



Booking Confirmation:

Your booking will only be confirmed once the advance payment has been received. Please note that until the advance is paid, the dates remain available and may be booked by other guests.

Personal Information:

In accordance with Thai law, passports from all guests are required for registration at check-in. All personal information collected is used solely for registration purposes and handled confidentially.

Deposit:

A damage deposit of up to **20,000 THB** is collected in cash (Thai Baht only) at check-in and refunded at check-out after deducting utilities, check-out cleaning, or any damages. If damages exceed the deposit amount, the tenant agrees to cover the full cost.

Included in the Rental Rate:

Regular swimming pool cleaning, garden maintenance, Wi-Fi service, and garbage collection from the parking area (garbage must be sealed).

Excluded Payments (See Chart Below):

- Electricity is charged based on meter readings taken with the tenant at both check-in and check-out.
- Water is charged at a fixed daily rate.
- Check-out cleaning fee.

** Please help preserve our water resources in Koh Phangan by being cautious with your water consumption **

Villa Type	Water (per day)	Check-Out Cleaning
1 Bedroom	30	1000 THB
2 Bedroom	40	1500 THB
3 Bedroom	50	2000 THB
4 Bedroom	60	2500 THB
Electricity Price: 8 THB / kW		

** Additional cleaning or maid service is available upon request for an extra fee. Please contact our staff. **

Cancellation Policy:

You may cancel your booking up to 30 days before check-in and receive an 80% refund. Cancellations made less than 30 days before arrival are non-refundable.

Early Departure Policy:

If you wish to shorten your stay or check out earlier than your scheduled departure date, a minimum of 30 days' notice is required. For any notice given less than 30 days in advance, no refund will be provided. For 12-month contracts, tenants must inform us at least 30 days in advance of any early departure, and the last month's rent will not be refunded regardless of the notice given. In the unlikely event that we need to cancel your booking, we will provide at least 30 days' notice and issue a full refund for any unused nights remaining on your booking. The tenant remains responsible for all other outstanding charges and required payments.

Arrival & Departure Times:

Check-in is from 15:00 - 19:00 and check-out is by 11:00 AM. Out of hours check-in or check-out may be available upon request, subject to availability and possible additional charges.

Villa Substitution:

If the reserved villa becomes unavailable for any reason, Phangan Management may offer a comparable or upgraded alternative without liability. Guests will be notified as early as possible, and if a suitable alternative cannot be provided, a full refund will be issued.

IMPORTANT:

- **No smoking inside the villa.** A fine of 10,000 THB will be deducted from the security deposit if any smoke smell is detected inside the house at check-out.
- **No pets allowed** unless prior written approval has been granted.
- **Do not dispose of paper or other items in the toilet.** Toilet blockages will incur a 5,000 THB fine.
- **Indoor plant care** is the tenant's responsibility, or removed by mutual agreement.
- **No alterations** to the property are permitted without prior written consent from the property manager.
- **Property viewings:** Villas may be offered for sale. Tenants agree to allow scheduled viewings with at least 24 hours' notice. In the event of a sale where the new owner does not wish to continue the booking, tenants will be given a minimum of two (2) months' notice to vacate.
- **No parties or events permitted.**
- **Quiet hours** must be observed between 10:00 PM and 8:00 AM.
- **Illegal or hazardous substances** (including flammable liquids or explosives) are strictly prohibited on the premises.
- **Subletting is strictly prohibited.**
- **Non-compliance:** Failure to comply with any of the above rules may result in immediate cancellation of the booking without refund.

Liabilities:

Phangan Management and the villa owners accept no responsibility for any loss, injury, or damage to guests or their personal property. The tenant is fully responsible for any loss or damage to the villa or its contents that occurs during the period of occupancy and agrees to pay appropriate compensation for any such damage.

Villa Handover:

At check-in, the tenant acknowledges that the premises have been received in good order, clean, and in a safe condition. The tenant agrees to return the premises in the same condition at check-out. Photographic documentation of the property will be provided to the tenant.

Any defects or deficiencies must be reported within 24 hours of arrival. After this period, the premises will be deemed to be in satisfactory condition. A final inspection of the property will be conducted at check-out and must reflect the same condition as at check-in.

☐ By making this booking, the tenant confirms acceptance of all terms and conditions outlined above.