



Soi Naya, Nai Harn, Rawai, Phuket, Thailand

A to Z Guide

Welcome to “The Villas”, Nai Harn.

Designed to answer frequently asked questions and give you information on the Villa, surrounding area, facilities and services.

If you do not find the answer to your enquiry contained within this guide, please contact any member of our The Villas’ Team.

We wish you an enjoyable stay with us.

With Many Thanks

Tracey Burr

Managing Director

The Villas

Nai Harn, Phuket

(081-906-2596 tracey@thevillas-phuket.com)

www.thevillas-phuket.com





Soi Naya, Nai Harn, Rawai, Phuket, Thailand

Welcome to The Villas, Nai Harn, where we strive to balance your desires with our Environment, and ensure you enjoy a memorable visit to Phuket.

A

Accommodation:

Each Villa is designed to comfortably sleep the designated number of guests, confirmed in your Booking Reservation, in the bedrooms only. Each bedroom sleeps 2 or 3 people, depending on the configuration of the beds. Please do not sleep on the sofas. We reserve the right to charge 50 USD per night, per person, for any additional overnight guests, not detailed in your Booking Reservation.

The Villas all offer large living rooms, dining tables for guests to enjoy in house dining and fully fitted western kitchens.

The outside sala and barbeque area are suitable for al fresco dining, and the sun deck, pool and Jacuzzi are perfect for relaxing and soaking up the sun.

Activities:

See our "TOP TENS"

Phuket has a wide selection of activities to keep guests of all ages entertained. Information is widely available in brochures and on the Internet, or please ask the Villa Manager or General Manager for suggestions. We have given extensive details on Tourist Activities across the island on our website: www.thevillas-phuket.com in the "AROUND PHUKET" Section: <http://www.thevillas-phuket.com/aroundphuket.html>

Please ask any of The Villas Team for suggestions or recommendations, we have experienced most tours and activities ourselves and are happy to give first hand reports and experiences.

We also provide a “Daily Excursion Guide” issued by SOUTH EAST ASIA DREAMS, which can be viewed in hard copy in all villas (PLEASE DO NOT REMOVE FROM VILLA, so every guest has the opportunity to use it) or by visiting their website (selecting Phuket):

<http://www.southeastasiadreams.com/packages/thailand/phuket/>

Please contact their local representative: Mrs Heike Garcon-Suiheran on telephone number: 081-958-3310.

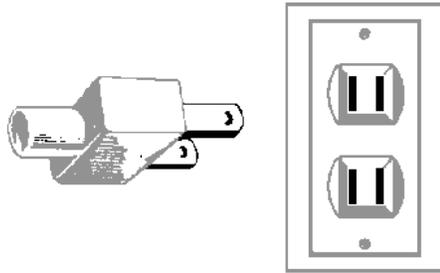
Heike can build you a “tailor made package”, or arrange a single tour for you, she is incredibly helpful, and **offers a 10% discount to any guests who make a reservation that are staying at “THE VILLAS”.**

Suggested Activities:

- Adventure Park “Quest”**
- Aquarium and Zoo**
- ATV (All Terrain Vehicle) Quad (4 wheel) biking**
- Bungy jumping**
- Cable skiing**
- Diving (first timers to experienced divers!)**
- Elephant trekking and feeding**
- Fantasea Buffet Dinner & Show**
- Fishing trips & speedboats to outlying Islands**
- Go-karting**
- Golf and Dino Park Crazy Golf**
- Horse riding in the jungle or along the beach**
- Island Overland Tours, look outs, temples & Phuket Town**
- James Bond Island**
- Jungle trekking and Flying Zip Wire**
- Monkey Show and Snake Shows**
- Paintballing and Shooting Range**
- Phi Phi Island by speed boat and private charter**
- Promthep Cape market, walk and sunset viewpoint**
- Safaris, and combined land and sea adventures**
- Sea canoeing in Phang Nga and White Water Rafting**
- Shopping and Cinema**
- Simon Caberet evening “Lady Boy” show**
- Ten Pin Bowling**
- Thai Cooking Classes**
- Water skiing**
- Water sports: jet skiing, para-sailing and banana boating**
- Yacht Charters or Day Cruises**

Adapters:

The Villa power is 220 volts, multi adapters are available in every room. Plugs in Phuket are 2 pin flat blade:



All Villas have a number of multi adapters for your use, please ask your housekeeper if you cannot find them, and be sure to leave them behind for the next guests use.

Airport:

Phuket International Airport is located approximately 50 minutes from the Villa, but this varies, depending on traffic, which depends on the day of the week, the time of day and time of year. Airport transfers are arranged through The Villas Team in advance. If you have not confirmed your departure time with us prior to arrival, please inform us with plenty of notice so the necessary transfer arrangements can be made for you.

We recommend leaving the Villa a minimum of **two and a half hours prior to departure for Domestic Flights** and **THREE hours prior to departure when travelling to International destinations.**

Departure tax for International flights is included in your ticket price.

Air Conditioning:

All bedrooms and living areas are equipped with quiet Air Conditioners. **A setting of 25 degrees C is recommended**, as this is the most comfortable setting for the local climate, and the most environmentally friendly. Please set the fan to “Auto” for optimal function. Our housekeepers will monitor the temperature, and increase it to 25 degrees when in use if it has been inadvertently set lower, and turn them off if you fail to do so, when you leave the villa.

Please remember to turn off air conditioning when leaving the villa. **If you set Air Conditioners to lowers temperatures (below 23 degrees) this may cause the compressor to overheat and seize, therefore not work** and requiring repair, which we reserve the right to deduct the cost of from your Security Deposit.

Alcohol:

The legal age to purchase alcohol and drink in bars in Thailand is 20 years old. Younger guests may be asked for Identification to prove they are old enough to drink, but usually these restrictions are very lenient.

