

Q&A

ACCOMMODATION – FACILITIES / SERVICES

What do I get to know which facilities / services in room offers?

- In room facilities, there are kitchen equipment, coffee machine and washer & dryer include laundry detergent. The hotel also provides drinking water 4 bottles per day per person.

Is there a balcony in the room? If there is not, are we allowed to open the windows?

- Yes, there is. All room have a balcony. You also allow to open the window too.

Are we allowed to cook while we quarantine?

- Yes, you can cook. In room facilities have cooking utensils, stove, microwave, and refrigerator for all rooms. *(Except knife due to safety concern by Ministry of Defense)*

Is there a laundry service?

- There is no laundry service, but every room has washer & dryer include laundry detergent inside.

Is there a smoking room available?

- No, there is not. Our hotel is a non-smoking hotel.

Which hospital operate with hotel during quarantine?

- Our hotel operates with Sukumvit Hospital.

RESERVATION PROCESS

What documents do I need to provide for make a reservation?

- Guest name
- Copy of passport
- Flight Itinerary (Need)
- Period of stay (Check-in date)
- Room package
- Marriage certificate *(Optional, in case of couple request to stay together)*

Can I make a reservation without flight itinerary?

- No, you cannot. But in case you got email or letter from the embassy or consulate that proof you got a confirmed seat or flight detail then we can reserve the room for you.

HOTEL POLICIES, FACILITIES AND COVID TEST PROCEDURE

Is there airport transfer service?

- Our hotel provides Airport pick up service included in the package.

When is the first Covid test taken?

- The first Covid test is on day 3-5.

How many time Covid tests during quarantine? Which day?

- There are two times Covid tests on day 3-5 and day 11-13.



Are we allowed some outdoor spaces, gym or swimming pool after the first Covid test is taken (if negative result)?

- The hotel provides a relaxing area on the 8th floor with a poolside view for guests after first Covid test and result negative. But guests are not allowed to use the gym and swimming pool during stay.

Is the temperature check taken by a nurse or shall we send our temperature check by ourselves? How many times a day?

- Daily temperature check by yourself and report to the hospital through Line Application (QR code & guide book are provide inside all rooms) / 2 times per day at 10 A.M. and 8 P.M.

Do you accept a small dog to stay during my quarantine?

- Sorry, the hotel is not pet-friendly.

FOOD AND BEVERAGES

What kind of food do you serve our meal?

- There are Thai and International cuisine.

Can you provide pictures of the available menus?

- Please find the menus by QR code as attached file.

Is hotel allowing guest relative bring food to guest?

- Based on the regulation by The Ministry of Defense, the hotel does not allow guest relative to bring any food to the guest to avoid contamination.

Is it possible to have groceries from a local supermarket delivered to the room?

Are there forbidden items?

- All groceries or food delivery are not allowed by regulation of The Ministry of Defense to avoid contamination. Except guest can take the order only dry food from Villa Market, 7-11 shop and Happy fresh delivery.

Can we order beer or whisky?

- During quarantine guest do not allow drink alcohol beverage.

CREDIT CARDS AND PAYMENTS

What method of payment can I pay for my booking?

- We accept payment by bank transfer and credit card payment via Visa and Master Card.
***Credit card surcharge 5% of bank fee will be charged*

Do you require any deposit or payment in advance?

- Generally, no deposit but pre-payment is requested before arrival date 7 days.

CHANGE OF A BOOKING / CANCELLATION

How can I cancel or change my booking?

- The booking able to postpone the period quarantine for 2 times. Require written notice with support documents from the embassy at least 72 hrs. prior to arrival. But the booking is non-refundable.

Do I pay a cancellation fee?

- The booking is non-refundable except the reason from Embassy issue. Require written notice with supported documents at least 72 hrs. prior to arrival.