

Terms and Conditions

PT Residence & The Mirror

Issued 21 November 2018 - effective immediately

Booking an apartment

Your reservation will become a confirmed booking once you pay a holding deposit of 5,000thb. This holding deposit can be paid via Paypal or bank transfer. Please wait for instructions from staff before you pay the holding deposit.

A security deposit is payable upon check-in, with the amount depending on the apartment type. Please refer to the website for exact security deposit amounts.

The 5,000thb holding deposit we already hold will be used towards your security deposit. The remaining balance can be paid by Paypal or cash during check-in. We accept certain foreign currencies for security deposits with the provision that we will return your deposit in the same currency.

A full month's rent is paid upfront during check-in. Monthly rents are always paid in advance.

Utilities are charged per kw/h (unit) and determined using your dedicated energy meter. We also charge a flat fee for water use. Utilities & water bills are also paid monthly. Please refer to the website for exact pricing.

Upon check-out we return your security deposit minus your last utility & water bill. A room inspection will take place and the cost for any damages for which you're liable will be deducted from the security deposit before we return it.

We accept credit cards for rent payments (Mastercard/Visa) but these payments incur an additional 3% processing fee.

Cancellations

All notification of cancellation must be made in writing by email to us. When notification is received more than 30 days prior to the check-in date, all payments received from the client are refunded. When notification is received 30 days or less prior to the check-in date, you forfeit your holding deposit.

Should you decide to leave prematurely, you forfeit your rent payment. No refund will be issued. Your security deposit will be returned to you, less any damages to the apartment and the last electricity & water bill.

We strongly recommend that all clients obtain appropriate travel and personal insurance cover to cover these charges in the event of a cancellation.

Use of apartments

It is forbidden to use our apartments for parties or gatherings where occupants of

neighbouring apartments might be disturbed. If it is discovered that you are holding such an event after arrival we may ask you to leave immediately. In such circumstances, we are not obliged to provide or locate alternative accommodation.

No business activities may be deployed within our building. It is illegal to use our address as a business registration address. Under no circumstances shall guests be allowed to post (commercial) signs at the door of the apartment, on in any other visible place outside.

We have a strict no smoking policy. Smoking inside the apartments, on the balcony and/or in the common areas is forbidden and carries a 10,000thb penalty. You will be required to leave immediately.

Facilities and services

Some basic toiletries are provided upon check-in but all further supplies should be provided by you. Wifi internet is provided at all locations. There is no charge for normal use. If a loss of connection occurs we will endeavour to get reconnected as quickly as possible but we cannot be held liable for any losses resulting from the loss of connection.

Number of occupants

You are responsible for ensuring that the apartment is not occupied by more people than your booking states, which is set to the number of beds in the apartment. We reserve the right to refuse admittance to the apartment if we feel this condition is likely to be breached. In this case no paid funds will be returned. The apartment cannot be re-let/sublet to any other group/party without the written approval of us. We need to have copies of all passports and Thai immigration stamps for all occupants on file to comply with Thai immigration law.

Check-in and check-out

The rules for check-in and check-out are set by us. All apartments are usually available for occupation after 2.00pm on the day of arrival. Keys are made available during working hours (between 9.30 am and 5.00 pm). Arrangements can be made for key collection after hours, subject to prior arrangement. All apartments must be vacated by 11.00 am on the day of departure. Arrangements can be made for a later checkout but this is subject to prior arrangement. If there is any delay in vacating the apartment beyond the agreed time a full day's rental is charged to you.

Damage to apartment

You are responsible for taking all reasonable care of the property and its contents. The property and all equipment, utensils, furniture etc. must be left clean and tidy at the end of the hire period. Except in the case of normal wear and tear the hirer will be responsible for making good any damage to the apartment or its contents, which has occurred due to negligence, wilful damage or irresponsible behaviour on the part of those occupying the apartment or their guests. Such damage must be reported, without delay, to the front desk. The cost of the repair or replacement must be agreed with, and paid to us. You are responsible for ensuring that no person staying or visiting the apartment during your stay will

suffer anything to be done which would endanger the policy of our insurers in respect of the apartment and its contents which might make the same void or voidable.

Termination by us

We have the right to terminate a booking at any time on the grounds of abuse to staff or other guests, mistreatment of the apartment or criminal activity on the part of those occupying the apartment or their guests. If we receive serious complaints or any disputes arise, we reserve the right to terminate your stay without notice.

Injury or loss

We cannot be held responsible for any personal injury, loss or damage to personal effects howsoever arising at the accommodation. Neither we, nor our representatives, can be held responsible for any circumstances beyond our control including, but not limited to, mechanical breakdown, illness or failure of any public service supply.

Rights of access

Our representatives and subcontractors have the right of access to the property at any time, with due regard to the convenience of you, for the purpose of inspection of the property and to carry out any essential repair or maintenance work.

Damage

We will not be responsible for any loss or damage to your goods or personal belongings kept at the accommodation. You are also responsible for taking all reasonable care of the apartment and its contents. We don't take any responsibility for any items stolen from the apartment.