Bars are open throughout the day, and the usual closing time for bars and clubs is 2am, however some establishments stay open later. For suggestions on where to visit for drinking, partying and entertainment, please view our on line tourist guide

Please be advised there are also licensing laws controlling the sale of alcohol from major supermarkets, **the purchasing of any alcoholic beverages is prohibited from 9am until 11am, and from 2pm until 5pm.** However, local minimarts and dedicated wine shops are permitted to sell alcohol throughout the day, without restriction.

Aquarium:

Phuket Aquarium was established in 1983 as part of the internationally renowned Phuket Marine Biological Centre (PMBC), a research and monitoring station within the Department of Marine and Coastal Resources (DMCR). Phuket Aquarium attracts around 300,000 tourists a year, and allows you to watch the colourful creatures from Thailand's coral reefs like seahorses, beautiful fish and of course the anemone fish (the movie star from "Finding Nemo"). You can immerse into the underwater tunnel tank, meet some of the world's biggest coral fish and see Piranha and Electric Eels in the Exotic Creatures Section.

Phuket Aquarian is found at the southern-most tip of Panwa Cape, surrounded by breathtaking scenic bays and islands, and is open daily from: 8:30 to 16:30 (with last admissions at 16:00 hrs), at a cost of 100 baht for adults and 50 baht for children over 108 cms tall.

ATMs:

Automatic Teller Machines accepting international ATM cards are available at various locations in Nai Harn, some options are on Baan Sai Yuan, which is the main road at the three way intersection about one kilometre away, back towards the airport, there are ATMs at most "7 Elevens" minimarts and supermarkets, aswell as at most Gasoline Stations and in all Shopping Malls. There is a small charge for making an international withdrawal from an overseas bank account, but no other commission is charged for withdrawing Thai Baht and the exchange rate given is usually very favourable.

It is advised not to keep large amounts of cash on your person or at any of the villas as cash is not covered under The Villas house insurance.

B

Baby Sitting Service:

Baby sitting or child minding after regular hours can be arranged in advance through the Villa Manager or each villa's housekeeper. The cost is 100 baht per hour, per child minder required. The number of minders required depends on the number and ages of your children. If this service is arranged directly with your housekeeper, please make payment directly to each minder, and tipping is at guest's discretion but 10% is usually gratefully received.

Beaches:

Nai Harn has one of the most beautiful beaches on Phuket Island, it is located to the right, at the end of the road, and is about a 15 minute walk, or two minute drive. You will find sun beds and umbrellas at the beach to rent for the day, at a cost of 100 THB per bed, per day. The beach also has a selection of massage therapists, minimarts, market stalls, a selection of local restaurants, two hotels (the "All Seasons" and "The Royal Phuket Yacht Club"), toilets, taxis and tuk tuks.

Before swimming, please observe the flags designed to warn swimmers and inform you of swimming conditions, Nai Harn beach has a strong rip tide during the Monsoon Season from May until October, so please take care at all times:

Red

The sea is dangerous. Swimming is forbidden

Half Red, Half Yellow

Lifeguards are on patrol. Swim only between the flags

Yellow

Caution! Be extra careful when you go into the water

Green

The sea is calm, but you should always be careful

In addition to Nai Narn Beach, there are a couple of smaller less populated options within a few minutes drive, please ask the Villa Manager for details. In particular, Ao Sane Beach is located a little further then Nai Harn Beach, if you continue to the north end and drive along the access road though The Royal Phuket Yacht Club Hotel and follow the road for another kilometre or so. The beach is to the right and reached by walking down a short driveway. Ao Sane is excellent for snorkelling and has a Thai Restaurant for lunch or dinner while watching the setting sun.

Boat Trips:

Speedboat and long tail boats are available for rent on a daily basis from either Rawai beach, located five minutes drive away, or Chalong Pier. The boats are rented along with experienced crew and prices vary depending on the type of boat, number of guests, destination and time of year. There are many beautiful Islands to visit a short distance away, such as Coral, Lon or Bon Island, or Islands further away such as Racha Yai, Racha Noi or even famous Phi Phi and James Bond Islands.

For further advice on all boat trips, including private charters, Big Game Fishing, yacht and catamaran day trips, please contact the Villa Manager, peruse the Wahoo Fishing Guide or review the Daily Excursions Guide in the villa. **Please note, both Wahoo Fishing and South East Asia Dreams offer discounts for bookings to guests who are staying at The Villas, Nai Harn, so please mention this when making your enquiry.**

Breakfast:

Our cook can provide a western, continental or Asian breakfast at a pre-arranged time. Please give clear instructions as to your requirements, in advance, either directly to the cook or through the Villa Manager. Groceries can be purchased by guests at any of the local convenience stores or supermarkets, of which there are many, or instructions and a cash advance can be given to the cook, who can buy the groceries on your behalf.

Breakages:

Any breakages or damage that occurs at The Villas will have the cost of replacement or repair deducted from the Cash Security Deposit paid on arrival, prior to departure.

C

Car Rental:

Car rental can be arranged by The Villas' Staff upon request. A valid International Driving Licence or licence from your country of residence is required to rent a vehicle. Rental prices depend on the vehicle required, the length of rental and the time of year.

CD's:

Please feel free to listen to CD's on the home theatre connected to the DVD player in the villas' living rooms, or there are portable "Ipod" docking station available for use in all villas.

Check-In and Check Out:

Guests are invited to check-in after 15:00, and our standard check-out time is 12:00 noon. Should you wish to remain in the Villa after this time, or require any special arrangements outside of these times, please contact the Villa Manager or General Manager. Usually a nominal charge will be applied for extension to times.

Cheques and Credit Cards:

We regret to advise that we do not accept personal cheques, travellers' cheques or credit cards. Payment is by cash only, however we do accept most currencies and PayPal.

