



**A – Z**

# **Information Guide**

**For frequently asked questions regarding your Villa  
and Phuket**



## A to Z Guide

Welcome to The Villas, Nai Harn.

This guide is designed to answer frequently asked questions and give you information on the Villa and its surrounding area, facilities and services.

If you do not find the answer to your enquiry contained within this guide, please do not hesitate to contact any member of our team.

We wish you an enjoyable stay at The Villas.

With Many Thanks,

Tracey Burr

Managing Director

The Villas

Nai Harn, Phuket

[tracey@thevillas-phuket.com](mailto:tracey@thevillas-phuket.com)



### Important Telephone Numbers:

Managing Director, Tracey (Available 8am-8pm): +66 (0) 819 062 596

Guest Relations Manager, Anna (Available 24-hours): +66 (0) 873 898 765

Activity & Event Manager, Heike (Available 8am-8pm): +66 (0) 819 583 310



Welcome to The Villas, Nai Harn, where we strive to balance your desires with our environment and ensure that 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, 3 or 4 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. Additionally our Activity & Event Manager, Heike, and our Guest Relations Manager, Anna, are happy to provide assistance and suggestions. There are extensive details on Tourist Activities across the island on our website.

See: **“TOURIST ACTIVITIES”** section on:

[www.thevillas-phuket.com/tours-activities-restaurants/](http://www.thevillas-phuket.com/tours-activities-restaurants/)

## Activities Continued...

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 that every guest has the opportunity to use it**) or by visiting their website (selecting Phuket).

See: [www.southeastasiadreams.com/packages/thailand/phuket/](http://www.southeastasiadreams.com/packages/thailand/phuket/)

**Please contact the tour manager Heike for any further information.**

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)
- Ao Yon Waterfall
- Aquarium and Zoo
- ATV (All Terrain Vehicle)/Quad (4 wheel) biking
- Big Buddha
- Bangla Road Nightlife
- Cable skiing
- Chalong Bay Rum Distillery
- Diving (first timers to experienced divers)
- Elephant Trekking and Feeding
- Escape Hunt Experience

## **Activities Continued...**

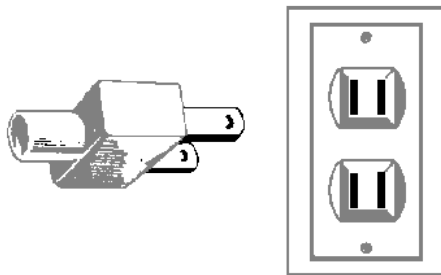
<b>Suggested Activities</b>	<b>Fantasea Buffet Dinner &amp; Show</b>
<b>Continued...</b>	<b>Fishing Trips &amp; Speedboats (to outlying Islands)</b>
	<b>Flying Hanuman (Zip Wires through the trees)</b>
	<b>Go-Karting</b>
	<b>Golf and Dino Park Crazy Golf</b>
	<b>Horse Riding (in jungle or along beach)</b>
	<b>Island Overland Tours (look outs, temples &amp; Phuket Town)</b>
	<b>James Bond Island</b>
	<b>Jungle Trekking or Island Bicycle Tour</b>
	<b>Khao Phra Thaeo National Park</b>
	<b>Monkey Show and Snake Shows</b>
	<b>Night Market</b>
	<b>Old Phuket Town</b>
	<b>Paintballing and Shooting Range</b>
	<b>Phi Phi Island by Speed Boat or Private Charter</b>
	<b>Phuket Orchid Farm</b>
	<b>Promthep Cape (market, walk and sunset viewpoint)</b>
	<b>Safaris and Combined Land and Sea Adventures</b>
	<b>Sea Canoeing in Phang Nga and White Water Rafting</b>
	<b>Shopping and Cinema</b>
	<b>Simon Caberet Evening “Lady Boy” show</b>
	<b>Similan Islands Trip</b>

## Activities Continued...

<b>Suggested Activities</b>	<b>Splash Jungle Waterpark</b>
<b>Continued...</b>	<b>Ten Pin Bowling</b>
	<b>Thai Cooking Classes</b>
	<b>Thai Boxing Class or Match</b>
	<b>Thalang Museum</b>
	<b>Trick Eye Museum</b>
	<b>Upside Down House and Adventure</b>
	<b>Wat Chalong</b>
	<b>Wat Srisoonthorn</b>
	<b>Water skiing</b>
	<b>Water sports (such as jet skiing, para-sailing and banana boating)</b>
	<b>Yacht Charters or Day Cruises</b>

## Adapters:

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



All Villas have a number of multi adaptors 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 60-kms (38-miles) from The Villas. Transfer time is around 1 hour but varies with 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 informed us of your departure please do so 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 Celsius (77 Fahrenheit) is recommended**, as this is both comfortable and environmentally friendly. Please set the A/C's fan speed to "auto" for optimal function. Our housekeepers will monitor the temperature, increasing it to 25 degrees when in use if it has been inadvertently set lower and turning them off if you fail to do so when you leave the villa. Please remember to turn off the A/C when leaving the villa. **If you set A/Cs to lower temperatures (below 23 degrees) this may cause the compressor to overheat and seize, damaging them and requiring repair.** We reserve the right to deduct the cost of this repair from your Security Deposit.

## Alcohol:

The legal age to purchase alcohol, drink in bars and enter clubs 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.

See: **"TOURIST ACTIVITIES"** Section on:

[www.thevillas-phuket.com/tours-activities-restaurants/](http://www.thevillas-phuket.com/tours-activities-restaurants/)

## Alcohol Continued...

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, some local minimarts and dedicated wine shops are permitted to sell alcohol throughout the day without restrictions.

## 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 such as seahorses, beautiful fish and turtles. You can immerse yourself in 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 Aquarium is found at the southern-most tip of Panwa Cape, surrounded by breathtaking scenic bays and islands. It 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.

See: [www.phuketaquarium.org/en/](http://www.phuketaquarium.org/en/)

## ATMs:

Automatic Teller Machines accepting international ATM cards are available at various locations in Nai Harn. Some are located on Baan Sai Yuan, which is the main road at the three way intersection about 1-km from The Villas. All over the Island there are ATMs at most 7-Eleven minimarts and supermarkets, as well as at most Gasoline Stations and in all Shopping Malls. Thai banks charge a fee of 150 to 180 baht to withdraw money from foreign cards and your home bank may also charge a fee. However, the exchange rate given is usually favourable.

Most Thai ATMs deliver a maximum of 20 notes per withdrawal but it is advised not to keep large amounts of cash on your person or at any of The Villas, as money 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 Guest Relations Manager, Anna, or each Villa's housekeeper. **The cost is 100 baht per hour, per child.** 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 the payment directly to each minder. Tipping is at your discretion, but 10% is usually gratefully received.

## Beaches:

Nai Harn has one of the most beautiful beaches on Phuket Island (**voted the BEST BEACH in Thailand by Trip Adviser**). It is about a 10 - 15 minute walk, or three-minute drive from The Villas. It is suggested that you take your own towels to the beach as sun beds are restricted since The Government introduced the policy "Return the Beaches to their Natural Beauty". The beaches do offer a selection of massage therapists/shops, minimarts, market stalls, restaurants, toilets, taxis and tuk tuks. Additionally, there are zones on the beach at which visitors can rent umbrellas and sun bed cushions for about 100 THB each for the day.

**Safety:** Before swimming please observe the flags designed to warn 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.

