



Hotel Rules and Management Policies

In Order to make your stay as pleasant as possible, the Hotel Management requests your co-operation in observing the following as an agreement between the Guest and RAK ELEGANT HOTEL under which rooms are permitted to be used by the guest(s):

OUR FRONT DESK AT RAK ELEGANT HOTEL PATONG 24 HRS

Check-in 14:00 hours/Check-out 12:00 hours

A hotel day starts at 2:00 p.m. on the day of arrival and ends at 12:00 a.m. of the following day.

Failure to check out by 12:00 p.m. will result in an additional fee for extending a hotel day.

A charge for the extension until 4:00 p.m. amounts to A HALF DAY RATE after 4:00 p.m. the hotel will charge for an additional hotel day.

check-in and check-out policy, subject to availability, applies

Rates Policy

The tariff includes lodging, breakfast and guest insurance. The tariff is exclusive of tourist tax. Additional meals, amenities and services are available at extra cost. To upgrade your room amenities and services, please contact the Front Desk. Guest registration forms must be signed on arrivals. An additional fee shall apply should a rollaway bed be required.

Complimentary Daily

Welcome Drink upon Check-In, 2 Glass bottles/day tea, coffee, sugar

An additional fee shall apply for over daily limit.

Breakfast Pricing

Buffet breakfast at Restaurant Rak to Eat is included in the room rate with breakfast.

Otherwise, will be additional charge 350THB/Person

Breakfast & Room Service

Buffet breakfast: from 07:00 till 10:30 hours

Room Service: 10.30 – 22.00 hours

Meals and beverages served in rooms will be charged according to the Room service price list provided in rooms.

Day Use

Day use of rooms is between 10:00 and 18:00 hours. Maximum duration of stay is 8 hours. A tariff in the amount of 70% of the applicable room rate applies.

Housekeeping Services

Room cleaning shall be performed from 08:00 - 16:00 hours. If the Guest requires a specific time for room cleaning, please make arrangements at the Front Desk.



Child Policy

A maximum of two children under the age of 7 years old are allowed to share the room without additional charges using existing bedding (in selected rooms).

Infant Bed/Baby Cot

Complimentary upon request (subject to availability).

Pet Policy

Pets are not allowed inside the hotel.

Airport Shuttle

Please contact the Front Desk to arrange for airport shuttle service, airport pick-up or limousine service at special rates.

Parking

Parking available upon request.

Payment Types

Rak Elegant Hotel Patong accepts Cash and Card Payment as Visa, Master, American Express are subject to 3% surcharge

As well as Apple Pay, PayPal as an online payment method.

Please present the same credit card used to guarantee your booking when checking-in or making payment at Rak Elegant Hotel Patong.

Accessibility

Smoking Rooms

All rooms are non-smoking in Rak Elegant Hotel Patong. Smoking is strictly in designated non-smoking areas.

SMOKING PENALTY 5,000 THB. In order to ensure the health and safety all guests, smoking in designated

Non-smoking areas will result in fine and possible eviction as per the hotels. Schedule of charges laid out in the hotel's policy. Rak Elegant Hotel Patong has a no-smoking policy within its public areas, rooms and suites.

Deposit Policy

A damage deposit of 1,000 THB is required on arrival. This will be collected as a cash payment.

You should be reimbursed on check-out.

Cancellation/No-Show

Please refer to our Reservation/Deposit/Cancellation/No-Show Policy at www.rakeleganthotel.com



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In Order to make your stay as pleasant as possible, the Hotel Management requests your co-operation in observing the following as an agreement between the Guest and RAK ELEGANT HOTEL PATONG under which rooms are permitted to be used by the guest(s):

1. Tariff

The room rate includes lodging, breakfast and guest insurance and is exclusive of tourist tax. Additional meals, amenities and services are available at extra cost. To upgrade your room amenities and services, please contact the Front Desk. An additional fee shall apply should an extra bed be required.

2. Settlement of Bills

All bills must be signed personally for services rendered. Bills shall be settled at check-out or can be settled on presentation.

