

# Welcome to

# THE COOLWATER

## please note

The property owner does not cover personal effects of tenants or guests. The owners of this house are not liable for the loss of any valuable items, death, personal injury, or any items of a personal nature.

The villa is run under the terms and conditions agreed to at the time of check in. Terms and conditions are in on the web site.



## phone numbers

Here are the phone numbers to call if you need help while staying at the villa.

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## estate manager

Khun Por 093 575 6905

## other important phone numbers

Police	191
Fire	1990
Medical Emergency (ambulance)	1719
Tourist Police	1155
Marine Police	076 215 438 or 071 211 8833
Bangkok Hospital	0717 or 076 254 425
Phuket International Hospital	076 249 400 or 076 254 425
Emigration Office	076 212 108
Directory Inquiries	183
Overseas Inquiries	100
Taxi	ask estate manager



## guest book

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### smoking

Your villa is a smoking free facility, so that all can enjoy fresh, clean air. If signs of smoking are found inside the villa structures, an 18,000 baht cleaning fee will be charged. Smoking is a breach of the rental contract and can lead to the cancellation of the booking without compensation. Smoking outside on the pool deck and other areas are fine.

### assistance during your stay

Your main point of contact is the Estate Manager, Khun Por. She is your on-site contact for any housekeeping and general in-villa services. She can also provide you with tours, taxis, rentals, and other outside services. Khun Por will be able to help you in all matters concerning your stay at the villa and in and around Phuket and Phang Nga.

### staff

In the interest of helping to preserve the environment the villa employees will change the bed linen every three (3) days or as deemed necessary. The maids' working hours are from 8.30 am to 5.00 pm. If you have any questions or needs during your stay in the villa, the Estate Manager will be happy to help you.

### gratuities

We ask that our guests not leave tips with individual employees or leave them on the bed. While our staff works hard to give every guest a lovely holiday, they share duties and work together. Consequently, if you are happy with the service, please hand any gratuity to the estate manager or her assistant. She will make certain that the tip is distributed to the right people. The villa owners care a lot for these long term staff and want to make sure that gratuity is fairly allocated. Thank you so much for your understanding.

### swimming pool

Please take all possible care when using the swimming pool. Adults must supervise children at all times. Jumping from the sides of the pool is strictly forbidden. The property owner accepts no responsibility for any injuries. Pool towels are colored. The white towels are for room use only and not for the pool. The swimming pool is cleaned three times a week. Towels for the swimming pool will be replenished as-needed.

### meals

Every villa in our resort has its own kitchen and dining room, kitchenware and cutlery. Besides cooking for yourself, you can choose from many dining options.

[Click for more details](#)

## massage

We have personally handpicked the best therapists to visit our villa, to relax and revitalize you.

[Click for more details](#)

## tours and activities

The estate manager can arrange your plans for any tours, shows, or other activities that may interest you.

[Click for some suggestions](#)

## babysitting

If you need a babysitter, we can arrange for one. Please give the Estate Manager 24 hours' notice to arrange a sitter. The babysitter is not a member of staff.

PLEASE NOTE: Under no circumstances can in-villa staff provide babysitting services.

## laundry

We have an on-request laundry service available from a local service company. Items are washed and pressed on guests account. If dry cleaning is required, kindly separate the items and specifically advise the Estate Manager.

## keys

We will provide you with one set of keys for the entrances. Please lock up the villa when you leave the residence.

## car or van

If you require a car or van with or without a driver, the Estate Manager can arrange one.

## water

Do not drink from the ordinary tap. Complimentary drinking water is provided daily to the kitchen and set up at the bedside tables.

## fire

It is strictly forbidden to bring fire lanterns, fireworks, firecrackers, fire torches or inflammable items into the villa.

## pets

Pets are not allowed in the villa or its premises unless expressly authorized in writing by the villa owners and managers.



## lights

There are control panels in each room for turning on and off the lights. All rooms have dimmer switches installed for your convenience.

## air conditioning

All rooms have individual ACs. The AC is controlled from the control units in each room.

Please do not run the air conditioners with the doors open. This will cause undue stress to the system and possible damage to the compressors. The guest will be held responsible for such damage and required to pay for repairs.

During the daytime, bedroom, doors will be opened to air the rooms.

Important: Please do not use the air-conditioning units at temperatures below 20° Celsius. Our recommended temperature is 22 – 25° C. if you use the air-conditioning at temperatures below 20° C the system will encounter problems. Please turn off all A/Cs when you leave the villa.

## sleepovers

Only those persons stipulated on the booking form may reside at the villa as guests. Please notify us as soon as possible if you want to add a guest. This is for your protection as much as ours. The number of people staying at the property, including children, should not exceed the maximum capacity stated in the booking details.

## toilet & tissue paper

Due to the drainage system in Thailand, please do not put tissue in the toilet as it blocks the system. Please place any tissues or sanitary napkins in the bin next to the toilet.

## children's furniture

The villa is equipped with a baby cot and a high chair for guests use. Please let us know before you arrival if you will need these.

## adapter plugs

Electrical adapter plugs are available for your use during your stay. If you require one, please inform to housekeeping or the Villa Manager.