*Flag Key:*

**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.

## Beaches Continued...

In addition to Nai Harn Beach, there are a couple of smaller less populated options within a few minutes drive. Please ask the Guest Relations Manager, Anna, for more details. In particular, Ao Sane Beach is located a little further than Nai Harn Beach. Access this beach by continuing to the north end, following the road in front of the hotel there for 1-km 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, ideal while watching the setting sun.

## Boat Trips:

Speedboats and long tail boats are available for rent on a daily basis from either Rawai beach (located a five minute drive away) or Chalong Pier. The boats are rented out along with experienced crew. 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 Islands, as well as Islands further away such as Racha Yai, Racha Noi or the 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 our Activity & Event Manager, Heike. **Please note South East Asia Dreams offers discounts 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 directly to the housekeeper/cook. 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 damages 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 Guest Relations Manager, Anna upon request. A valid International driving license or license 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.

## 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 Guest Relations Manager, Anna or Managing Director, Tracey. 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. Each Villa is equipped with one baby cot and one high chair, but additional ones can be supplied if necessary. We also have a wide selection of DVDs for children in every villa.

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. Please refer to the *Baby Sitting Services* section of this handbook for further details.

## Climate:

Also see “Weather”

The climate in Phuket is warm throughout the year. However, temperature and humidity varies somewhat throughout the year, through the two distinct seasons of Phuket: the dry season and the rainy season.

## Clothing:

### Generally:

Thai people are quite modest and dress in a relatively conservative way. For the most part there are no rules as to what you should and should not wear; however you should always cover up your private areas and wear semi-conservative clothing that best suits the weather.

### Temples and Religious Areas:

At temples you should be much more respectable with your clothing. Men should be sure to wear longer shorts and a t-shirt (covering thighs and shoulders). Women should be sure to cover up to their legs to their knees and conceal their shoulders; even if this means bringing a sarong in your bag to wrap around you when on the premises of the temple.

At the Big Buddha there is a clothing check stand prior to entering the premises that will provide you with a sarong wrap if you do not have one, however these are not available in other areas of worship across Phuket.

### Nightlife:

The nightlife in Phuket is very liberal and clashes with the daily customs of the country and those of the Thai people quite dramatically. There are no expectations or rules as to what you can and cannot wear out.

### Beaches:

At the beach, or by the pool, wearing your swimming wear is appropriate. It is considered disrespectful and rude to take your swimwear off at the beach and to be topless (women) or nude (men and women).

## Cook:

The Villa's housekeeper is responsible for all day-to-day cleaning and will also cook for you upon request. For larger parties we provide a second staff member to assist. Your cook's services are included in your rental from 8:30am to 17:00, during which time they can ONLY prepare breakfast (Western, Continental or Asian) and lunch upon request (BUT NOT DINNER). All breakfast and lunch options can be found on the breakfast or the Thai menus in your Villa, which can also be found at the end of this guide. **All grocery costs are additional.** The cook can prepare meals from either groceries purchased by you or by her. If you would like a Thai meal from the in-house menu please give the cook clear instructions and she will purchase the required ingredients for the meal she is to prepare, you must provide a **cash advance** to cover these ingredients.

**Cash Advance:** It is suggested that an advance of between 200-250 THB per person is given to the cook, the specific amount will depend on specific menu selections. Any change will be returned to you.

*Please note: the cooks buy fresh ingredients from local markets and shops so receipts are not usually provided.*

If an evening meal is required, unless otherwise stated in your rental agreement with the Managing Director, Tracey or the Villa's Owner, there

will be a service charge for the cook. To prepare an evening meal from the Thai Menu or a BBQ is 1,000 THB for parties of 7+ people and 500 THB for parties of 1-6 people, 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/housekeeper, if arranged in advance with her. Dinner is not included in the rental (unlike breakfast and lunch); instead there is a service charge for the cook to prepare dinner, even if it is before 17:00. This charge is 1,000 THB for parties of 7+ people and 500 THB for parties of 1-6 people, plus groceries, per evening. The charge includes the cook's services to prepare, cook and serve a meal and, if required, to clear away after you have eaten.

A delicious Thai evening meal selected from the in-house Thai menu or a BBQ from the in-house BBQ menu (both menus can also be found at the end of this guide) can be prepared for a pre-arranged time. If a evening meal is required, please give your cook/housekeeper clear instructions as to what you would like 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.

**Cash Advance:** It is suggested that an advance of between 200-250 THB per person is given to the cook, the specific amount will depend on specific menu selections. Any change will be returned to you.

*Please note: the cooks buy fresh ingredients from local markets and shops so receipts are not usually provided.*

When selections from the in-house Thai 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, which are both about a 10-15 minute drive away. Dive boats leave daily from Chalong Pier, reservations are required in advance.

### Recommended Dive Companies:

#### 1. **Sea Bees Diving**

A recommended dive operator who has been used previously by guests and Villa owners very successfully.

See: [www.sea-bees.com/diving-phuket/](http://www.sea-bees.com/diving-phuket/)

Sea Bees' Head Office is Located in Chalong  
Address: 1/3 Moo 9, Viset Road, Chalong  
Telephone: +66 (0) 76 381 765

Sea Bees Diving is open everyday from 8am – 9pm and is a one-stop, highly respected and professional Dive Centre offering Dive 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.

#### 2. **Sub Aqua Dive Centre**

Another highly recommended dive centre located at Karon Beach, which is about a 25-minute drive away. This company is an excellent choice for your first shore dive and provides diving daytrips to Racha Yai Island, Phi Phi and many more.

PADI Instructors and PADI Courses available in English, Swedish, Japanese, German and Russian.

See: [www.subaqua-divecenter.com/thailand/phuket\\_diving](http://www.subaqua-divecenter.com/thailand/phuket_diving)

Address: Sub Aqua Dive centre, Hilton Arcadia, 333 Patak Road, Karon Beach  
Telephone: +66 (0) 7628622 or +66 (0) 814150006  
Email: [phuket\(at\)subaqua-divecenter.com](mailto:phuket(at)subaqua-divecenter.com)

## Dos & Don'ts:

### Dos:

- **DO respect all images and statues of Buddha**
- **DO respect all images (including money bills) of the Royal Family**
- **DO dress respectable when visiting temples. Woman should cover shoulders and legs.**
- **DO wear shoes when walking outside but before entering temples or homes remove them.**
- **DO treat monks with the highest respect.**  
**NOTE for WOMEN: Monks are forbidden to touch or be touched by women, so if you wish to give them something you should give it to a man to pass to them or lay it on a piece of robe they may have laid on their lap.**
- **DO lower your body somewhat when passing in front of someone or between people.**
  
- **DO try your best to use the Thai language; the Thai people appreciate your effort.**
- **DO feel free to wai when saying “hello”, “goodbye” or “thank you”, but there is no need to worry about this too much.**

### Don'ts:

- **DO NOT disrespect the Royal Family.**
- **DO NOT be too affectionate in public.**
- **DO NOT sunbathe in the nude in public. This is against Thai customs and although generally no one will say anything, it is disrespectful and frowned upon.**
- **DO NOT touch a Thai persons head, even in a friendly way. The Thais view the head as the literal and figurative highest part of the body and therefore do not approve of touching here.**
- **DO NOT point with your feet or place your feet on tables.**
- **DO NOT be offended by personal questions about your age, occupation, marital status etc. the Thai people are very open and do not see these questions as offensive in anyway.**
- **DO NOT overstay your visa.**



## **DVDs:**

**There is a wide selection of DVDs available for your viewing, suitable for both adults and children, in all of the Villas. 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 as well. 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 ask the housekeeper or Guest Relations Manager, Anna.**

# E

## Etiquette:

Also see “Dos and Don’ts”

The Thai people are very proud of their heritage and culture, and relish that they have never been ruled by another country. There are many cultural unwritten rules that Thai people respect and expect visitors to respect.

