

Villa Aquamarine - Terms and conditions

When a guest secures a reservation for the Property, a binding Rental Agreement is created between the host and the guest listed on the booking (the "Guest") for the designated stay (the "Rental Period"). By confirming the reservation, the Guest acknowledges and accepts these terms and consents to the use of their personal information in connection with the Rental Agreement.

1. Payments

1.1 Standard Bookings – Full payment (100%) for standard reservations must be made using a credit card or any payment method supported by the booking platform.

1.2 Peak Period Bookings – For reservations made between December 20 and January 20, the full payment (100%) is required via credit card or other platform-supported payment methods. For bookings made directly through the villa's website, payment must be completed within three working days of confirmation. If the amount is not received within this period, the host reserves the right to cancel the reservation.

2. Additional Costs

Rental rates include electricity, mains water, and drinking mineral water. Services such as airport transfers, local transportation, or additional cleaning will incur extra charges. Villa Aquamarine can also arrange special services for events during your stay, including but not limited to decorations, external catering, bartenders, entertainment, babysitting, fitness instructors, yacht rentals, and other services, all at additional cost.

3. Check-In and Check-Out

Standard check-in is at 3:00 PM, and check-out is at 12:00 PM (noon), unless otherwise agreed. The host or their representative will do their best to accommodate early arrivals or late departures, depending on availability. Guests are requested to inform the host of any changes to their arrival or departure times in advance to allow for possible adjustments.

4. Security Deposit

A security deposit of 20,000 THB is required and must be authorised on the guest's credit card at least 48 hours before arrival, or it can be paid via bank transfer directly to the host. In exceptional cases, payment in cash to the host's representative upon arrival may be accepted. Access to the Property may be denied if the full security deposit is not received.

The security deposit will be returned at the end of the stay, after deducting any unpaid charges, damage, or loss to the Property, its contents, or surrounding areas.

5. Cancellation Policy

5.1 Standard Bookings – Guests cancelling more than 30 days prior to check-in will receive a 95% refund. Cancellations made within 30 days of check-in are non-refundable.

5.2 Peak Period Bookings – For reservations during the peak season:

- Cancellation more than 60 days before the rental period: 25% of the total rental amount (from a 50% deposit) will be refunded.
- Cancellation less than 60 days before the rental period: 50% of the total rental amount (full deposit) will be forfeited.
- No-shows: 100% of the total rental amount will be forfeited.

Any modification to a confirmed booking is treated as a cancellation.

6. Loss and Damage

Guests are responsible for any damage, loss, or additional cleaning required due to negligence by anyone in their party during the stay. Such costs may be charged to the Guest and deducted from the security deposit. In cases of significant or unacceptable damage, the host may require the Guest and their party, including visitors, to leave the Property immediately without refund or compensation.

Guests are responsible for their personal belongings. The host and their representatives are not liable for loss or damage to any guest property. Guests must ensure that all doors and windows are securely locked when the Property is unattended. Any action or negligence by the Guest, their party, or visitors that compromises the Property's insurance or causes damage will be the Guest's responsibility.

7. Property Access

The Property and its amenities are available for the Guest's full use throughout their stay. However, the host, their representatives, or authorized staff may need to access the Property occasionally—for example, to carry out maintenance, tend to the garden, service the swimming pool or utilities, or provide additional services requested by the Guest. The Guest is expected to grant reasonable access for these purposes.

8. Number of Guests

The total number of occupants (adults and children) must not exceed the maximum number of sleeping accommodations specified in the booking confirmation, unless prior written approval is obtained from the host. Exceeding this limit may invalidate the Property's insurance coverage. If more guests are present than allowed, the host or their representative may refuse entry or request that the additional guests leave the Property. Camping on the grounds or lawn is strictly prohibited.

9. Purpose of stay

The Guest agrees to use the Property solely for vacation or holiday purposes unless otherwise authorized in writing by the host.

10. Guest Conduct

The Property is situated in a peaceful residential area, all members of the Guest party, as well as any visitors, must behave appropriately. Illegal or immoral activities, including gambling, prostitution, use or possession of illegal drugs, fireworks or hazardous materials, and firearms or weapons, are strictly forbidden.

The primary Guest is responsible for the conduct of all occupants and visitors. If any individual behaves inappropriately, the host or their representative may, at their sole discretion, require the Guest, their party, and/or visitors to leave the Property immediately, without compensation or refund.

11. Pricing and Variations

Once a booking is confirmed, the rental price is guaranteed and will not be affected by any subsequent changes to the host's website pricing. Guests should note that fluctuations in currency exchange rates will not result in any refund or adjustment.

The host reserves the right to apply any new taxes or charges mandated by governmental or regulatory authorities that were not known at the time of booking. Guests will be promptly notified if any such additional costs apply to their reservation.

12. Complaints

To be addressed, any issues or complaints must be reported to the host during the rental period. If no complaint is raised while on the Property, it will be assumed that the Guest was satisfied, and no complaints will be considered afterward.

13. Smoking

Smoking is strictly prohibited inside the Property. Smoking is permitted only in outdoor areas such as the poolside, balcony, patio, and garden lawn. A penalty of 20,000 THB will be charged for deep cleaning if any guest is found smoking indoors, or if evidence of indoor smoking is discovered. This penalty applies each time a violation occurs.

14. Electricity and Utilities

While electricity usage is included in the rental rate, Guests are requested to close all windows and doors while air conditioning is in operation. Air conditioning should be switched off when leaving the Property or spending extended periods outdoors to conserve energy.

15. Furniture and Artwork

The villa is furnished with high-quality furniture and valuable art, including paintings and decorative pieces. Guests must exercise care to prevent damage. Any damage to furniture, artwork, or decorative items during the stay will be deducted from the security deposit. If the cost of damage exceeds the deposit, the Guest is responsible for covering the additional amount.

All indoor furnishings must remain inside the Property. Only designated outdoor furniture may be used in exterior areas.

16. Valuables

Guests are strongly advised to store valuables such as passports, cash, and jewelry in the safety deposit boxes provided in each bedroom. The host accepts no responsibility for any loss, theft, or damage to personal belongings left unsecured.

17. Noise

Guests are requested to keep noise to a reasonable level at all times, particularly between 10:00 PM and 7:00 AM, to respect the peace of the neighborhood.

18. Disclaimers

The host shall not be liable for:

- Any personal injury, illness, death, loss, damage, inconvenience, or additional expenses incurred by Guests, their party, or visitors, regardless of cause.
- Any vehicles or their contents used, rented, or brought by Guests during the stay.
- Any inability of Guests or their party to access or occupy the Property due to travel documentation issues, flight cancellations or delays, strikes, demonstrations, terrorism (threatened or actual), natural disasters, fire, illness, adverse weather, airport or port actions by authorities, technical or mechanical failures, or any other events beyond the host's control (force majeure).

Under no circumstances shall the host or their representatives be liable to provide compensation, refunds, or payments exceeding the total rental amount paid.

19. Jurisdiction

This Agreement is governed by and shall be interpreted in accordance with the laws of Thailand.