Children:

Children of all ages are welcome at all our villas. Baby cots can be supplied, each villa has one cot as standard, but additional baby cots can be provided if necessary. There is one baby high chair, and again others can be supplied if necessary. We have a wide selection of DVDs provided with children in mind and there is more than one television and DVD player for them to be watched on in every villa. We also can supply games consoles (such as Play Stations or Nintendo Wiis) and a selection of games. Please ask any staff member for details.

Nannies, baby sitters and child minders can all be arranged upon request. The housekeepers will mind children for short periods of time during the working day, free of charge, but if you wish to take advantage of child care for longer periods of time, please make specific arrangements, for which you will be charged.

Cook:

The Villa's housekeeper is responsible for all the day to day cleaning, she will also cook for you upon request. For larger parties we provide a second lady to assist with cooking and cleaning. The cook's services are included in your rental from 8:30am to 17:00, during which time they can prepare breakfast (Western, Continental or Asian) and lunch upon request. Selections from The Villas' Thai menu can be chosen from the in-house menu and clear details given to the cook. **ALL GROCERY COSTS ARE ADDITIONAL**, and the cook can prepare either groceries purchased yourself, or a cash advance given to her to buy the required ingredients for the meal she is to prepare.

If an evening meal is required, unless otherwise agreed in your rental agreement with "THE VILLAS" General Manager, or the villas OWNER, the service charge payable for the cook to prepare an evening meal from the Thai Menu or a BBQ is 1,000 THB plus groceries. **There is an additional charge for parties and for catering for larger groups than the number of guests the villa has been booked for.**

Currency:

Also see “Exchange Rate”

The local currency in Phuket is Thai Baht (THB), and currency can be exchanged locally at banks and in main shopping areas at a “Bureau to Change”.

D

Dinner:

Dinner can be prepared in the evening by our cook, if arranged in advance with the villas cook. There is a service charge of 1,000 THB per evening for the cook’s services to prepare, cook, serve a meal, and if required, clear away after you have eaten.

A delicious Thai evening meal selected from the in-house menu or a BBQ can be prepared for a pre-arranged time. If a meal is required, please give clear instructions to your cook and supply her with a CASH ADVANCE, and plenty of notice, so the cook has time to purchase all the groceries and ingredients required. If a meal was prepared for you on arrival, the costs will be charged to you as part of a final bill to be settled prior to departure.

When selections from the in-house menu are made, **please be advised to select no more than SIX Thai dishes for guests to share**, plus rice/noodles and vegetables, as Thai food is served in large bowls and designed for sharing and the cook will not prepare individual portions.

Each Villa also provides a simple Children’s Menu for our younger guests. If selections from this are made we advise trying to choose one or two options to keep all children happy, not individual selections for each child as each meal has to be prepared by the cook, and if she is also cooking for adults it can be very time consuming.

Diving:

Phuket is a beautiful destination to explore the ocean and has many famous dive sites to visit. Diving can be arranged through a number of reputable operators, mainly located in Chalong or Kata, about 10 minutes away. Dive boats leave daily from Chalong Pier, reservations are required in advance.

A recommended dive operator is Dive Asia, who has been used previously by guests and villa owners very successfully. Located at 24 Karon Rd, Kata Beach (Phone: 076 330 598). This is a one-stop dive spot for Padi courses, daytrips and liveboards. They will arrange a round trip pick up and drop off for you from your villa and take care of all your needs in between.

Secondly, we also highly recommend [Sub Aqua Dive Centre](#), at Karon Beach, located directly on Karon Beach Road, on the edge of Hilton Phuket Arcadia Resort & Spa. Walk along Karon Beach Road and you are sure to find us. An excellent choice for your first shore dive, daytrips to Racha Yai Island, Phi Phi and many more. PADI Instructors and PADI Courses available in English, Swedish, Japanese, German and Russian.

Contact: SUB AQUA DIVECENTER, HILTON ARCADIA

333 Patak Road, Karon Beach. Phone: 076 286 722 Hotline: 081 415 0006

Email: [phuket\(at\)subaqua-divecenter.com](mailto:phuket(at)subaqua-divecenter.com) or visit www.subaqua-divecenter.com

DVDs:

There is a wide selection of DVDs available for your viewing, suitable for both adults and children. We try to keep a selection of new movies, as well as some classics, but as they are all “copy” DVDs you may find some that do not work, if this is the case please tell the housekeeper and we will check them and dispose of them so other guests are not disappointed. Please return DVDs to the correct sleeve and case and look after them so other guests can have the pleasure of watching them. The television should be set to the “AV1” Channel for DVD viewing, if you have any problems with viewing DVDs or working the TV, please contact The Villas staff.

E

Exchange Rates:

The local currency in Phuket is Thai Baht (THB), and currency can be exchanged locally at banks and in main shopping areas at Bureau to Change.

Current exchange rates are approximately:

1 USD = 30 THB; 1 HKD = 4 THB; 1 GBP = 50 THB; 1 SGD = 25 THB; 1 AUD = 25 THB

G

Glass & China:

For safety reasons we ask that no glass or china is taken outside onto the sun deck, as it is **hazardous if broken pieces get into the swimming pool**. We have a wide range of melamine and plastic crockery and “glasses” for outside use. This you will find in the sala’s outside cupboard, or in the kitchen, please ask the housekeeper to point this out to you if you cannot find the provided items.

Golf:

Phuket is a great destination for golfers, with seven international standard golf courses set amidst idyllic surroundings. All courses on the Island provide an extensive range of practice facilities, such as driving ranges, putting greens, practice bunkers, lessons and club facilities:

Blue Canyon Country Club:

Recognised as one of the best courses in the region, The Blue Canyon Country Club has two immaculate 18-hole championship courses. The Blue Canyon is located in the north of the Island, and can often be seen as you are landing at Phuket Airport.