See: “Dos & Don’ts” for a more descriptive list of these rules.

## 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 a 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

# F

## Festivals & Holidays:

Thailand is a very culturally rich country and has many festivals and holidays throughout the year. If you happen to be in Phuket for any of these festivals you should join in, as it will be a rich and fabulous experience.

### Calendar of Festivals/Holidays:

January	New Year's Day
February	Chinese New Year
March	Makha Bucha Day National Elephant Day National Muay Thai Day
April	Chakri Day Song Kran
May	-
June	Visakha Bucha Day
July	Ubon Ratchathani Candle Festival
August	Her Majesty the Queen's Birthday (Thai Mother's Day)
September	Vegetarian Festival
October	Chulalongkorn Day
November	Loy Krathong
December	His Majesty the King's Birthday (Thai Father's Day) New Year's Eve

## Fireworks:

No form of fireworks, firecrackers or incendiary devices are to be used at any of our villas, nor within the grounds. **Any breach of this term will result in loss of your deposit and eviction.**

# G

## Glass & China:

For safety reason 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. You can find this 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.

For the best detailed information on ALL Golf Courses on the Island and Reservations see: [www.phuketgolfleisure.com/index.html](http://www.phuketgolfleisure.com/index.html)

### Golf Courses Across the Island:

#### 1. **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.

Telephone: 076 328 088

See: [www.bluecanyonclub.com/golf/](http://www.bluecanyonclub.com/golf/)

#### 2. **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.

Telephone: 076 324 350

See: [www.lagunaphuketgolf.com/](http://www.lagunaphuketgolf.com/)

## Golf Continued...

### 3. **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.

Telephone: 076 321 929-34

See: [www.redmountainphuket.com/lochpalm/index.php](http://www.redmountainphuket.com/lochpalm/index.php)

### 4. **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.

Telephone: 076 310 888

See: [www.missionhillspuket.com/](http://www.missionhillspuket.com/)

### 5. **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.

Telephone: 076 319 200-204

See: [www.phuketcountryclub.com/](http://www.phuketcountryclub.com/)

### 6. **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, this 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 with you on your holiday.

## Golf Continued...

### Phunaka Golf Club Continued...

**Night Golf – playing by floodlight:** Attractive to 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.

Telephone: 076 521 911-5

See: [www.phunakagolf.com/](http://www.phunakagolf.com/)

### 7. 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.

Telephone: 076 322 0001

See: [www.redmountainphuket.com/index.php](http://www.redmountainphuket.com/index.php)

## Gym (Gymnasium)

Some of the properties at The Villas contain a fitness area with equipment for cardio exercise. If your Villa has any equipment that is faulty or broken please let your Housekeeper, the Villa Manager, Nit or the Guest Relations Manager, Anna know and we will have it repaired as soon as possible.

If your Villa does not contain a fitness room or you wish to work out in a gym that has a wider range of equipment, there are two fantastic gyms both within a 5-minute drive of your Villa.

### 1. **Action Point Gym**

An incredibly well equipped 2-story gym, perfect for both cardio and weight lifting. At action point you can also enjoy a massage, embrace the Thai Culture with Thai Kick Boxing classes and improve your flexibility and core strength with hot yoga or standard yoga classes. Action Point Gym is a relatively new establishment and provides a great workout center with beautiful views over Rawai and Chalong. Additionally, there is a lovely restaurant on the roof terrace where you can enjoy a nice meal or a delicious protein, fruit or detox shake before or after your workout.

Telephone: 086 283 2279

See: [www.facebook.com/ActionPointRawai](https://www.facebook.com/ActionPointRawai)

### 2. **Nai Harn Gym**

Another fantastic Gym in the Nai Harn area, Nai Harn Gym is equipped with state-of-the-art equipment and prides itself in having great staff that are very knowledgeable and keen to help. Nai Harn gym also has a large reception area connected to it where you can buy a whole range of different protein powders and refresh yourself with a drink at any point during your workout routine.

Telephone: 076 289 571

See: <https://www.naiharn gym.com>

# H

## Hairdryers:

Hairdryers are supplied in several bathrooms in The Villas; please ensure to return the hair dryer to the bathroom prior to departing.

## Hospitals and Medical Advice:

There are three very reputable International Hospitals in Phuket (details below). For assistance contact the Guest Relations Manager, Anna.

- 1. Phuket International Hospital**  
44 Chalermprakiat Ror 9 Rd  
Telephone: 076 249 400  
See: [www.phuket-international-hospital.com](http://www.phuket-international-hospital.com)
- 2. Bangkok, Phuket Hospital**  
Hongyok Utis Alley – Prayoon 2/1 Alley, Talat Yai  
Telephone: 076 254 425 (Local: 1791)  
See: [www.phukethospital.com](http://www.phukethospital.com)
- 3. Dibuk Hospital (operated by Bangkok, Phuket Hospital)**  
Chao Fah Tawan Tok  
Wichit  
Telephone: 076 298 298  
See: [www.dibukhospital.com](http://www.dibukhospital.com)

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 Guest Relations Manager, Anna if you require further information or assistance at anytime.



## Housekeeping:

Your housekeeper will clean and tidy The Villa daily during your stay. Bed linen is changed every 3 to 4 days and towels are changed as required. Please bare in mind we are environmentally conscious and DO NOT wash towels after a single use. Personal laundry can be washed on request, as this service is not included in your rental price, but please bear the time required for this in mind. Additionally, staff cannot be held 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 or 30-day extension, without leaving Phuket, by paying 1,900 TBH at the Phuket Town Immigration Office

Address: 482 Phuket Rd

Telephone: +66 (0) 76 221 905

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 THB. A more pleasant alternative is to fly to a neighbouring country and then return to Phuket and receive a new 30-day entry stamp. However, it is worth noting that immigration officials are becoming less lenient of visa runs.

Visitors from other countries not mentioned above should consult their local Thai consulate for visa requirements prior to their 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 YOURSLEVES! 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.

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 Guest Relations Manager, Anna.

# 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 degree of English (some better than others) and they all try very hard. 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:

<b>Hello and Goodbye:</b>	<b>Sa wa dee ... (ka: said by ladies) &amp; (krap: said by men)</b>
<b>Thank you:</b>	<b>Kob khun ... (ka: said by ladies) &amp; (krap: said by men)</b>
<b>Bill/check please:</b>	<b>Check bin ... (ka: said by ladies) &amp; (krap: said by men)</b>
<b>Toilet:</b>	<b>Hong Nam</b>
<b>How much? :</b>	<b>Tao rai?</b>
<b>No Thank you:</b>	<b>Mai ao ... (ka: said by ladies) &amp; (krap: said by men)</b>
<b>No ice:</b>	<b>Mai ao nam keng or “no eye”</b>
<b>Not spicy:</b>	<b>Mai ao pet</b>
<b>Mild/little spice:</b>	<b>Nid noi pet</b>
<b>Spicy:</b>	<b>Pet</b>
<b>Yes:</b>	<b>Chai</b>
<b>No:</b>	<b>Mai Chai</b>
<b>Sorry/Excuse Me:</b>	<b>Kor toht</b>
<b>I don't want:</b>	<b>Mai ao</b>
<b>I don't Speak Thai:</b>	<b>Mai Pood Thai</b>

## Laundry:

All Villas are equipped with a self-service washing machine and dryer so that guests can attend to their laundry by their selves or alternatively dirty laundry can be passed to the housekeeper and it will be washed and returned to you as soon as possible. Towels and bed linen are sent to an outside laundry facility and take a couple of days to be returned. At the Villas we respect the environment, so please be considerate when using towels and do not wash them 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. Your housekeeper can take items that require dry cleaning to the local Dry Cleaners on your behalf and the cost will be 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, and therefore should you need any of the beds changed more often, or require new towels, please let our villa staff know and we will be happy to oblige.