3. Company's Lien on Guest's Luggage and Belongings

In the case of default in payment of dues by a guest, RAK ELEGANT HOTEL PATONG shall have a lien on their luggage and belongings, and be entitled to detain the same and to sell such property at any time without reference to the Guest. The net sale proceeds will be appropriate towards the amount due by the Guest without prejudice to RAK ELEGANT Hotel's rights to adopt such further recovery proceedings as may be required.

4. Check-in

Check-in time is 14:00 hours onward hours. Rooms not occupied by 06:00 hours will be seen as No-Show. Guest registration forms must be signed on arrivals. Please present your ID card or Passport upon Check-in. By Law visitors must present personal documents for hotel records. These documents will be scanned and returned.

Upon arrival, all guests must provide a guarantee of payment for his/her stay at the Front Desk.

5. Personal Data Use

The Guest agrees and consents that RAK ELEGANT Hotel may process (photocopy/scan) his/her personal documents in order to register him/her as a guest of the Hotel. The Guest may, at his/her own discretion, decide to register through fingerprint in which case he/she additionally agrees to the process of such data accordingly.

6. Departure

Check out time is 12:00 hours. Please inform the Front Desk if you wish to retain your room beyond this time. Extension will be given depending on availability. If the room is available, normal tariff will be charged. On failure of the Guest to vacate the room on expiry, the Hotel Management shall have the right to remove the Guest and his/her belongings from the room occupied by the Guest.

7. Day Use

Day use of rooms is between 10:00 and 18:00 hours. Maximum duration of stay is 8 hours. A tariff in the amount of 70% of the applicable room rate applies.

8. Housekeeping Service

Room cleaning shall be performed from 08:00 - 15:00 hours. If the Guest requires a specific time for room cleaning, please make arrangements at the Front Desk.



9. "Do not disturb" Sign

All of our rooms are equipped with the "Do not disturb button". By pressing the button, a red light on the outer side of the room door shall appear which signals to the Hotel personnel not to disturb the Guest at any time. When the "Do not disturb" sign is on, your room shall not be cleaned, however the housekeeping staff shall place a door hanger on your door to inform you how to seek housekeeping services/room cleaning when you are ready.

10. Luggage Storage

Subject to availability of the storage space, the Guest can store his/her luggage in the luggage room at the Guest's sole risk as to loss or damage from any cause. Luggage may not be stored for a period of over three days. Luggage may be stored for longer periods of times at a fee. Please check availability of storage space and tariffs with the Front Desk.

11. Facilities

Spa, Sauna, Swimming pool, Fitness, Steam Room

OPEN 07.00 hours- 20.00 hours

12. Guest's Belongings

Guests are given a key card upon registration and are particularly requested to lock the door of their rooms when going out or going to bed. For the convenience of guests, safes are provided in the room to store any valuables. Additionally, a safety deposit box is available at the Front Desk. Guests are kindly requested to deposit all their valuables in the in-room safe or safety deposit box at the Front Desk.

RAK ELEGANT Hotel will not in any way whatsoever be responsible for any loss/or damage to the Guest's belongings from either the Hotel room or safe or any other part of the Hotel for any cause whatsoever, including theft.

13. Pets

Pets are not allowed inside the hotel.

14. Visitors

Guests may have visitors in their rooms which must be registered at the Front Desk. Visits are allowed until 23:00 hours. In case of extended visits after 23:00 hours, RAK ELEGANT Hotel will charge an additional fee of 500THB per room per night, as a supplement for the guest/visitor.

15. Jioner

We are a guest friendly hotel but if your accommodation is occupied with 2 persons, 3rd person as a temporary guest will cost 500Thb per night / per time and only 1 guest is allowed once at the time.

But if the room is only occupied for yourself guest will be allowed without fees but also allow once at the time

16. Hazardous Goods

Weapons, explosives, inflammable objects and materials or other dangerous chemicals or goods of hazardous nature are strictly prohibited on hotel premises.



The Guest shall be solely liable and responsible to RAK ELEGANT Hotel, other guests, invitees, visitors, and personnel for all loss financial or otherwise and damage that may be caused by such articles or as a result of the Guest's own negligence and non-observance of such rules and instructions.