Contact: Telephone: 076 328 088 Reservations Hotline: 086 279 8886

Reservations & Enquiries email: reservation@bluecanyonclub.com

Laguna Golf Course:

Formally known as the Banyan Tree Golf Course, this beautiful 18-hole golf course is located in the Laguna area, near Bang Tao Beach, again towards the northwest of the Island. Contact: Telephone: 076 270 991/2

Online Booking: www.lagunaphuketgolf.com/contact-us.php

Loch Palm Golf Course:

Built around a 48 acre lake, this 18-hole course is conveniently located approximately half way between Patong and Phuket City, in the green centre of the Island.

Contact: Telephone: 076 321 929-34 info@lochpalm.com

Mission Hills Golf Resort and Spa:

Located in the northeast of Phuket, south of the airport, Mission Hills is a new 18-hole course with an additional 9-hole floodlit course designed by Jack Nicklaus.

Contact: Telephone: 076 310 888 email: reservations@missionhillspuket.com

Phunaka Golf Club:

ONLY 15 MINUTES from "The Villas", this recently opened, exceptional 9 hole golf course and 56 bay driving range with Club House facilities, golf academy, fitness room, karaoke rooms and fully stocked pro-shop, is the only golf course on the Island, which offers "Night Golf" on a flood lit course.

Open day and night, the course features par 3s ranging from 100 to 190 yards, with a short and a medium par 4 and a real par 5, players will find a use for every club in the bag. Equipment is available for rent if you have not brought your own.

Night Golf – playing by floodlight, is attractive to those tourists, beginners, and senior golfers alike who may prefer a cooler time of day to shoot a short round, or those players who work during the day but still wish to fit in a game afterwards, not to mention those ladies amongst us who don't want a suntan!

Contact: Telephone: 086 470 9092 or 076 521 911-5 info@phunakagolf.com

Phuket Country Club:

Built in 1989 over a reclaimed mine, the Phuket Country Club was the first championship standard course to be built in Phuket and has a total of 27 holes. Phuket Country Club is again located toward the centre of the Island between the Central Shopping area and Patong. Contact: Telephone: 076 319 200-204

To make bookings, email: bookings@phuketcountryclub.com

Red Mountain Golf Course:

This brand new 18 hole Golf course is the sister course to Loch Palm. It is considered the most challenging golf course in Phuket, winding its way through 1,400 rai of a former tin mine site in the heart of Phuket, less than 30 minutes from the villa.

Contact: Telephone: 076 322 000-1

Online Reservation: www.redmountainphuket.com/reservation.htm

H

Hairdryers:

Hairdryers are supplied in selected bathrooms, please ensure to return the hair dryer to the bathroom prior to departing.

Hospitals and Medical Advice:

There are two very reputable International Hospitals in Phuket, details below, or for assistance contact the Villa Manager.

Phuket International Hospital
44 Chalermprakiat Ror 9 Rd
www.phuket-international-hospital.com
Tel: 076 249 400

Bangkok Hospital Phuket
2/1 Hongyok Utis Road
www.phukethospital.com
Tel: 076 254 425 Local tel: 1719

There are also a number of local Pharmacies located on all the main roads where Pharmacists or staff can be of assistance for minor ailments and a local medical clinic with an English speaking Thai doctor located at Chalong Circle. Please contact the Villa Manager if you require further information or assistance at anytime.

Housekeeping:

Your daily maid will clean and tidy the villa during your stay, bed linen is changed every 3 to 4 days, towels as required (baring in mind we are environmentally conscious and DO NOT wash towels after a single use). Personal laundry can be washed on request, but please bare in mind the time required for this and staff are not liable for any damage or mistakes.

Immigration (also see “Visas”):

Visitors to Thailand must possess a passport valid for at least six months upon arrival and proof of onward passage. Visa requirements are determined by nationality. Nationals of the United Kingdom, Australia, New Zealand, USA, Canada, Singapore, Japan or Malaysia do not require visas for stays up to 30 days, they will be granted a “Visitors Visa” upon arrival.

Guests who possess a 30 day Visitors Visa can be granted a 7 day extension to this without leaving Phuket by paying 1,900 THB for an extension at the Phuket Town Immigration Office, 482 Phuket Road. Telephone: (66) 076 221 905

For longer extensions you are required to leave the country and re-enter, if this is done on land, you will be granted an extension of 15 days, or by air, 30 days. There are several companies that organise visa runs by running minibuses to Ranong. There you get your passport exit stamped from Thailand, take a boat to Myanmar, stamp your passport in and out of Myanmar before returning to Ranong to get a new entry stamp into Thailand. The whole trip takes around 12-hours and costs around 1,500-baht. A more pleasant alternative is to fly to a neighbouring country and then return to Phuket and receive a new 30-day entry stamp.

Visitors from other countries should consult their local Thai consulate for visa requirements, prior to arrival in Phuket.

Internet:

The Villa has WiFi ADSL Internet access, available to all guests. The password required in order to connect to this service is: “1234512345”. **IF THIS DOES NOT WORK AND YOU HAVE A PROBLEM CONNECTING TO THE INTERNET, PLEASE NOTIFY THE VILLAS HOUSEKEEPER, PLEASE DO NOT TRY TO SOLVE THE PROBLEM YOURSELVES! IF YOU TOUCH THE MODEM WE WILL HAVE TO CALL OUT AN ENGINEER TO RESET IT AND YOU WILL BE CHARGED 500 THB** for his service.

If you require the use of a laptop computer, we can provide one for your use, so please contact the Villa Manager with this request.

Alternatively there are many Internet cafes offering broadband connections, WiFi and printing services, located on the main roads a few minutes drive from the Villa.

Note: Internet connections can be temperamental at times, and are affected by heavy rain or strong winds. If you encounter a continuing problem, please leave it until the weather is a little more settled or contact the Villa Manager.

iPod docking stations:

We provide high quality iPod docking stations in all villas, if you cannot locate it immediately, please ask The Villas staff as it is often put away for security reasons. Please feel free to use it throughout the villa, but take care when moving it and please return it to the same place when you are finished using it.

PLEASE DO NOT LEAVE IT OUTSIDE!