## Lunch:

Lunch can be selected from the Thai in-house Menu provided in all of The Villas and at the end of this guide. Once you have informed your cook/housekeeper what you would like to be prepared, please provide her with a **cash advance** so the required ingredients to prepare your meal can be purchased. 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. The cook will not prepare individual portions.

**Cash Advance:** It is suggested that an advance of between 200-250 THB per person is given to the cook, the specific amount will depend on specific menu selections. Any change will be returned to you.

*Please note: the cooks buy fresh ingredients from local markets and shops so receipts are not usually provided.*

# M

## Mail:

Postcards and stamps are available at many of the local gift shops and minimarts, and can be sent off in the red post boxes located across the Island or at the Post Office, the closest of which is located next to the Davinci Restaurant, to your left, when you turn left at the end of Soi Naya, if you are driving away from Nai Harn beach.

## Markets:

There are many markets located all over Phuket selling a variety of local products, food, 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. With bargaining you can 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 and souvenirs. 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!

Additionally, the weekend night market, dubbed the ‘mother of all Phuket markets’, located about 20-30 minutes from The Villas is a wonderful experience, in which you can taste weird and wonderful Thai Delicacies and purchase a whole variety of items from jewellery to fishing equipment. The market is open Saturdays and Sundays from 16:00 – 21:00

For a comprehensive guide to shopping in Phuket and suggestions and recommendations please ask the Guest Relations Manager, Anna.

Or See: [www.phuket.com/shopping/buy.htm](http://www.phuket.com/shopping/buy.htm)

## Massage:

There are many local massage and beauty salons located on the main roads of Nai Harn and Rawai. These parlours offer Thai, oil, foot and head massages, foot and body scrubs, manicures and pedicures, facials and additional treatments. Prices are relatively consistent and you should expect to pay from 300 THB for a 1-hour oil massage and from 250 THB for a 1-hour Thai massage.

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

For a more luxurious 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 online recommendations or the section dedicated to spas on our website.

See: **“AROUND PHUKET”** section on:

[www.thevillas-phuket.com/aroundphuket.html](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 THESE FROM THE VILLA, so every guest has the opportunity to use it) or by contacting our Activity & Event Manager, Heike or visiting their website.

See: [www.southeastasiadreams.com/packages/thailand/phuket/](http://www.southeastasiadreams.com/packages/thailand/phuket/)

## Meals:

Also see “Breakfast”, “Lunch”, “Dinner” and “Cook”

All Villas come with a cook/housekeeper who can prepare Thai, Continental or Western breakfasts upon request, 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 at the end of this guide, and delicious Thai Dinners, BBQs and children’s meal can also be prepared, if arranged in advance with the villas cook/housekeeper. These menus too can be found in The Villa or at the end of this guide.

Breakfast and lunch cooking fees are included in the Villa rental price (not including groceries). However if you wish to have an evening meal cooked for you (even if this is before 15:00, when the housekeeper/cook finishes work) there will be an additional charge of 1,000 THB for parties of 7+ people and 500 THB for parties of 1-6 people, plus groceries, per evening. The charge includes the cook’s services to prepare, cook and serve a meal and, if required, to clear away after you have eaten.

Once you have informed your cook/housekeeper what you would like to be prepared, please provide her with a **cash advance** so the required ingredients to prepare your meal can be purchased. 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. The cook will not prepare individual portions.

**Cash Advance:** It is suggested that an advance of between 200-250 THB per person is given to the cook, the specific amount will depend on specific menu selections. Any change will be returned to you.

*Please note: the cooks buy fresh ingredients from local markets and shops so receipts are not usually provided.*

Additionally, a selection of Thai food and pizzas/Italian can be ordered in if required, to do this please contact the Guest Relations Manager, Anna.



## **Minivans:**

**Also see “Taxis”**

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

**Minivans seating up to 14 passengers come with an experienced driver. The charge for one of these, inclusive of gasoline and unlimited mileage (on Phuket Island) is 3,000 THB for a full day (9am to 11pm). Overtime charges apply after 23:00 at 200 THB per hour. A half-day option is also available for up to 8 hours rental for 2,000 THB, also inclusive of driver, gasoline and unlimited mileage (on Phuket Island).**

**Minivans & Taxis (private cars and drivers) are available for one-way drop offs or return trips, when booked in advance, as again, they may not be available at short notice. Taxis 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.**

**Additionally, there are Taxis available to you on beaches, outside shopping areas and in many places on the Island, however these are not associated with The Villas and will often overcharge you, in which case you can try to bargain with the taxi drivers but you should do this before you take the journey.**

## **Motorbike/Scooter Rental:**

Motorbikes can be rented on a daily basis from many local vendors, or The Villas' staff can organise them on your behalf. If you would like motorbikes to be arranged for you please contact the Guest Relations Manager and she will arrange for a reliable vehicle to be delivered to your Villa that comes with the necessary Government Insurance and a crash helmet. If there are any problems, such as the vehicle breaks down, or you have an accident, we will be able to help.

If you decide to rent a bike on your own please check the rental agreement carefully; ensure it has Government Insurance and be sure to review 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 you fail to wear one and are stopped by police you will be fined. Police checks are random and regular, so it is important to follow this law and hold a valid driving license.

## **Music:**

### **Bluetooth Speaker Systems:**

We provide high quality Bluetooth Speaker Systems in all The Villas. If you cannot locate it please ask your housekeeper, as they are often put away for security reasons. The Bluetooth Speaker Systems are small and portable so feel free to move them and use it throughout the Villa. However, please take care when moving it and return it to the same place when you are finished with it.

**PLEASE DO NOT LEAVE THE SPEAKER OUTSIDE!**

# N

## Newspapers:

Local newspapers in both English and Thai are available at supermarkets and bookstores, along with a selection of international newspapers. The two local English Newspapers popular in Phuket are The Phuket Gazette and The Phuket News. Both newspapers share local news, events and comprehensive information on many interesting features around Phuket. Each week a new issue of both of this papers are issued on a Friday. **The Phuket News is also available in Russian.**

Alternatively, you can view these papers online.

For the Phuket Gazette please see: [www.phuketgazette.net](http://www.phuketgazette.net)

For the Phuket News please see: [www.phuketnews.com](http://www.phuketnews.com)

# O

## Ordering-In:

If you do not fancy leaving the Villa for a meal and you do not wish to order anything off the in-house menus you can order food in from a selection of restaurants and chains. If you would like to order food please contact the Guest Relations Manager, Anna to tell her what you would like.

### Places that deliver to The Villas:

- 1. The Two Sisters**  
Thai food & pizzas/Italian  
Tel: +66 (0) 76 388 009
- 2. KFC**  
Chicken  
See: [www.kfc.co.th/](http://www.kfc.co.th/)  
Tel: 1112
- 3. Pizza Company**  
Pizza & Italian  
See: [www.1112.com/en/](http://www.1112.com/en/)  
Tel: 1112
- 4. Shakers**  
European/Thai  
Tel: +66 (0) 76349912 or +66 (0) 81 891 4381
- 5. Rum Jungle**  
French/Mediterranean  
Tel: +66 (0) 76388153
- 6. DaVinci**  
Italian  
Tel: +66 (0) 869475197

# P

## Parking:

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

## Pets:

We regret to advise you that animals are not permitted in any of our Villas.

