

Hansaah Terms and Conditions

Legal context - According to Thai law, reservations confirmed by any written means (e mail included) constitute a legal binding contract.

Cancellation - Hansaah should be notified of a cancellation, whether total or partial, as soon as possible. As soon as notification is received, Hansaah will make all efforts to rent the room again, in order to avoid financial consequences. Cancellation policy is noted below:

<u>Cancellation date</u>	<u>Charge</u>
* 14 days or more before beginning of reservation	No fee }
* 13 days to 7 days before beginning of reservation	50% } except if room is rented
* 6 days or less before beginning of reservation	100% }

Ex: For a booking from September 20 to September 26. If cancellation or modification is notified on September 9 (i.e. 11 days before 9 = 20 - 11), the nights cancelled will be charged 50%.

Payment - Full payment must be made **in cash at arrival plus a deposit of 1000 Baht** that will be returned after check-out. We don't accept credit cards. Prices include Hansaah Breakfast, 7% VAT and all applicable taxes. In case of delayed arrival or earlier departure, booking will be charged as originally confirmed (whatever the reasons as Hansaah is not responsible for the delay)

Damages - In the event of damage to Guest House property, Hansaah will charge the cost of replacing, repairing or cleaning the damaged items.

Here after the list (non-exhaustive) of such repairs:

Replace key or key card: 1000 Baht	Bed sheet dry cleaning 550 Baht
Bed sheet replacement 2500 Baht	Pillow case dry cleaning: 300 Baht
Pillow case replacement 700 Baht	Soap-dispenser replacement 700 Baht
Stain removal on walls: 3000 Baht	Trash 1 bin replacement: 500 Baht
Bathroom shelf replacement: 1000 Baht	Bathroom mirror replacement 4500 Baht

Guests - Residents of Hansaah are allowed to invite guests who are 18 years + to their room. Residents of Hansaah will be responsible for their guest's behavior and liable for any damage caused by them. Hansaah has the right to ask for, check and keep a record of the Identification Cards / passports of all non-residents.

Pets - We do not allow any Pets in the Guest House at any time.

Arrival/Departure Time - For the convenience of incoming guests, we require rooms to be vacated by 11.00 AM on the day of departure. Earliest arrival time is 2.00pm (except by prior arrangement). Information concerning time of arrival is requested to complete booking as Hansaah has got no full time front desk.

Early check in/Late check out: Early check in and late check outs generate extra costs (air cond...) and over time salary to the staff who is delayed for the cleaning of the rooms.

Early check in and late check out can be arranged with prior notice. When possible, overstay is charged 200B / hour (until the normal time of check in / from the normal time of check out). Any hour started is due.

Late check out without prior notice will be fined 400 B per hour. Same conditions apply.

Smoking Policy - In the interest of the comfort and safety of our guests and in accordance with Thai law, we operate a strict “Non-Smoking” policy throughout the Guest House. Smoking is not allowed in the rooms (even at the window) or in the corridors. Smokers are friendly welcome under the condition they accept to go outside the building for smoking.

In the event of non-compliance, a fee of 2,000 Baht will be charged to the account of the offending guest(s) to cover professional cleaning of the room. Hansaah has the right to request immediate check-out.

Noise policy - In order to ensure the respect for all life styles, residents are asked to moderate noise at any time (TV sound level, discussion in the staircase ...). We especially require absolute silence from 10 PM to 6 AM.

Clothes washing and drying – Washing or hanging clothes in the room is forbidden due to the risk of damaging the room. Laundries are available next door which provide fast (24 hours) and effective service at affordable price (25 Bath per kilo of dry clothes).

Food policy – Thailand climate is hot and humid which encourages the proliferation of pests such as cockroaches, mice, ants... In order not to attract them, **meals in the rooms are forbidden**. In the same aim, containers of snacks should not be left opened in the room (please ask zip plastic bags from the restaurant)

Breakfast: Hansaah is offering Hansaah breakfast set to guests in the morning: 1 fresh orange juice / choice of 1 coffee or 1 tea or 1 hot chocolate / 1 plate of toasts (homemade homemade bread) with butter and jam / 1 plate of seasonal fruits / CHOICE OF eggs and bacon OR 1 crepe OR 1 plate of French toasts OR 1 yoghurt with fresh fruits OR 1 waffle OR muesli and fruits.

Set as described is served from 07:30 to 10:30 AM. No substitution, no compensation.