L

Language:

The language spoken in Thailand is Thai, there are many different dialects from different provinces throughout the country and the younger generations are now all taught English in school. All our staff speak and understand a little English (some better than others), but they all try very hard, so please be patient with them, and explain everything very simply. The staff do not read or write English.

A few basic Thai phrases you might find helpful are:

Hello and Goodbye:	Sa wa dee (ka: said by ladies) & (krap: said by men)
Thank you:	Kob khun ka (ka: said by ladies) & (krap: said by men)
Bill/check please:	Check bin ka (ka: said by ladies) & (krap: said by men)
Toilet:	Hong Nam
How much?	Tao rai?
No ice:	Mai ao nam keng or "no eye"
Not spicy:	Mai ao pet
Yes:	Chai or ka: said by ladies & krap: said by men
No:	Mai Chai
Sorry/Excuse Me:	Kor toht
I don't want:	Mai ao ka
I don't Speak Thai:	Mai Pood Thai

Laundry:

All Villas are equipped with a self service washing machine and dryer, or dirty laundry can be passed to the Villa's housekeeper, and it will be washed and returned to you as soon as possible. Towels and bed linen are sent to an outside laundry and take a couple of days to be returned, so please be considerate when using towels and do not wash after a single use. **Please note:** our housekeepers try their best to take care with laundry items, but cannot be held responsible for any accidents or damage to clothes. Items requiring **dry cleaning** can be taken to the local Dry Cleaners on your behalf and the cost charged back to you.

Linen:

At The Villas we wish to encourage consideration of the environment by not washing linen every day, therefore it is our policy to change the bed linen every 3 to 4 days & bathroom towels every 2 to 3 days. However, accidents do happen, should you need any of the beds changed more often, or require new towels, please let our villa staff know & we will be happy to oblige.

Lunch:

Lunch can be selected from the Thai in-house Menu provided in all villas, a cash advance given to your cook who will purchase the required ingredients to prepare your menu selections. Please select no more than 6 Thai dishes to share, plus rice/noodles and vegetables, as Thai food is served in large bowls and designed for sharing and the cook will not prepare individual portions.

M

Mail:

Postcards and stamps are available at many of the local gift shops and minimarts, and post boxes are red and located across the Island or the closest Post office is located next to the Davinci Restaurant, on the left, when you turn left at the end of Soi Naya, when you are driving in the direction, away from Nai Harn beach.

Markets:

There are many markets located all over Phuket selling a variety of local products, imported goods and copies of designer goods and DVDs. Although prices are usually fixed in shops, bargaining is accepted when purchases are made in markets, expect to pay 10 - 40% less than the original asking price – depending on your bargaining skills and the will of the vendor.

The closest market to The Villas is located at Phromthep Cape, a strip of around 30 market stalls selling mainly clothes and local gift items. It is cheap and open from around 9am each day. All main beaches on the Island are accompanied by a variety of market stalls and other shops, so you can find almost anything you wish to purchase, somewhere!

The following web site provides a comprehensive guide to shopping in Phuket: <http://www.phuket.com/shopping/buy.htm> or please ask the villas staff for suggestions or guidance.

Massage:

There are many local massage and beauty salons located a short drive away or available on the beach, these offer Thai, oil, foot and head massages, foot and body scrubs and manicures and pedicures. Prices are relatively consistent and, as an example, you should expect to pay 300 baht for a one hour oil massage.

If you wish to enjoy a massage in the privacy of your own villa, please contact any of the staff, or the Villa Manager. The cost for massages in the luxury of your own room is 400 baht per hour, and the service is usually available from 10am until 10pm.

For a more pampered experience, there are many 5 STAR resorts and Spas located across the Island, if you wish to consider any of the many options available to you, please consult our on line recommendations or peruse the section dedicated to Spas on our website: www.thevillas-phuket.com in the "AROUND PHUKET" Section: <http://www.thevillas-phuket.com/aroundphuket.html>

Other suggestions are detailed in the "Daily Excursion Guide" issued by SOUTH EAST ASIA DREAMS, which can be viewed in hard copy in all villas (PLEASE DO NOT REMOVE FROM VILLA, so every guest has the opportunity to use it) or by visiting their website (selecting Phuket). For further contact details see "Activities" at the beginning of this guide. <http://www.southeastasiadreams.com/packages/thailand/phuket/>

Meals:

Also see "Breakfast", "Lunch" and "Dinner"

All Villas provide a Thai Cook who can prepare Thai, Continental or Western breakfast as requested, usually anytime from 8:30am, unless special arrangements have been made. Lunch can be selected from the Thai in-house Menu provided in all villas, and delicious Thai Dinners, BBQs and children's meal can also be prepared, if arranged in advance with the villas cook/housekeeper.

There is a charge of 1,000 baht per evening for the cook's services to prepare, cook and serve a meal, and if required, she will stay to clear away after you have eaten.

If a meal is required, please give clear instructions to the cook and supply her with a CASH ADVANCE, and plenty of notice, so the cook has time to shop for all the groceries and ingredients required. If a meal was prepared for you on arrival, the costs will be charged to you as part of a final bill to be settled prior to departure.

When selections from the in-house menu are made, please select no more than SIX Thai dishes for sharing, plus rice/noodles and vegetables, as Thai food is served in large bowls and designed for sharing and the cook will not prepare individual portions.

A selection of Thai food and pizzas can be "ordered in" if required, please contact the villa staff or manager for further details.

Minivans:

See also "Taxis"

Half Day or Full Day minivan rental can be ordered upon request, but ideally ONE DAY notice should be given, and LONGER in Peak Season, as there are only a limited number available and we cannot always guarantee availability.

"Regular" minivans seating 10 passengers, with an experienced driver, inclusive of gasoline and unlimited mileage (on Phuket Island) are 2,500 THB for a full day, from 9am to 11pm. Overtime charges apply after 23:00 of 150 THB per hour. A "Half Day" option is also available for up to 6 hours rental for 1,500 THB, inclusive of driver and gasoline.

