

Pattaya Home Rentals

138/105 View Point Village
Moo 12, Soi Chaiyapreak, Sukhumvit Rd.
Jomtien, Pattaya, Thailand 20260

Local: 084 209 9722 International: +66 84 209 9722

www.PattayaHomeRentals.com

Terms & Conditions

Booking Deposit

A 10% booking deposit is required on receipt of confirmed availability; this is to be paid within 24 hours to guarantee your reservation. *PAID DEPOSITS ARE HANDLED ON A FIRST COME FIRST SERVED BASIS.* If payment is not received except by prior arrangement the company reserves the right to re-let the dates offered. The number of persons as listed on the booking details for occupation is final, any extra persons found to be occupying the property will be charged for at a rate of 500 baht a day or asked to leave the premises, (daily & overnight visiting guests are allowed for free as long as these guests are always accompanied with the registered clients).

Payment

Our payment terms are 10% deposit as above, 40% eight weeks prior to arrival with the remaining 50% due on arrival in the currency agreed. Deposit payments can be made by debit/credit card through "PayPal" via our website or by Bank Transfer.

Remaining payment must be paid in cash upon arrival.

Security Deposit

We do take a minimum security deposit (5000baht), it is requested that you replace the damaged item/s like for like or a charge will be made. Any damage must be notified to the owners immediately and rectified prior to departure.

Cancellation by the Guest

It is understood that cancellations due to unforeseen circumstances occur from time to time. Please ensure you have adequate insurance cover for this eventuality.

Our Refund Policy is as Follows:

10% deposit No Refund

42 to 55 days 50% of monies paid excepting deposit

35 to 41 days 25% of monies paid excepting deposit

28 to 34 days 10% of monies paid excepting deposit

27 days or less no refund can be applied. Again please ensure you have adequate travel insurance coverage.

Cancellation by Pattaya Home Rentals:

It is extremely unlikely this would ever be the case due to the number of properties we own/manage, however, we reserve the right to find you alternative accommodation similar to that booked or refund all monies paid. We cannot accept any further liability than the above, please ensure you have adequate insurance.

Personal Safety

The owners cannot accept any liability or any claim what so-ever of any nature in or outside of the property arising from any incident. Guests are requested to take care and ensure when out or asleep all windows and doors are securely shut & locked. Anyone caught jumping out or off windows, balconies, roofs, etc, etc, into the pools will be asked to vacate their property immediately.

Pets

No pets are allowed into the properties, any pets found in the properties the Guest will be charged for a full clean. An exceptional Pet Hotel/Hospital (Chaiyapruet Pet Hospital) is located just outside View Point Village. (www.chaiyapruetpethospital.com)

Smoking

Clients are responsible for Themselves and their Guests at All Times. Any evidence what so ever of Smoking, Burning of Incense or any other products in the House at anytime will automatically forfeit any and all deposits and be subject to Extra Cleaning Fines of the Drapes, Air Conditioners and any other materials that are affected by such and will be required to leave said premises without any refund what so ever Immediately(Any Smell of Smoke or their By-Products Constitutes Vacating the Premises).

Water & Electricity

All prices include water and electricity charges. We have budgeted a generous allowance, based on average use that a weekly allowance of 420 units (approximately 3000baht). If this amount is exceeded we reserve the right to charge 7 baht per unit exceeding that amount. Please do not use the air conditioning unnecessarily, (left on while rooms / house is unoccupied or leaving windows and doors open). Please turn off all outside lighting and Jacuzzi when not in use.

In House Massages

Please use / ensure Bedding & Linen is well protected prior to your in house massage. Oil & Balm Stains Can NOT be Removed. Any damage will result in replacement of said Bedding and or Linens at Clients Expense. (Approximately 2000baht per set of Linen)

Liability

The owners or their agents cannot accept any liability whatsoever for death, personal injury, accidents, loss or damage to persons or personal effects however caused. We strongly recommend our guests to take out insurance to cover this.

Force Majeure

The owners or their agents cannot accept, or be responsible for any liable loss, damage or changes caused by Force Majeure (e.g. strikes, floods, closure of airports, weather conditions or any such event beyond our control.

Swimming Pools

Many properties have a private pool and the Village offers the use of a communal pool. We cannot accept any liability for any injury caused as a result of the use of these pools. Please take care and ensure all Guests & Children are supervised at all times.

THERE ARE NO ASSIGNED OR POSTED LIFE GUARDS ON DUTY!**Problems or Complaints**

All our properties are inspected daily and it is unlikely that you should experience any problems, however in the event of any such problem please notify the management or staff as soon as possible. We will endeavor to rectify the problem immediately during normal working hours or the next working day. Please note that Thailand is a tropical country and insects and small creatures are inevitable and beyond our control. Please ensure upon completion of cooking; all waste foods are disposed of and work surfaces are cleaned to ensure this is kept to a minimum.

Check In / Out Times

Our check in is after 1300hrs – check out by 1100hrs. Please abide by these times to avoid disappointment to following customers as the property needs to be fully cleaned and linen changed. These times must be strictly adhered to unless agreed in writing by prior arrangement. Meter readings will be read and the property checked before departure, please settle your account if any before departing.

General

We wish you to have a great time during your holiday, please be aware your home is located on a private residential development, please take care to respect noise levels after 10pm and do not use the communal pool after said hours.

****ENJOY YOUR STAY WITH US AND HAVE A GREAT TRIP****

Yours Truly on the Behalf of Pattaya Home Rentals.

Clients Signature: _____