17. Fire Alarm

In case of fire alarm, please follow instructions from the evacuation plan attached from the inside of your main room door.

18. Damage to Property

Guests will be held responsible for any loss or damage to RAK ELEGANT Hotel property caused by themselves, their guests or any person for whom they are responsible.

In case of damage caused to the Hotel by the Guest, the Guest is due to cover the cost of all damage caused to the Hotel.

19. Guest Complaints

Guests shall address all their complaints at the Front Desk.

20. Hotel Management's Rights

It is agreed that the Guest will conduct him/herself in a respectable manner, not to provide any disturbances to other guests, and will not cause any nuisance or annoyance within the Hotel premises.

In case of breach of Hotel Rules and Management Policies by the Guest, the Hotel Management has the right to request any guest to vacate his/her room or other areas of the Hotel forthwith, without previous notice and without assigning any reason whatsoever, and the Guest shall be bound to vacate when requested to do so. In case of the default, the Hotel Management has the right to remove luggage and belongings from the room occupied by the Guest.

20. Government rules and regulations and application of laws

Guests are requested to observe, abide by, confirm to and be bound by all applicable acts and laws and Government rules and regulations of the THAILAND.

The Hotel Management reserves the right to add to, or alter or amend any of the above Terms, Conditions and Rules.

THANK YOU



NO SMOKING



All rooms are non-smoking in Rak Elegant Hotel Patong.

Smoking is strictly in designated non-smoking areas.

SMOKING PENALTY

In order to ensure the health and safety all guests, smoking in designated Non-smoking areas will result in fine and possible eviction as per the hotel's

Schedule of charges laid out in the hotel's policy.

WHERE CAN YOU SMOKE

Ground floor next to car park.

Guests are requests to abide to hotel's policies at all the times.

In case of any query or confusion. Please feel free to reach out at front desk.

We, at Rak Elegant Hotel Patong are committed to the health and safety of all our guests.

CONTACT

@ Front desk Rak Elegant Hotel Patong by Dial 0

Read our detail health policy at www.rakeleganhotel.com



KEEP OUR BOTTLES HELP US SAVE THE EARTH



All rooms we complimentary 2 glass bottles of water per day in Rak Elegant Hotel Patong.

Please keep them in your room.

DO NOT BIN THEM

LOST GLASS BOTTLES IN YOUR ROOM

100 THB PENALTY

as per the hotel's policy.

RECYCLE GLASS BOTTLE

Glass is a fully recyclable material. We can recycle glass over and over endlessly without loss in quality or purity. Recycling glass has enormous environmental benefits including reducing carbon emissions, raw material consumption, energy use, and waste.

Guests are requests to abide to hotel's policies at all the times.

In case of any query or confusion. Please feel free to reach out at front desk.

We, at Rak Elegant Hotel Patong are committed for Sustain Environments.

CONTACT

@ Front desk Rak Elegant Hotel Patong by Dial 0



Read our detail health policy at www.rakeleganhotel.com

SWIMMING POOL RULE

1. No Running

The main reason for this is that both children and adults are very likely to slip if they are not careful. Depending on the material used to surround the swimming pool, the ground can be extremely slippery. And, unfortunately, a slip and fall on these surfaces can cause a lot of damage to the individual.

2. No Diving

This is especially true for any pool that has a very shallow end. If someone tries to dive into a shallow spot of the pool, they can be in great danger of a head or neck injury. Diving can also put others in danger as they can get hit as the person is diving. One way to prevent these kinds of injuries is by clearly posting the depths of the pool. This way, swimmers and non-swimmers alike can avoid injuries.

3. No Glass

This rule is especially important for communities where multiple families can be in the pool at the same time. Having glass bottles near the pool can lead to the glass breaking and spreading all over the floor. When this happens, other people are prone to step on the broken glass. The worst part is that these people will typically be barefoot.

As soon as someone steps on a piece of glass, they will likely suffer some sort of injury. Although this is usually a minor injury, a larger piece of glass can cause a larger opening that may even get infected. Broken shards of glass within the pool may also damage pool drains if enough gets sucked in.