"Large 4WD" minivans seating 12 or 14 passengers, with an experienced driver, inclusive of gasoline and unlimited mileage (on Phuket Island) is 3,000 THB for a full day, from 9am to 11pm. Overtime charges apply after 23:00 of 150 THB per hour. A "Half Day" option is also available for up to 6 hours rental for 2,000 THB, inclusive of driver and gasoline.

Minivans & Taxi's (private cars and drivers) are available for one way drop offs or return trips, booked in advance, as again, they may not be available at short notice. Taxi's are quite expensive in general, charging for a ONE WAY TRIP, around 1,000 THB to the airport, 800 THB to Bang Tao, 700 THB to Surin, 600 THB to Patong, 500 THB to Karon, 400 THB to Kata, 300 THB to Rawai/Chalong, 200 THB to Nai Harn, 500 THB to Central and 600 THB to Phuket Town. You may find it more economical to arrange for a half or full day rental of a minivan and driver.

Motorbike/Scooter Rental:

Motorbikes can be rented on a daily basis from many local vendors, or The Villa staff can organise them on your behalf. If you require motorbikes to be arranged for you, please contact the Villa Manager, and she will arrange for a reliable vehicle to be delivered to your villa, that has the necessary Government Insurance and crash helmet also provided. If you then require assistance should it break down, or you have an accident, we will be able to help with any problems.

If you decide to rent a bike on your own, please check the rental agreement carefully, ensure it has Government Insurance and the rental companies' policies on accident, damage and breakdowns.

Please be aware it is a legal requirement to wear a crash helmet when riding a motorbike, and if stopped by police you will be fined for failure to do so.

N

Newspapers:

Local newspapers are available at supermarkets and bookstores, along with a selection of international newspapers. Phuket also has two local English Newspapers, The Phuket Gazette and The Phuket News. Both newspapers give local news and events and comprehensive information on many interesting features around Phuket.

P

Parking:

There is parking for your own rented vehicle or minivan in all Villa's carports, plus additional parking available on the roads within the development, please be sure not to block any roads or access to any other residences.

Pets:

We regret to advise animals are not permitted in any of our villas.

Power Cuts:

Occasionally Phuket does suffer from power cuts, particularly in the monsoon season, they are usually only brief, but if there is a prolonged power cut, candles and torches are available in the main kitchens of all villas.

R

Radio:

Phuket offers three English speaking radio stations, playing a selection of music and giving local and International news, weather and updates. The radio stations can be very informative about local events, restaurants, places to visit, promotions and special offers and give vital information about Phuket and how best to enjoy your holiday.

We recommend tuning into **91.5FM**, the original and best radio station on the Island, dedicated to providing Tourists and Local residence with the most up to date information, BBC News, a fabulous range of music and English speaking DJs. Please visit: <http://phuketfmradio.com/> to listen via the Internet on your laptop, or download the App for your iPhone or listen at 91.5FM on the radio in your rental car.

Restaurants:

See our **“TOP TENS”**

Nai Harn has many local restaurants to choose from and Phuket boasts many acclaimed international restaurants. For further information please see the Villa's separate restaurant guide, our comprehensive guide on our website, browse the local dining guides or consult the Villas' General Manager. You can walk in both directions from The Villas, on the main road, either right, towards the beach, where a selection of local Thai restaurants can be found, or turn left and go into Nai Harn Town where there is a larger choice of western and Thai venues.

S

Safety Deposit Box:

A personal safe with electronic code is located in the wardrobes in all the villas' master bedrooms, please follow instructions adjacent to safe for use. If you accidentally lock it, or a previous guest has not left it open, please contact The Villas Team for the override key, which is held by the General Manager.

“The Villas” cannot be held responsible for any valuable items.

IMPORTANT NOTE: For your information, valuables such as jewellery, lap top computers, telephones, cameras and iPods are not covered under The Villa's house contents insurance, and are therefore your responsibility. To comply with most travel insurance policies, we have provided a safe in the master bedroom wardrobe for you to lock valuables away whilst you are out.

Security:

The Villas are located within a gated community with an evening/night time guard from 7pm to 7am daily. The guard is located at the guard house, next to the barrier at main entrance to The Villas Development, and CCTV cameras and spotlights are positioned throughout the development.

The Guards make regular patrols, and maintain a safe and secure environment for your stay, but we still suggest not leaving valuables in plain sight when you are not at the Villa.

Always be sure to close and lock all windows and doors when you go out, and do not leave valuables outside and unattended.

Shopping Malls and Supermarkets:

Also see “Markets” and **our “TOP TENS”**

There are two Shopping Malls in Phuket, Central Festival (centralfestivalphuket.com) is located at the major crossroads in the centre of the Island, and Jungceylon (www.jungceylon.com) is on the road behind the beach road in Patong. Both are large international shopping and entertainment centres with cinemas, restaurants, supermarkets and a variety of international and local shops. For that special gift we recommend the shops around the Laguna which house anything from locally designed cutlery to Asian antiques.

The other two Supercentres are located close to Central Festival, Tesco Lotus and Big C. Again both complexes have large supermarkets supplying western and local produce, and many smaller local outlets, pharmacies and restaurants.

For more information on shopping in Phuket see:

<http://www.phuket.com/shopping/shopping-centers.htm>

The best International Supermarket on the island is located at Home Pro Village, at Chalong Circle, about 10 minutes from The Villas (as if you are driving back towards the airport), this has an excellent selection of fresh breads, vegetables, meat, breakfast cereals, children’s favourites and western produce, plus an excellent wine shop selling good selection of wines and alcohol.

