



NIRVANA

villa - koh samui - thailand



Terms & Conditions

These Terms & Conditions apply to all bookings of Villa Nirvana made in direct or thru any representative.

Any payment shall be taken as confirmation of acceptance of the following terms, conditions, limitations and restrictions, as laid out below: Bookings are only CONFIRMED upon receipt of payment. Multiple enquiries for overlapping dates are often pursued concurrently. The villa reservations are confirmed and dates are secured on a first come first served basis.

A DEPOSIT PAYMENT, equal to fifty percent (50%) of the total rental amount shall be due to confirm the booking. The Deposit Payment secures the dates for the guest until the Balance Payment is due.

A BALANCE PAYMENT, equal to fifty percent (50%) of the total rental amount shall be due 30 days prior to arrival or 60 days in case of peak season bookings. Should the booking be made within 30 days of arrival, the full rental amount shall all be due prior to confirmation.

In case of **CANCELATION**, absolute no reimbursement of any monies paid. We give a credit to be used by the guest or his designee for a stay of equal duration and season within one year from the original booking dates.

RATES are per night and are inclusive of applicable government taxes. These rates apply to residential use only and are subject to change without notice. Any changes from the original enquiry as to numbers of persons or bedrooms used may result in the villa owner changing rates or booking conditions.

Should the villas be rented for special events (weddings, commercial film production, corporate retreats, etc.), a different rate and security deposit structure may apply.

Guests are met at the airport and escorted to the villa. 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.

Pets are not allowed.

Smoking is not allowed inside the villas. Outdoors only. 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 easily damaged.

PAYMENTS Payment procedure will be advised by email. All bank fees and related charges of any type are the responsibility of the sender.

The person paying the deposit shall be responsible for the correct and appropriate behavior of the guests in his/her party. Should any member of the party behave in a manner considered inappropriate, either the villa owner or the local manager may at their absolute discretion ask the offending guest or guests 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. The villa owner and the local manager may enter the villas at any time to investigate such disturbances.

On occasion, the villa owners and their representatives may request access to the villa during the guests' stay. In such circumstances, best efforts will be made to give at least a day's notice and to select a time convenient for the guests.

The swimming pool and Jacuzzi are used at the renter's risk.

The person paying the deposit accepts and acknowledges that they are responsible and liable for the safety and well being of all guests and related parties staying at the villa during the time of the rental. All guests are required to take due care and be especially watchful of children playing in or near the pool, in the gardens or on the grounds of the Estate. Children MUST remain under supervision of an adult at all times when staying at the villas.

A personal safe is provided in the villa. It is strongly recommended that it be used to store valuable items such as passports, cash, mobile phones, cameras, etc. Any valuables left at the property are the guests' sole responsibility and the villa owner nor the local staff can be held responsible for any loss of or damage to personal property.

Baby-sitting, vehicle driving, and other arranged services are only undertaken with the understanding and agreement that no liability can be accepted on behalf of the owners or their representatives.

The villa owners and their representatives 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 a remote resort location than in more urban environments. Such interruptions are rare, but when they occur, the villa owners and their representatives will make best efforts to arrange for any such problems to be solved quickly.

The villa owners and their representatives 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.

The villa owners and their representatives are exempt from all claims related to any accidents connected with the use of the property facilities or locally procured third party services such as car, watercraft or motorbike rentals.

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