## mosquitoes, geckos, & pests

Although we are by the sea and not prone to large amounts of mosquitoes, we advise you keep your bedroom doors closed at night. Each room is equipped with an electric mosquito repellent – just plug it in.

Unfortunately insects are a part of life in Thailand. For your comfort, we engage an environmentally-conscious pest control service to keep them to a minimum.

You will most certainly see small geckos around during your stay. We love geckos not just because they are cute, but because they eat insects like mosquitoes. If you are disturbed by a larger one, please call the staff and they will remove it for you.

### hair dryer

Hair dryers are located in all bathrooms.

### safe

There is a safe deposit box in Master Bedroom.

### ocean access

The beach is located close to the villa. The easiest way to go to the beach is to drive. The Estate Manager can arrange for a car and driver to take you to and from the beach.

Kamala enjoys easy access to the beach. Access to the sea is easy and predominantly safe. The beach is not patrolled and therefore guests swim in the sea at their own risk. The sea is mostly calm between the months of November to April. From May to October the weather on the west coast can get quite rough. If you are not a proficient swimmer or have young children, we recommend you use the beautiful swimming pool and garden facilities instead. Swimming in the evening after sunset is not recommended.

For all other beaches, please refer to the Phuket Luxe Guide. (Please do not remove from the villa.)

### check in / check out

Check in Time is 3 PM. However if we have no in-house guests departing on the day of your arrival this time can be flexible, with prior arrangement with our reservations department.

Check out time is 12:00pm however if we have no incoming guests arriving, we can accommodate a later check out. A later check out incurs the following fees:

- If you require a guaranteed early check-in, the fee for this service is 50% of daily rate++, this fee is applicable if booked before your arrival date or during your dates of stay.
- If you require a guaranteed late check-out, the fee for this service is charged at full daily rate ++, this fee is applicable if booked before your arrival date or during your dates of stay.

Arrange for your airport transfer with the Estate Manager.

### groceries

A good place for grocery shopping is the Big C in Kamala and Carrefour supermarket in Jungceylon in Patong, which is located about 15 minutes away.

The closest 7/11 is located on the road to The Coolwater Estate.

### credit cards

There is a 3% courtesy fee for using credit cards. Your own bank may also assess an international transaction fee and a non-optimal currency conversion.

### first aid box

The First Aid Box is located in the Living Room. Please ask the Estate Manager for assistance.

### emergency hospital

There are several chemist shops in Kamala area. Bangkok International Hospital Clinic is located in Chanel Village, which is located 15 minutes away. Local GP clinics and private doctors are also available on request

### noise

While we want you to have fun, please do not play stereos or make loud noises outside of the walls of your villa, especially during the evening when others want to relax or sleep.

The Coolwater is an estate with six villas in it. The common area is not to be used except going to and from your villa. Please respect other guests and neighbors and be quiet in the common area.

We do not allow guests to bring in jeeps and/or loud high performance motorcycles or cars in The Coolwater. They may not be driven here or parked here under any circumstances.

### internet

The villa is equipped with wireless internet. The SSID and password are printed on a card in the living room.

### tv

There is a TV located in the living room which offers True Vision satellite service with international channels.

For detailed program information, refer to the UBC quick reference card that is located in the villa.

[Click here for list of channels.](#)

[Click here for programming schedule.](#)

There is also a CD/DVD player and music system.

### motor scooter

We have a scooter that you can rent for 250 baht a day if you know how to drive it. The estate manager can also arrange for more scooter and bicycles from the local shops in the area.



## let's party!

The Coolwater has hosted many great parties, including a few of our own. We want you to have an awesome time! That is why we allow some activities that are banned by many other villas in the area. That said, here a few common sense guidelines we ask you to abide by to keep everyone out of trouble.

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### noise – don't be quiet, but don't get out of hand

While The Coolwater offers some amount of seclusion, it is located deep inside a residential area occupied by Thai locals. They live here and raise their children here. It is important that we keep a good relationship with the neighbors or we would not be able to continue to host you.

If you are bothering the neighbors, they will not ask you to quiet down as they only speak Thai – they will call the police. So it is very important to keep the noise under control and within reason. Please do not play the stereo overly loud outside and also think of the neighbors during your outside activities around the pool.

Quiet down late at night and/or take the party into the living room and close the doors



### jeeps and big motorcycles – not allowed

We do not allow guests to bring jeeps and/or loud high performance motorcycles or cars into the estate. They may not be driven or parked here under any circumstances.

Also, when driving, please remember that there are a lot of young children in the neighborhood and many of them play in the streets. Be careful when driving.



### common area – not for your use

The Coolwater is a residential estate with six villas in it. The common area is not to be used except going to and from your villa. This is also true even if you rented more than one villa. Please respect the other guests and neighbors and always be quiet in the common area.



### compliance

Since these factors affect our ability to operate as a vacation villa resort, we cannot afford to have anyone ignore these rules. Please understand that you are not able to act accordingly, we may require that you leave the villa before your scheduled stay is over and without a refund.



We are proud members of Pack for a Purpose, an initiative that allows travelers like you to make a lasting impact in the community at your travel destination. If you save just a few kilos of space in your suitcase and take supplies for the projects we support in need, you'll make a priceless impact in the lives of our local children and families. Please click the logo above to see how you can help.