## Power Cuts:

Occasionally Phuket does suffer from power cuts, particularly in the monsoon season (May to October). They are usually brief, but if there is a prolonged power cut, candles and torches are available in the main kitchens of the Villa. Unfortunately, as much as we would like to help with getting the power back on for you during this time, it is an issue that is out of our hands as the Phuket Electric Authority (PEA) is responsible for fixing the problem. We remain in close contact with PEA during the power cuts to ensure we receive regular updates.

**Note:** The Villas do not have a backup generator, as the demands of each Villa would require them to have one each. This cannot be justified due to the space and maintenance generators require and the noise they make, all for a relatively infrequent occurrence.

# R

## Radio:

Phuket offers two English speaking radio stations, playing a selection of music and sharing 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 residents with the most up to date information, BBC News, a fabulous range of popular new and older music and English speaking DJs. 91.5 FM can be tuned into on two radio frequencies: 91.5 and 92.75.

If you wish to listen to via the Internet on your laptop or iPhone:

See: [www.phuketfmradio.com/](http://www.phuketfmradio.com/)

The other successful English station on the Island that you can listen to is **89.5 FM**.

## Restaurants:

**Also see “Local Restaurants” section of this guide at its end.**

Nai Harn has many restaurants to choose from and Phuket boasts many acclaimed international restaurants. For further information please see the Villas’ separate restaurant guide on our website. You can browse the local dining guides, consult the Guest Relations Manager, Anna or view the “Restaurants” section at the end of this guide for a better understanding of the restaurants Phuket has. Walking in both directions from The Villas, brings you to a range of restaurants. To the right, towards the beach, there is a wide selection of local restaurants including Thai, Italian and Mexican ones. To the left, into Nai Harn Town, there is a larger choice of Western and Thai venues.

See: [www.thevillas-phuket.com](http://www.thevillas-phuket.com)

# S

## Safety Deposit Box:

A personal safe with electronic code is located in the wardrobes in all master bedrooms. 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 Guest Relations Manager, Anna.

**The Villas cannot be held responsible for any valuable items.**

**IMPORTANT NOTE: Valuables such as jewellery, laptop computers, telephones, cameras, iPods, iPads and Kindles are not covered under The Villas' house contents insurance and are therefore your responsibility. However, to comply with most travel insurance policies please use the safe when you are out of the Villa.**

## Safety Deposit Continued...

### Instructions for the safe:

1. With the door open, press the red button located at the back of the door near the bottom hinge.
2. When the orange LED appears, key in your new PIN (capacity of number 1 to 8 digits) followed by 'A' or 'B' button. Two beeps should sound to show your success. Be sure to make a note of your PIN number.
3. The safe will now lock when you close the door and turn the knob anti-clockwise.
4. To open the safe again, key in your new PIN followed by the 'A' or 'B' button, and turn the knob clockwise.
5. To alter the PIN at any time follow the steps in instructions above.

## PLEASE LEAVE SAFE DOOR OPEN ON DEPARTURE

**Note:** If the safe door is not opened for more than 5 seconds after the correct PIN has been entered, it will automatically re-lock. Repeat step 4 above to re-open.

**Caution:** If you or someone else uses the incorrect PIN, the safe will not open, 8 beeps will be heard.

Entering the incorrect PIN 3 times will freeze the locking mechanism for a period of 20 seconds, during which you will not be able to operate the safe. Inputting the incorrect PIN for 3 times again will cause the microprocessor to refuse accepting correct code for 5 minutes.

**If you require the over-ride key to open safe, please contact the Guest Relations Manager, Anna.**



## **Security:**

**The Villas are located within a gated community with an evening and nighttime guard whose shift is from 7pm to 7am daily. The guard is located at the reception office, at the main entrance to The Villas Estate. Additionally, CCTV cameras and spotlights are positioned throughout the development.**

**The Guards make regular patrols and maintain a safe and secure environment for your stay. However, we still suggest that you do not leave any valuables in plain sight when you are not at the Villa. Additionally, always be sure to close and lock all windows and doors when you go out and when you go to sleep at night, and do not leave valuables outside and unattended.**

## Shopping Malls and Supermarkets:

Also see “Markets” and “TOP TENS”

There are two main Shopping Malls in Phuket, Central Festival and Jungceylon. Central Festival is located at the major crossroads in the center of the Island. Jungceylon is located 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 high-end traditional Thai gifts we recommend shopping at the Canal Village, Laguna, which houses anything from locally designed cutlery to Asian antiques.

The other two Supercentres are located close to Central Festival, these are Tesco Lotus and Big C. Again both complexes have large supermarkets supplying western and local produce and a smaller selection of local and international shops, pharmacies and restaurants.

For more information on shopping in Phuket See:

[www.phuket.com/shopping/shopping-centers.htm](http://www.phuket.com/shopping/shopping-centers.htm)

Additionally, for more information on:

Central Festival

Jungceylon

See: [www.centralfestivalphuket.com](http://www.centralfestivalphuket.com)

See: [www.jungceylon.com](http://www.jungceylon.com)

The best International Supermarket, with a wide selection of local and international produce, on the island is located at HomePro Village, at Chalong Circle, about 10 minutes from The Villas. This has an excellent selection of fresh breads, vegetables, meats, breakfast cereals, children’s favourites and western products, plus an excellent wine shop selling a good selection of wines and alcohol.

## Smoking:

Smoking is not permitted inside any of our Villas. 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, which can be unpleasant for other guests. **If you do smoke inside we reserve the right to charge you for professionally cleaning of The Villa. 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 (see **"Housekeeper"**). The Housekeeper is familiar with the Villa and is 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 (see **"Breakfast", "Lunch", "Dinner", "Meals" and "Cook"**). Breakfast and lunch preparation are included in your rental price, however if you wish to have dinner prepared for you, there will be an additional charge. The **Guest Relations Manager**, Anna, will introduce herself and welcome you on arrival (or the following day if you arrive late at night). Anna will assist you with all arrangements during your holiday, such as minivan rentals, restaurant reservations and any enquiries that you have. The **Activity & Event Manager**, Heike, can be contacted to arrange any tourist activities or excursions you wish to participate in. The **Villa Manager**, Nit, is there to address any maintenance issue, repairs or damages that may occur during your stay. Finally, the **Managing Director**, Tracey is responsible for all of The Villas, the staff, the 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, Engineer, Handyman and Gardeners** cover their own responsibilities.

## Swimming Pool:

Please check the depth of water before entering the pool. In any case, 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. **THE FENCE IS DESIGNED TO DETER THEM ONLY, AND IS NOT A FAILSAFE DEVICE.** Please contact the Guest Relations Manager, Anna, if you wish to enquire as to whether it can be provided to your Villa.

Please rinse yourself of sand and excess sun cream **BEFORE** entering the pool because the swimming pools will discolour and cloud when foreign substances are added to the water. In which case, it may 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, the pool discolouring and it being unusable while the pool pump is repaired.

Each 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:

Also see “Minivans”

Taxis 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 and they may not be available at short notice. Taxis 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.

There are Taxis available to you on beaches, outside shopping areas and in many places on the Island, however these are not associated with The Villas and will often overcharge you, in which case you can try to bargain with the taxi drivers but you should do this before you take the journey.

## Telephone:

There is a landline telephone located in the Villa, allowing guests to make local calls. Please feel free to use the telephone to make any local calls or contact any staff that you require. You can find important numbers on the cover page of this guide.

