General Rules & Regulations

- Check-in at 14.00 hrs. and Check-out 11.00 hrs.

- Exceeding check-out time, during 13.00 – 16.00 hrs., will result in extra charge at 50% of room rate.

- Full room charge of an extra night shall be applied to the check-out done later than 16.00 hrs.

- An extra bed for a third occupant is only allowed in Master Suites, and is charged for THB 1,800 per person per night.

- The residence does not accept guests below the age of 15 (“minor”).

  ** In the case where guest insists to check in with a minor, a penalty fee of THB 7,800 will be applied per minor per night and a parent or guardian shall comply with all additional rules advised by the Residence.

- The rooms, lobby or common areas of the residence may not be used for any business purposes, or for any purpose apart from accommodation, without the express permission of the residence.

- The distribution or display of advertisements and the sale of goods on the premises of the residence are prohibited without prior written authorization.

  ** You are reminded that unauthorized photography for commercial purposes taken on the premises of the residence may be subject to a fine of 10,000THB (ten thousand baht) per each photograph taken or legal action, or both.

- The residence reserves the right to limit the number of persons to be occupied in a particular guest room at 2 persons.

- The residence will only allow registered guests to use its facilities and does not allow unregistered guest to stay overnight at the residence. Inviting outside visitors to your room is not permitted.

- In the event of cancellation received less than 48 hours prior to the arrival, 100% of the first night will be charged. In case of no show, 100% of the first night will be charged and your entire reservation will be cancelled.
• For the modification of check-out date and time after arrival without prior notification, the residence reserves the right to apply additional charge, according to the number of modified nights, to the guest.

• Gambling or other acts that are contrary to good morals such as sex trafficking or that cause an annoyance are strictly prohibited.

• Please do not hang any items or objects whatsoever from the windows of your guest room

• Please do not place any personal belongings or trash in the passageways or other common areas of the residence.

• Adapter must be applied with all electric appliances, which require different range of Watts to be used in Thailand.

• Please refrain from using equipment or fixtures for purposes other than those intended. Please do not remove or alter any equipment or fixtures of the residence. You will be charged for any damage to the residence’s property caused by you or by your guests.

• The residence allocates space to offer guests the convenient parking; but does not cover any costs associated with any damages or missing property occurring to the vehicle.

• Please keep silence. According to our tolerance policy, we will refuse to admit or refuse service or accommodation or may remove a person who while on the premises of the residence acts in an obviously intoxicated or in a disorderly manner, destroys or threatens to destroy residence property, or causes or threatens to cause a public disturbance.

• The residence reserves the right to collect damage deposit, of which the amount shall be varied according to room type. If damaged property or extra cost for food and beverage is not recorded, the full amount of deposit shall be returned ONLY to the registered guest at the time of checkout. In case of damaged property found, the compensation for damage shall be deducted from the damage deposit (the amount of compensation for damage relies on the Rates of Damaged Property as listed by the residence). If the cost of damage is greater than the deposit amount, the guest shall be responsible for the exceeding amount.

**Payments Rules & Regulations**

• Please pay your bills whenever requested by the Front Desk while staying at the residence. All bills are due upon demand.

• When a guest wishes to prolong his/her registered departure date, prior notice should be given to the Front Desk. If an extension of stay is possible, settlement of past due accounts shall be required.
• Please show your room key to the staff when ordering food and beverages in the residence.

• Payment should be settled at the Front Desk upon check-in or as requested by the Front Desk.

• The residence cannot cash any checks or coupons other than traveler’s checks issued by banks or other recognized financial institutions.

Safety & Security Rules & Regulations

• Smoking is not permitted in guest rooms and in common areas, except at the designated smoking area on residence’s roof garden. Smoking in a guest room will result in charges to the occupying guest for cleaning or replacement of bedding, curtains, wallpaper and so on, as well as the cost of repairing any damage.

• We reserve the right not to allow any bag, parcel or other item to be brought into the residence, and to deal with any unattended object in such a way, as we consider appropriate.

• Please do not bring onto the premises of the residence any of the following:
  1. Animals or birds of any kind, except service animals.
  2. Gunpowder, oils or other explosives or inflammables.
  3. Objects emitting a foul odor.
  4. Unregistered firearms or swords.
  5. Objects of an unusually large size or in unusually large quantities.
  6. Illegal drugs or other articles, the possession of which is prohibited by the laws of Thailand.

• Please refrain from using any electrical appliances such as cooking appliances, irons, or any other acts that could cause a fire in your room or anywhere in the residence.

• Please review the emergency exit instructions posted on the inside of the guest room door and locate the emergency exits on your floor promptly upon your arrival.

• Please make sure your door is locked when you leave your room and remember to carry your key with you at all times. Please be sure to hang the door hook and use the door latch whenever you stay in the guest room, particularly at night.

• Please do not leave important personal belongings or valuables unsecured in your guest room or in common areas. The residence has provided an in-room safe for your use and convenience. We do not assume any liability for damages or loss of belongings caused by user’s negligence.

• We reject the use of our residence by members of any gang or extremists. Even after a reservation has been made or during a Guest’s stay, if the Guest is found to be a member of a gang or an extremist, the Guest will be asked to leave the residence immediately.
The following activities are not allowed in residence area:

- Ball playing, Frisbee throwing or other sporting activities, unless authorized by residence management.
- Riding bicycles, tricycles, scooters or other vehicles with wheels, or engage in roller-skating, in-line skating or skateboarding, or similar activities, unless authorized by residence management.
- Bird feeding.
- Playing with kites or remote-controlled flying toys.
- Unauthorized events, demonstrations or speeches and other unauthorized public gatherings.
- Unauthorized photography, filming or videotaping of any persons in wedding gowns or special costumes.
- Photography, videotaping, recording of any kind, broadcast or transmission for commercial purposes
- Engaging in activities which involve hawking, loitering or erection / installation / placement of unauthorized items
- Engaging in any act that may impede the operation of the residence or any associated facility.

We may from time to time, without prior notice, close the residence or any part of it temporarily, due to inclement weather or special events, to ensure safety, security or order, or if we consider that the circumstances so require.

We reserve the right to deny admission, or to require a person already admitted to leave the residence, without refund or compensation, for failure to comply with any of these rules, for unsafe, illegal or offensive behaviors, to ensure safety, security or order, or if we consider that the circumstances so require.