Smoking:

Smoking is not permitted inside any of our Villas, but guests wishing to smoke are kindly asked to do so OUTSIDE, you will find ashtrays in the kitchen and sala cupboards. Please respect this request as many people do not smoke and the smell does linger and is very unpleasant for other guests. **If you do smoke inside we reserve the right to charge for professionally cleaning the villa, and this cost will be deducted from your security deposit.**

Staff:

Each Villa has a specifically allocated **housekeeper** who is dedicated to taking care of your needs. She is familiar with the villa and can be of assistance on a daily basis. The housekeeper is also your **cook**, and she will prepare meals for you upon request, as detailed in the previous sections of this guide dedicated to meals. **The Villa Manager, Sherry (082-287-6580)** oversees the staff and all the day to day functions at the villa and is on call for maintenance issues and minor problems. **The General Manager, Tracey** is responsible for all villas, staff, management and ensuring all runs smoothly and you have a wonderful and memorable time during your stay, please do not hesitate to contact her if you require any assistance at all. Additionally, extra maids are provided for daily cleaning and the pool boy, handyman and gardeners cover their own responsibilities.

Swimming Pool:

Please check the depth of water before entering the pool and diving is not advised. Please note the Pool Boy comes twice a week to clean the pool, and will check on it daily during heavy use.

Some Villas offer the option of a child safety fence, which can be erected around the swimming pool to **discourage** young children from entering the pool area, it is designed to deter them only, and IS NOT a failsafe device. Please contact the Villa staff or Manager if you wish this to be enquire if it can be provided in a particular villa.

Please rinse yourself of sand and excess sun cream BEFORE entering the pool because the swimming pools will discolour and cloud if used heavily and foreign substances are added to the water, and it make take a couple of days to rectify the problem and return your pool to crystal clear.

Sand in the swimming pool also damages the pool pumps, which again may lead to them not working and again the pool discolouring and being unusable while the pool pumps are repaired.

The swimming pool has an integral Jacuzzi, controlled by a switch located in the sala, please ensure you turn it off after use and please do not run continually for extended periods as it will burn the motor out.

T

Taxis:

Taxi's can be ordered upon request, but unless it is an emergency, we advise giving AT LEAST THREE HOURS notice as all taxis in this area are private cars and drivers they may not be available at short notice. Taxi's are quite expensive in general, charging for a ONE WAY TRIP, around 1,000 THB to the airport, 800 THB to Bang Tao, 700 THB to Surin, 600 THB to Patong, 500 THB to Karon, 400 THB to Kata, 300 THB to Rawai/Chalong, 200 THB to Nai Harn, 500 THB to Central and 600 THB to Phuket Town. You may find it more economical to arrange for a half or full day rental of a minivan and driver. **Please see out details on minivan rentals.**

Telephone:

There is a landline telephone located in all villas, allowing guests to make local calls. Please feel free to use the telephone to contact the **Villa Manager, Sherry, on: 082-287-6580 or the General Manager, Tracey, on: 081-906-2596 or to make local calls.**

Your Villa's telephone number and postal address is provided on the Villa's name cards available at all villas, we suggest taking these with you whenever you are intending using a taxi or tuk tuk service, and not in transport arranged by our team.

Telephone Numbers:

Telephone:

Directory Enquiry-Local 183/1133
Overseas Operator/Enquiry 100

Government Offices:

Phuket Customs 076 211 105
Harbour Master 076 391 174
Immigration Authority 976 212 108

Travel:

Suvarnabhumi Airport 02 132 1888
Departures 02 132 9324 # 9327
Arrivals 02 132 9328 # 9329

Phuket Int'l Airport 076 327 230-5
Tourist Information 1672

Air Asia 02 515 9999
Bangkok Airways 076 225 033/5
Thai Airways 076 360 444
China Airlines 076 327 099, 076 327 100
Silk Air 076 304 018-20

Lost Cards:

American Express 273-022-44
Mastercard 001 800 11 887 0663
City Bank 1588, 02 232 2484

Mobile Phone Call Centres:

GSM 1175
Dtac 1678
True 1177

Don Muang Airport
Departures 02 535 1192
Arrivals 02 535 1253

Emergencies:

Diving Medical Centre 1719
Phuket Immigration 076 221 905
Marine Police 076 215 438, 076 211 883
Tourist Police 1155, 076 214 368

Police 191
Fire 199

Consular Offices in Phuket:

Austria 076 248 334-6 ext 36
Italy 076 323 029
France 076 288 828

Germany 076 354 119
Sweden 076 380 000
Finland 076 330 530

Television:

Flat screen televisions and DVD players are available in the main living rooms of all villas, and additional televisions and DVD players are located in second living rooms or bedrooms. Satellite/cable is also connected to all televisions offering a choice of channels broadcasting a variety of news, sport, reality shows and movies. If you have any problems with viewing DVDs or working the TV, please contact The Villas staff.

Time Zones:

GMT plus 7 hours

Tipping:

It is generally expected for service staff to receive a minimum of 10% gratuity at the end of a guests stay, this equates to a few hundred baht for maid/babysitter and cook, and slightly more for the driver, but it is at the discretion of the guest. For guidance on tipping, please ask the General Manager.

Topless sunbathing:

Topless sunbathing is against the law and can offend the religious code of Thailand.

Towels (Beach/Bath):

Towels are available in each of the bedrooms, and extras can be requested from the housekeeper. Please use dark coloured towels for the pool and beach, and the light/white towels are for the bathrooms.

Please be considerate to the environment and do not wash towels after a single use.

There is a generous number of towels for each villa, but this is not unlimited, so again, please be considerate.

U

Umbrellas:

There is a selection of umbrellas available for your convenience, located by the front door. Please try to remember to return these to the villa so they can be used by other guests!

V

Visas

Visitors to Thailand must possess a passport valid for at least six months upon arrival and proof of onward passage. Full details of Thailand's visa requirements at [Thailand Ministry of Foreign Affairs](#). However, most visitors are exempt from visa requirements and will receive a 30-day entry stamp on arrival. You can extend the 30-day entry stamp by a further 7 days at an immigration office in Thailand for a fee of 1900 THB.