Your Villa’s telephone number and postal address is provided on the Villa’s name/business cards available in each Villa. We suggest taking these with you whenever you are intending to use a taxi or tuk tuk service and not in transport arranged by our team.

## **Telephone Numbers:**

### **Telephone:**

### **Mobile Phone Call Centres:**

**Directory Enquiry-Local 183/1133**

**GSM 1175**

**Overseas Operator/Enquiry 100**

**Dtac 1678**

**True 1177**

### **Government Offices:**

**Phuket Customs 076 211 105 or 076 211 377**

**Harbour Master 076 391 174**

**Immigration Authority 076 212 108 or 076 221 905**

### **Travel:**

**Suvarnabhumi Airport 02 132 1888**

**Don Muang Airport 02 535 1111**

**Phuket Int'l Airport 076 351 166**

**Tourist Information 1672**

**Air Asia 025 159 999**

**Bangkok Airways 076 225 033/5**

**Thai Airways 076 360 444**

**China Airlines 076 327 099 or 076 327 100**

**Silk Air 076 304 018-20**

## Telephone Numbers Continued...

### Lost Cards:

American Express	1-800-992-3404
HSBC	1590
Mastercard	001 800 11 887 0663
JCB Card	02 256 9151-4
City Bank	1588, 02 232 2484
Visa	001 800 11 535 0660

### Emergencies:

Diving Medical Centre	1719
Police	191
Ambulance (BKK Hospital Phuket)	1719
Fire	199
Phuket Immigration	076 212 108 or 076 221 905
Marine Police	076 215 438 or 076 211 883
Tourist Police	1155 or 076 214 368

For any additionally telephone numbers that you need please ask our Guest Relations Manager, Anna and she will offer assistance.

## Television:

Also see “DVDs”

Flat screen televisions and DVD players are available in the main living rooms of all of The Villas. Additional televisions and DVD players are located in second living rooms and some bedrooms. Satellite/cable TV is also connected to all living room televisions. This offers 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 ask your housekeeper for help and failing that contact the Guest Relations Manager, Anna.

## Time Zones:

**GMT plus 7-hours**

Time differences between Thailand and...

Hong Kong	+1 Hour
Singapore	+1 Hour
Shanghai, China	+1 Hour
Melbourne, Australia	+3 Hours
Perth, Australia	+1 Hour
United Kingdom	-7 Hours (Daylight Saving -6 Hours)
Moscow, Russia	-4 Hours
Paris, France	-6 Hours (Daylight Saving -5 Hours)
Berlin, Germany	-6 Hours (Daylight Saving -5 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 THB for maid/babysitter and cook, and slightly more for the driver. However, tipping is at the discretion of the guest. For guidance on tipping, please ask the Guest Relations Manager, Anna.



## Topless sunbathing:

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

## Towels (Beach/Bath):

Towels are available in each of the bedrooms and extras can be requested from the housekeeper. Dark coloured towels are to be used by the pool and on the beach and the light/white towels are for use in the bathrooms.

**Please be considerate to the environment and do not wash towels after a single use.** Your housekeeper will change your towels every 2 to 3 days.

There are a generous number of towels for each villa, but this is not unlimited. Additionally, towels (along with linen) are sent to an outside laundry facility and take a couple of days to be returned, so again please be considerate with your use.

## Travel Insurance:

Travel Insurance is designed to cover guests when they are travelling outside of their home country. It specifically covers medical expenses and loss of certain personal belongings. It is highly recommended that every guest has travel insurance, in case of any accidents or illness while staying at The Villas. If you have not arranged travel insurance prior to your arrival in Phuket, it can easily be done over the Internet. The Villas is not responsible for any personal medical emergency or accident or any loss of personal items during your stay here.

Should medical attention be required at any time, our guest relations manager, Anna can be contacted 24-hours a day to provide any support necessary.

All Villas are fitted with personal safes for storage of your valuables.

# U

## **Umbrellas:**

**There is a selection of umbrellas available for your convenience, located by the front door. Please return these to The Villa so other guests can use them after you depart.**

**Every Villa has a designated number of umbrellas (in coordinated colours) therefore if any are lost or removed from The Villa, guests will be charged 300 THB per umbrella.**

# V

## Visas:

Also see “Immigration”

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 can be found online.

See: [www.mfa.go.th/main/en](http://www.mfa.go.th/main/en)

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

If you want to stay longer than 30 days:

1. You can be granted a 7 or 30-day extension, without leaving Phuket, by paying 1,900 THB at the Phuket Town Immigration Office  
Address: 482 Phuket Rd  
Telephone: +66 (0) 76 221 905
2. You can be granted a 15 or 30-day extension by leaving the country and re-entering. If this is done on land you will be granted an extension of 15 days, and if it is done 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 THB. A more pleasant alternative is to fly to a neighbouring country and then return to Phuket and receive a new 30-day entry stamp. However, it is worth noting that immigration officials are becoming less lenient of visa runs.

## Visas Continued...

If you want to stay longer than 30 days continued...

3. **Alternatively, 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 1,900 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.**

**NOTE: 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 two main immigration offices in Phuket where you can extend your visa and make general visa enquiries:**

1. **Phuket Town Office:  
Address: 482 Phuket Road, Phuket Town, 83000  
Telephone: +66 (0) 762 219 05  
Location: Near the entrance to Saphin Hin**
2. **Patong Beach Branch  
Address: Beach Road, Patong  
Telephone: +66 (0) 763 404 77  
Location: Halfway between Bangla Road and Sawadirak Road**

# W

## Water:

**Do not drink water 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, you should not drink it.

**For Drinking:** We supply large mineral water dispensers in each Villa for you to drink. Empty water tanks are replaced during working hours.

**For Using:** All water comes from the artesian well, but be aware there is sometimes water shortages in Phuket and we all have to be conservative with its use. Please bear this in mind and do not wash beach or swimming towels after a single use.

## Weather:

The weather in Phuket changes somewhat throughout the year. Although it is warm and has a tropical climate all year round, Phuket's weather generally changes between two distinct seasons:

1. **The Dry Season (aka High Season)**  
Generally falls from **December to March**. The temperature during this time usually ranges from 27-34 degrees Celsius (80-93 degrees Fahrenheit). Peak season falls in this season of the year (from mid-December to mid-January) and the temperature fluctuates somewhat between 21-32 degrees Celsius (70-90 degrees Fahrenheit)
2. **The Rainy Season (aka Green Season or Low Season)**  
Generally falls from **May to October**. The temperature during this time usually ranges from 23-32 degrees Celsius (74-90 degrees Fahrenheit). During this period of the year most "monsoon" days are rain free except for showers in the afternoon or early morning, which are both welcome and refreshing.

