



TERMS & CONDITIONS

At The Palms Retreat, our friendly team aims to provide our guests with a memorable experience, focusing on helping them to achieve their goals with us.

As with any business, we need to have some rules, for the benefit of everyone, which are set out below.

When a guest confirms a booking with us, they are deemed to have accepted our Terms & Conditions.

Payments

Payments are to be made by bank transfer, to our HSBC account in Hong Kong. We also accept PayPal and credit cards. There is a 3% surcharge for either of these methods of payment, due to high bank charges in Thailand and PayPal commissions.

A DEPOSIT PAYMENT, equal to fifty percent (50%) of the gross booking cost, shall be due within 3 working days of receiving our booking confirmation to confirm the booking.

A BALANCE PAYMENT, equal to fifty percent (50%) of the gross booking cost, shall be due 30 days prior to arrival.

For bookings made less than 30 days before arrival, the FULL PAYMENT of the gross booking cost is due within 3 working days.

Should the guest decide of their own volition, to check out of The Palms Retreat early, for whatever reason, there will be no refund whatsoever, unless it is clearly proven to be a severe defect in the accommodation, or if the management at The Palms Retreat is negligible in its duty of care to guests.

Cancellation

If a guest cancels a booking more than 30 days before arrival, 50% of the gross booking cost will be due.



If a guest cancels a booking less than 30 days before arrival, the full amount of the gross booking cost will be due.

In the case of any guest cancellation, we may, at our absolute discretion, decide to issue a credit to be used by the guest for a stay of equal duration within six months from the original booking date.

If, for any reason, we are unable to provide the accommodation booked or an equivalent alternative, we will provide a full refund of all guest monies paid.

Breakages

We do not take any security deposit or credit card details from our guests. Guests are responsible for payment of any damages incurred and we look to the honesty of our guests, to let us know of any such occurrence.

Check in & Check Out

Check in time is 1400 and check out time is 1100. Early arrival and late departure requests can often be accommodated, but approval is conditional upon availability and is subject to later amendment.

Additional Charges

An invoice will be provided on the evening before departure, for any additional activities that a guest has requested during their stay, which is payable in THB **cash** on the day of departure.

General

The minimum age for guests is 16 years old.

Guests are not allowed to bring pets.

Smoking is **absolutely forbidden** within our villa compound.

Unlawful acts and consumption of illegal substances are prohibited. Police authorities will be immediately informed of any offenders.

Guests are not permitted to enter the villas when wet from swimming, as the floors can be slippery and dangerous.



Should any guest behave in a manner considered inappropriate, we may at our absolute discretion ask the offending guest to vacate the property immediately. In such cases, this will be treated as a cancellation of the original booking and no refund can be claimed.

It is understood that our Retreat is operated to the benefit of all residents. Every guest's right to peace and privacy must be respected at all times. Music and other loud activities that interfere with another guest's quiet enjoyment is prohibited.

The swimming pool is used at the guest's own risk.

A personal safe is provided in all rooms. It is strongly recommended that it be used to store valuable items such as passports, cash, mobile phones, cameras, etc. Any valuables left in the property are the guest's sole responsibility and we cannot be held responsible for any loss of or damage to, or loss of, personal property.

We accept no liability for interruption to the supply of water, electricity, or internet connection, nor for the breakdown of swimming pool filters or air-conditioning systems. It is understood that infrastructure, local standards, and conditions are often of a less developed nature in Koh Samui. Such interruptions are rare, but when they occur, we will make best efforts to arrange for any such problems to be solved quickly.

We are exempt from all claims related to property loss or damage, injury, accidents, delay, or any irregularity. Comprehensive holiday, accident, travel and personal liability insurance is advised.

We shall not be responsible for any delay, additional expense or inconvenience caused directly or indirectly by events outside of our control, such as civil disturbances, fires, floods, severe weather, Acts of God, or Acts of Government.

Susan Field
Founder & CEO
The Palms Retreat
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