4. Limit the Number of Swimmers

The reasons for having a limit on the number of people in the pool are to prevent unsafe interactions, the spread of infections, or just to ensure resident satisfaction in general. For example, if too many children are in the shallow end, or arguing over the pool toys, rough play may begin. This also occurs among adults, with people arguing over seats or tables. This is why, in order to keep the pool safe, there should be limits to how many people are allowed inside.

5. Supervise Children

This rule should go without saying. Children, especially younger children, can easily get hurt if they are not being supervised by their parents. This is especially true if the child does not know how to swim.

Parents should not let their child out of their sight for even a moment due to how quickly something can happen. Parents should also make sure that their kids are prepared for the pool, like making sure they wear sunscreen or putting diapers made for swimming.

6. No Animals



Having animals in or around the swimming pool can cause some pretty serious problems. One of the problems is that their hair can easily clog up the pool filter and damage it. Another problem is that there may be residents in the pool with certain allergies.

POOL RULES

1. Hotel responsibilities

1.1. Granting use of facilities, guests' risk

Access to pool facilities is permitted to hotel guests only. Guests shall use the facilities at their own risk.

It may not be possible to avoid pool-related accidents. Guests are advised that they bear any risk inherent in exercise/sport practiced in the pool facility. Wearing pool shoes is recommended.

The hotel shall not be liable for injuries and other intrusions of guests' privacy caused by other guests or third parties not belonging to the hotel staff.

The hotel accepts the following responsibilities as regards guests with authority to access the facilities.

1.2. Opening times and access

The hotel shall allow guests access to the facilities during times displayed or announced by supervisory staff.

The hotel reserves the right to refuse entry without explanation to persons whose admission to pool facilities appears in question.

In case of danger of lightning, access will be barred to outdoor areas of the facility.

1.3. Condition and operation of facilities

The hotel is responsible for ensuring set up, operation and maintenance of facilities in accordance with regulations. In particular, all applicable health and safety standards shall be complied with at all times.

The hotel does not have any further responsibilities.

As soon as the hotel is informed of a facility's failure, deficiency or defectiveness that no longer guarantees its safe operation, the hotel shall immediately prohibit the use of the defective facility or limit its use appropriately.

Each hotel guest is solely responsible for complying with the instructions given by responsible personnel.

1.4. Monitoring compliance with pool rules, CCTV surveillance

The hotel and any authorized staff shall take reasonable measures to monitor compliance with pool rules by guests and other persons present in the facility. In the event of non-compliant behavior, the persons concerned shall receive a warning and may be barred from further use of the facility.

The facility is not under constant supervision. CCTV is in operation in the pool area.

1.5. Measures taken in the event of an accident



In the event of an accident the hotel and authorized staff will take every reasonable measure to procure immediate help.

1.6. Measures taken to avert reported dangers

In the event that the hotel, and especially authorized personnel, are informed to their reasonable satisfaction of an imminent danger to the health and life of guests, hotel staff will take reasonable measures to avert the danger.

1.7. There are no facilities for supervising minors, people with disabilities and non-swimmers

The hotel and its staff, are not obliged or in a position to supervise minors, those with physical or mental disabilities, and non-swimmers. The facility is not under constant supervision.

1.8. Liability in the event of an accident

The hotel shall be liable only for such injury or damage that it or its staff inflicts upon guests as a result of unlawful conduct, especially such that is in breach of contract or caused by negligent conduct.

The hotel is not liable for damage or injury caused by disregarding pool rules, any other user provisions, by non-compliance with instructions provided by staff, by any other culpability on the part of the injured party, or by unavoidable circumstances or force majeure, especially by third party infringements. Contributory negligence shall lead to corresponding apportionment of loss or damage. The same applies mutatis mutandis to specific user instructions placed by equipment and facilities (e.g. slide, sauna etc.) and for any use prohibitions or restrictions within the meaning of item 1.3. section 2.

2. Guest responsibilities

2.1. Room key cards

Use of pool facilities is only permitted to guests with a valid room key card.

□ Room key cards can also be used for storing valuables in lockers provided in the entrance area.

2.2. Supervision of children, minors, non-swimmers and the disabled

Parents are liable for their children! Children under the age of 9 may only enter the facility in company of a person authorized to look after them.

