressed or is behaving in a threatening, abusive or otherwise unacceptable manner.

7.2 High heel shoes is not permitted at Villa.

8. LOSSES, LIABILITIES

8.1 Guest must report any loss of or damage to their property immediately on discovery to the Villa staff, Security and shall make themselves available to assist with any reports made by the Villa to the police.

8.2 Property that is left behind in the Villa will be kept for 3 weeks. All unassigned property will be forwarded to a charity or disposed of depending value. If we send articles back to the customer, we will charge a postage and packaging fee in accept bank transfer only.

8.3 The Villa shall not be liable to a guest for any loss or damage to property caused by the misconduct or negligence of a guest, or where the guest remains in exclusive charge of the property concerned.

8.4 Guest will be liable for any loss, damage or personal injury they may cause at the Villa.