If you want to stay longer than 37 days, you have two options:

You can get a 60-day tourist visa before entering Thailand. You can obtain these from a Thai embassy or consulate in your home country. When you arrive in Thailand, enter the visa number on your arrival card and the immigration officer will give you a 60-day entry stamp on arrival. You can extend this by another 30 days at an immigration office in Thailand for a fee of 1900 THB allowing a 90-day visit without leaving the country. It is possible to get multiple tourist visas. These entitle you to two or three 60-day visits. However, between each 60-day visit (and optional 30-day extension) you must leave Thailand and then re-enter the country.

The second option is to do what is known as a “visa run”. This involves border hopping from Thailand to a neighbouring country and then returning to Thailand to receive another entry stamp. You will receive another 30-days if you return by air and another 15-days if you return at a land border. The term visa run is a little misleading as what you are getting is not actually a visa - it is a visa waiver.

In Phuket, the normal visa run is to Myanmar (Burma). There are several companies that organise visa runs. They run either buses or minibuses to Ranong. There you get your passport exit stamped from Thailand, take a boat to Myanmar, stamp your passport in and out of Myanmar before returning to Ranong to get a new entry stamp into Thailand. The whole trip takes around 12-hours and costs around 1,500 THB.

A more pleasant alternative is to fly to a neighbouring country and turn the visa run into a trip. Singapore and Kuala Lumpur are popular choices. You can get two or three day tour packages to these cities for very reasonable prices and then return to Phuket and receive a new 30-day entry stamp.

You should always check the date on your entry stamp when you enter the country. **Do not stay beyond the permitted stay date.** The fine for overstay is 500-baht per day. If you pay the fine when you are leaving the country then you will receive an overstay stamp in your passport but normally no other repercussions.

There are longer-term visas available to people who want to live in Phuket based on retirement, family or work qualifications.

There are two main immigration offices in Phuket where you can extend your visa and make general visa enquiries.

Phuket Town Office, 482 Phuket Road, Phuket Town, 83000 Phone: (66) 076.221.905 (On Phuket Road near the entrance to Saphin Hin).	Patong Beach Branch, Beach Road, Phone: (66) 076.340 477 Only open Monday & Friday (On the beach road halfway between Bangla Road and Sawadirak Road)
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W

Water:

Do not drink from the tap, although the tap water comes from our own artesian well, so it is pure enough for brushing teeth, boiling in the kettle and cooking.

An initial supply of mineral water is provided in our welcome pack, but can then be purchased at any local convenience shop or supermarket.

Please be aware there are water shortages in Phuket, and we all have to be conservative with its use, so with this in mind we do not wash beach or swimming towels after a single use.

Weather:

Early November until the end of April: HIGH SEASON

27-34 degrees Celsius (80-93 degrees Fahrenheit)

Early May until the end of October: GREEN SEASON

23-32 degrees Celsius (74-90 degrees Fahrenheit)

Referred to also as the “Monsoon or Low” Season, the weather during this period is typical of summer in the tropics worldwide. Other than mid-September to mid-October when the rain sometimes falls steadily, most “monsoon” days are rain free except for showers in the afternoon or early morning, which are both welcome and refreshing.

Mid December until Mid January: PEAK SEASON

21-32 degrees Celsius (70-90 degrees Fahrenheit)

The sea temperature never drops below 20 degrees Celsius (58 degrees Fahrenheit)

Wine:

Wine can be purchased locally, but it is expensive as Thailand has a 40% duty levied on all imported wines, and unfortunately many establishments do not store wine correctly, so it can be corked. We would suggest purchasing only from reputable Wine Shops, such as “Wine Connection” located at Rawai Tesco, Villa Market Supermarket, TOPS Food Store in Central Festival Shopping Mall or please ask The Villas General Manager for advice.

Please be advised there are also licensing laws controlling the sale of alcohol from major supermarkets, so you are restricted from purchasing any alcoholic beverages from 9am until 11am, and from 2pm until 5pm. However, local minimarts and dedicated wine shops are permitted to sell alcohol throughout the day.

In certain villas we provide a well stocked wine fridge, guests are invited to help themselves from the selection, and will be charged 700 baht per bottle. In the villas without wine fridges we can purchase and deliver wine for you upon request, if we are given 24 hours notice of your requirements.

Z

Zoo:

Phuket Zoo is a private zoo, not supported by the government. It opened in 1997 and occupies an area of about 30 rai (12 acres or 5 hectares). The winding paths take you through many animal enclosures, and give you the opportunity to have your photo taken with some, such as tigers, pythons, elephants and macaws, plus there are daily shows at the times below:

Monkey Shows:	09:00, 12:00, 14:30 and 16:45hrs
Crocodile Shows:	09:45, 12:45, 15:15 and 17:30 hrs
Elephant Shows:	10:30, 13:30 and 16:00 hrs

There is also an impressive Aquarium accessed through a giant crocodile’s mouth. Inside is air conditioned, providing a welcome break from the tropical heat and housing huge tanks of thirty thousand litres of water containing a variety of both fresh and salt water species from around the world.

The Zoo is open daily from 08:30 – 18:00 hours,
Located at: 23/2 Moo 3, Soi Palai, Chaofah Road, Muang, Phuket
(The road from Chalong Circle towards Phuket Town, on the right



We will endeavour to do everything possible to make your stay at THE VILLAS an enjoyable one, so please don't hesitate to ask if there is anything further we can do for you, or if you require any additional information on the above, or other facilities or services.

Please be aware our staff speak English as a second language and will try their best to understand you, but please be patient if there is any misunderstanding or confusion, and feel free to contact the Villa Manager if you require anything clarifying with them.

Kind regards

The Villa's Team

Tracey Burr (Tel: 081 906 2596)

Managing Director

The Villas, Nai Harn

Phuket,

Thailand