**Note:** During the months of April and November the weather can be difficult to anticipate.

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

## Weather Continued...

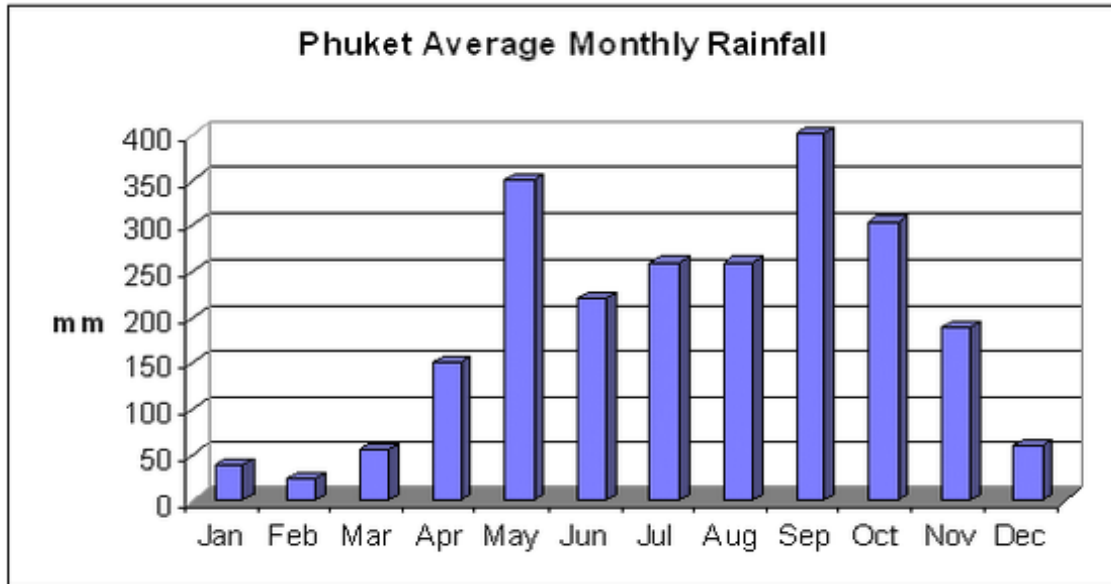


Chart of the Average Monthly Rainfall in Phuket through the Year

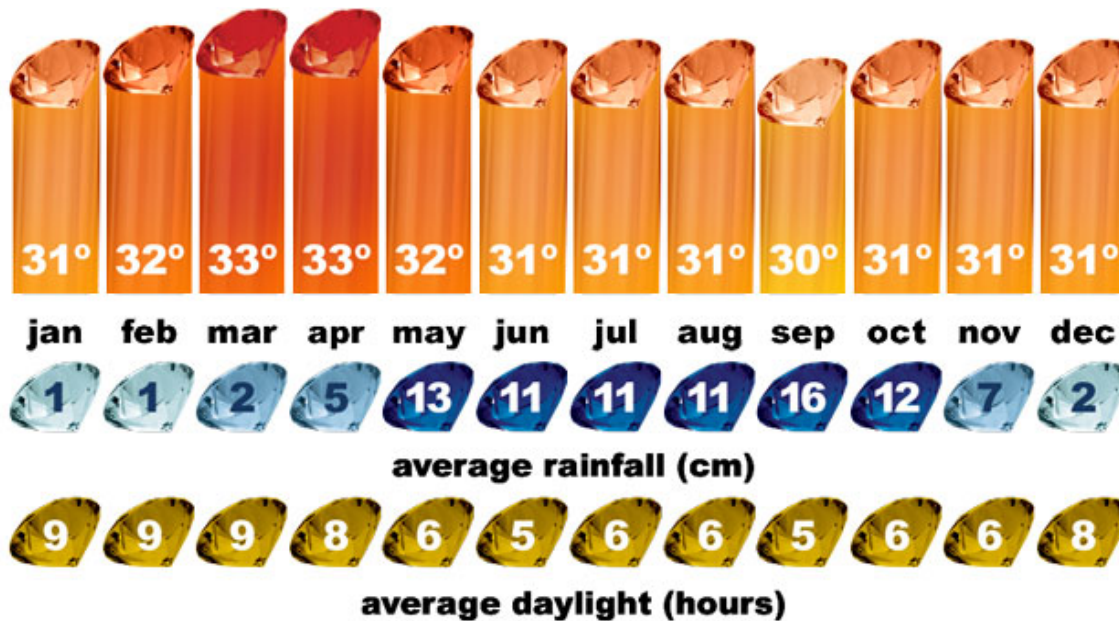


Chart of the Average Monthly Temperature (Celsius), Rainfall and Daylight Hours in Phuket through the Year

## **Wine:**

**Also see “Alcohol”**

**Wine can be purchased locally but it is expensive as Thailand has a 40% duty levied on all imported wines. 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 and TOPS Food Store in Central Festival Shopping Mall. Alternatively please ask the Guest Relations Manager, Anna, 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.**

**Additionally, we can arrange for you to visit a local wine shop if you want any advice or require assistance.**

# Z

## Zoo:

Phuket Zoo is not particularly popular with tourists due to the confinement of the animals and the overall condition of the attraction.

If you wish to visit, please see: <http://www.phuketzoo.com>





# LOCAL RESTAURANTS

An important part of a perfect holiday is the fabulous meals that can you have. At The Villas we like to ensure our guests receive the best quality food both in-house and outside of their Villa. Below is a list of restaurants in the Nai Harn area.

**All within a 10-minute drive of The Villas**

(This list is accurate as of 2015 however be aware new restaurants often open and unfortunately some go out of business)

## Thai Restaurants:

**NOTE: "\*" – Indicates that this Thai Restaurant also provides International Food (Western or other Asian Cuisines)**

Action Point*	La Cabane*
Anchor Inn*	Landhaus*
Baan Had	Les Caves*
Baan Sattabun*	Lugar de Place*
Bamboo Café*	Mandos Restaurant & Steakhouse*
Banana Corner	Mangosteen*
Bistro du Chateau*	Mamma Mia*
Bonsai Restaurant*	Naat Restaurant
Café Java*	Nai Harn Seafood
Captain Hook*	Naya Garden*
Coconut Bar & Restaurant*	Nikitas*
Coconut Café*	Ploy Beach Club*
East 88*	Promthep Restaurant
Escape Bar*	Rimtang, Chalong
Friendship Beach*	Salaloy Seafood
Hang Around*	Sabai Corner*
Kan-eng Seafood	Shakers*
Kan-eang 2	The Savoury*
Kallot's*	The Two Sisters*
Keang Lay*	Treffpunkt*
Kitchen Plus*	Wine Lovers*

# International Restaurants:

## Restaurant:

Action Point  
Anchor Inn  
A Spoonful of Sugar  
Atsumi Raw Café  
Baan Sattabun  
Bake, Chalong  
Bamboo Café  
Bistro du Chateau  
Bonsai Restaurant  
Breakfast Hut  
Café Java  
Captain Hook  
Coconut Bar & Restaurant  
Cooking Khan  
Crepes Village  
Da Renata  
Da Sandro Trattoria  
Da Vinci  
Delish Café  
East 88: Two Chefs  
Escape Bar  
Fatty's Restaurant  
Flints-One Bakery  
Flip Side  
Haad Pizza  
Hang Around  
Heaven  
Hot Stone  
In Sea  
Jasmine B  
Kan Eang  
Kallot's  
Keang Lay  
Kitchen Plus  
La Boucherie  
La Cabane  
Landhaus

## Cuisine:

Western & Thai  
Western & Thai  
Coffee & Treats  
Organic Snacks  
Western, Japanese & Thai  
Pastries & Treats  
Western, Thai & Breakfast  
Western & Thai  
Japanese & Thai  
Breakfast  
French & Thai  
German & Thai  
Western & Thai  
Asian Buffet  
Western  
Italian  
Italian  
Italian  
Western & Breakfast  
Western & Thai  
Western & Thai  
Western  
Western Bakery  
American  
Pizza  
Western & Thai  
Western & Seafood  
Western Steakhouse  
Seafood & Western  
Seafood & Western  
Western, Seafood & Thai  
Western, Thai & Breakfast  
Western, Thai & BBQ  
Western & Thai  
French Grill & Steakhouse  
French & Thai  
Western & Thai