Under 15s may only use Jacuzzis when accompanied by a person authorized to look after them.

People with responsibility for children, minors, non-swimmers and the disabled must also make provisions for other cares (e.g. legal guardians and cares).

Those given responsibility remain responsible for supervision, even if they do not enter the Water worlds or Vitality World, or if they leave early.

The current youth protection regulations, especially pertaining to alcohol and tobacco restrictions, exclusion orders, and obligations of guardians must be respected by young people and their guardians alike.

2.3. Hotel staff instructions

Guests are obliged to fully comply with the instructions provided by the hotel's responsible personnel. This also applies in the event that a guest does not consider the instruction issued to be justified.

Anyone violating pool rules, use prohibitions for particular facilities (e.g. steam, sauna, etc.), limitations within the meaning of 1.3. section 2, or who defies instructions given by responsible personnel may be asked to



leave the pool area by this personnel or other hotel representatives without thereby gaining the right to a reduced accommodation rate.

In particular cases, a (temporary) future use prohibition may be imposed.

2.4. Hygiene regulations

Guests are required to maintain the highest levels of cleanliness throughout the pool facility.

Barefoot areas may not be entered with street shoes.

People with infectious diseases must not enter the pool facility.

For hygiene reasons, guests must shower prior to entering a pool, and turn off the shower after use.

The use of soap, shampoos or detergents, and washing swimwear in the pools is prohibited.

Waste must be placed in the designated waste containers.

2.5. Food and drink, bathrobe zone

Guests may not take food from outside into the level 8 areas.

For safety reasons, glass may not be brought into the facility.

Drinks may be taken in plastic or unbreakable cups only.

Bathrobe zone is in the lobby, In other areas of the hotel, we request that appropriate clothing is worn.

2.6. Refraining from causing hazards or nuisances

Guests are obliged to be considerate towards other pool visitors, especially as regards noise. Therefore, anything that might cause a hazard or nuisance to other guests is prohibited.

Photographing or filming people without their consent is prohibited.

Electronic devices (e.g. mobile phones and tablets) must not be taken into Steam area, and in other areas may only be used with headphones.

Please take care when walking around the area. Although special non-slip tiles are installed, there is increased risk of slipping in the pool area and we recommend that visitors wear pool shoes.

Climbing on or over the pool area barriers is prohibited.

Pool facilities and equipment may only be used only for their intended purpose

(e.g. paddling pool, non-swimmers area, water slides).

We recommend that people with long hair should wear a swimming cap, or tie up their hair.

Reserving sunbeds by placing towels or personal items on them for periods exceeding 1 hour is not permitted.

2.7. Duty to report/provide assistance

Accidents, thefts and complaints must be reported to appropriate personnel or reception without delay.

In an emergency, press the red emergency button at the entrance to the facility.

Every guest is required to provide first aid or other assistance if required.



GYM RULES

These facilities are for use and enjoyment of the guests staying at the Hotel. We hope everything is to your liking. Anything you need, please contact Front Desk Dialing number 0 from the internal phone.

OPENING HOURS: 7am – 8pm

Maximum capacity is 10 persons.

The use of this gym is not allowed for persons under 18 years old.

Smoking or eating food is not allowed in the gym.

The gym is limited to do physical exercises.

Persons that are not using the facilities are not allowed to be in the gym.

To use all gymnastic machines and equipment, you must wear appropriate sports clothing and shoes.

It is mandatory to use personal towel for hygiene to avoid possible contagion and deterioration of machinery. In the case of not having a towel you can rent them at the front desk. (Ask at reception for rental conditions)

For the benefit of all, please place back the equipment in its corresponding place upon completion of training.

The machinery cannot be used for activities that are not specific to each machine; only the user is responsible for a possible malpractice injury.

If any doubts come up, incidents or damages, please contact Front Desk by dialing 0 on the internal phone.

The regulation of the specific conditioning of the gym (room temperature, music, etc.) will be carried out exclusively by the hotel staff.

This room is supervised by video surveillance.

Failure to follow these rules may be sufficient to deprive the client of the use of the gym.