# International Restaurants Continued...

## Restaurant:

Le Celtique  
Les Caves  
Los Amigos  
Lucky 13 Sandwich  
Lugar de Place  
Maggie & Mario's  
Mamma Mia  
Mandos Restaurant & Steakhouse  
Modena Pizza  
Mr. India  
Naya Garden  
Nikitas  
Norbus Steakhouse  
Pizza 2000  
Ploy Beach Club  
Rossovivo  
Rum Jungle  
Sabai Corner  
Saigon  
Sala Mexicali  
Shakers  
Super Burger  
Tandori Nights  
Tattoria del Buongustaio  
The Family Restaurant  
The Green Man  
The Islander  
The Savoury  
The Two Sisters  
Treffpunkt  
Vset  
Wine Lovers

## Cuisine:

French  
French & Thai  
Mexican  
Western Sandwiches  
Western, Seafood & Thai  
Italian  
Western & Thai  
Western & Thai  
Italian  
Indian  
Western & Thai  
Western & Thai  
Western Steakhouse  
Pizza  
Chinese, Italian & Thai  
Italian  
French-Mediterranean  
Western & Thai  
Vietnamese  
Mexican  
Western & Thai  
Western Burger  
Indian  
Italian & Mediterranean  
Mediterranean  
English Pub  
English  
Western & Thai  
Western & Thai  
German & Thai  
Western  
Western & Thai

**Note:** As Phuket does not have a day of the week in which the Island rests; restaurants across the Island are closed on different nights. Therefore please be advised that your chosen restaurant may not be open every day of the week. Also, many restaurants close for annual holidays so may be out of service for a longer period of time.

# TOP TENS

## FREE ACTIVITIES:

1. **Sunset watching (from the Beach or Viewpoint)**
2. **Sunbathing on the Beach**
3. **Swimming in the Andaman Sea**
4. **Visit Big Buddha**
5. **Visiting the Viewpoints (located around the island)**
6. **Say Hello to the Elephants (between Nai Harn and Kata)**
7. **Walk to the Most Southern Point of Phuket Island: Promthep Cape**
8. **Wat Chalong Temple and Religious Shrines**
9. **Natural wonders (such as Ao Yon Waterfall)**
10. **Explore the Island in your Car or on your Motorbike**

## RAINY DAY ACTIVITIES:

1. **Thai Cooking Classes**
2. **Spa Treatments and Massage**
3. **Escape Hunt Experience**
4. **Trick Eye Museum**
5. **Aquarium**
6. **Museums**
7. **Health Check Up & Dental Service**
8. **Thai Boxing Show**
9. **Shopping**
10. **Cinema**

## **DAY TIME ACTIVITIES:**

- 1. Boat Trip to an Outlying Island**
- 2. Deep Sea Fishing Trip**
- 3. Elephant Trekking and Feeding**
- 4. Kayaking and White Water Rafting in Phang Nga**
- 5. Snorkelling or Diving**
- 6. Safari: (Elephant Trekking, Water Buffalo, Thai Culture Experience)**
- 7. Massage and Spa Treatments**
- 8. Splash Jungle Water Park**
- 9. Zip Wire Adventure: The Flying Hanuman or The Jungle Xtream Adventure Park**
- 10. Phuket Orchid Museum**

## **NIGHT TIME ACTIVITIES:**

- 1. Bangla Road Pubs and Clubs, Patong**
- 2. Fantasea Cultural Show and Entertainment**
- 3. Simon Cabaret or Aphrodite Lady Boy Show**
- 4. Sunset Cruise and Party Boat**
- 5. Illuzion Acrobat Show**
- 6. Palazzo Restaurant and Show (Seasonal Event)**
- 7. Siam Niramit "Thai Cultural Show"**
- 8. Weekend Night Market Shopping**
- 9. Thai "Muay Thai" Boxing Show**
- 10. Flood Lit Golf at Phunaka Golf Course**

## **CHILDREN'S ACTIVITIES:**

### **Younger Children**

- 1. Splash Jungle**
- 2. Zorbing**
- 3. Upside Down House**
- 4. Dino Park Mini Golf**
- 5. Elephant Trekking**
- 6. Snake and Monkey Show**
- 7. Banana Boating at an Outlying Island**
- 8. Football Golf**
- 9. Aquarium**
- 10. Bird Farm**

### **Teenagers**

- 1. Flying Hanuman**
- 2. Splash Jungle**
- 3. Paragliding**
- 4. Scuba Diving**
- 5. Zorbing**
- 6. ATV Quad Biking**
- 7. Go Karting**
- 8. Paintballing**
- 9. Escape Hunt Adventure**
- 10. Outlying Island Tr**

## **SHOPPING ACTIVITIES:**

- 1. Central Festival**
- 2. Jungceylon**
- 3. Patong Stalls and "Banzaan" Market**
- 4. Weekend Night Market**
- 5. Kata or Karon market stalls**
- 6. Canal Village**
- 7. Premium Outlet Mall**
- 8. Phuket Town Shopping (Expo-Shopping Hall and Old Town Walking Street)**
- 9. Banana Walk**
- 10. "World's Greatest" Jewellery store**

# HIGH END RESTAURANTS:

**Note: These Restaurants are located across the Island.** For a more comprehensive list of restaurants in the Nai Harn area, please see the “Local Restaurants” section of this guide; located before “top tens”.

- 1. Kata Rocks**  
Location: Kata  
Cuisine: Western-Thai Fusion  
See: [www.katarocks.com/dining](http://www.katarocks.com/dining)
- 2. Vset**  
Location: Chalong  
Cuisine: French & Seafood  
See: [www.katarocks.com/dining](http://www.katarocks.com/dining)
- 3. Mom Tri’s Kitchen**  
Location: Kata  
Cuisine: Royal Thai Cuisine & International  
See: [www.villaroyalephuket.com](http://www.villaroyalephuket.com)
- 4. 9<sup>th</sup> Floor**  
Location: Patong  
Cuisine: Mediterranean  
See: [www.the9thfloor.com](http://www.the9thfloor.com)
- 5. Le Versace**  
Location: Patong  
Cuisine: French  
See: [www.the9thfloor.com](http://www.the9thfloor.com)
- 6. Baan Rim Pa, Joe’s Downstairs or Da Maurizio**  
Location: Patong/Kalim  
Cuisine: Thai, Italian and American/Tapas  
See: [www.baanrimpa.com](http://www.baanrimpa.com)

- 7. Baba**  
**Location: Sri Panwa**  
**Cuisine: International**  
**See: [www.babaphuket.com](http://www.babaphuket.com)**
- 8. The Brassarie**  
**Location: Phuket Town**  
**Cuisine: French**  
**See: [www.brasseriephuket.com](http://www.brasseriephuket.com)**
- 9. Breeze at Cape Yamu**  
**Location: Cape Yamu**  
**Cuisine: French, Japanese & Thai Fusion**  
**See: [www.breezcapeyamu.com](http://www.breezcapeyamu.com)**
- 10. Royale Nam Tok**  
**Location: Kathu**  
**Cuisine: French**  
**See: [www.theroyalenamtok.com](http://www.theroyalenamtok.com)**





**We will endeavour to do everything possible to make your stay at The Villas, Nai Harn an enjoyable one. 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 feel free to contact the Guest Relations Manager, Anna, or the Managing Director, Tracey, if you require anything to be clarified with them.**

**We wish you an enjoyable and memorable holiday.**

**With warm wishes,**

**The Villas' Team**

**Tracey Burr  
(Telephone: 081 906 2596)  
Managing Director  
The Villas, Nai Harn,  
Phuket,  
Thailand**





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