



Dear Guest,

Welcome! On behalf of all here at Garrrya Tongsai Bay Samui we are delighted that you have selected us for your stay in Koh Samui. Nestled amongst 25 acres of natural beauty that overlook a secluded bay we strive to provide you with a stay that will long be remembered.

Since opening in 1987 Tongsai Bay has operated as a family owned resort; in mid-2021 the owners of The Tongsai Bay, Thanakorn and Saisiri Hoontrakul, had a chance meeting with the founders of the Banyan Tree Group, and identified that each of their families held similar high ideals for sustainability, corporate governance, responsible tourism and community support. A new relationship was formed with the foundation of continuing the legacy and heritage of the founder of The Tongsai Bay, Khun Akorn Hoontrakul, for generations to come.

Something very close to our heart here at Garrrya Tongsai Bay Samui is the respect for the lush natural environment the resort is set in. We are passionate about the best practice of environmental care of both flora and fauna, and trust you will enjoy the nature, animals and birds that we protect and cohabitate with us as much as we do.

Please scroll throughout our information provided here for all facilities, wining & dining and more.

On behalf of all the Garrrya Tongsai Bay Samui team we wish you a most enjoyable, relaxing and rejuvenating stay, and should any of us be able to assist then please do not hesitate to contact us.

Warm regards,

Your Team at Garrrya Tongsai Bay.



GARRYA

Tongsai Bay Samui

Garrya Tongsai Bay Samui In-Room Information

In-room Information

Directory A to Z

Air-conditioning

As a standard we set our Air-Conditioners at 24 degrees when you first check-in. Should you wish to lower the temperature below 21 degrees please be aware that this may cause condensation (and water dripping) as the unit rapidly tries to convert the hot outside air to cool air. Should you wish to enjoy a more consistent and constant temperature we recommend NOT using the Timer and Sleep setting's.

Babysitting

Babysitting services are available at an hourly charge and we ask for 24 hours notice.

Beach Beds

We have lots and lots of sun bed's and trust that our guests practice correct etiquette and use beds when required. Reserving or holding beds without the intention to use them for hours on end can create a shortage in peak periods. Your thoughtfulness to all is appreciated for this.

Car Rental

Please contact Guest Relations (Ext 0).

Check-In / Out Time

Check-in time is 14.00 and check-out is at 12.00. Please contact Guest Services (Ext 1) if you require a late check-out and we will do our utmost to accommodate you. If the hotel is full or we are unable to accommodate this request we have an air-conditioned changing / shower room and a secure luggage area for your convenience.

Credit Cards

Visa, MasterCard, Diners Club, JCB and American Express credit cards may be used for settling your bill however personal cheques are not acceptable. If you require a cash advance from your credit card, a 5% charge will be applied to cover commission and tax. The maximum advance is Bt 3,000 per day. However, we strongly recommend you use the numerous ATM machines and official banks around the island.

Dietary Requirements

If you or your family has any dietary requirements, please make them known to Guest Relations (Ext 0).

Doctor

If a doctor is required, please contact Guest Services (Ext 0). Often we recommend visiting an international hospital as these have the most reliable doctors that can treat even the most minor of issues.

Drinking Water

We recommend that you do NOT drink the tap water. Unlimited complimentary drinking water is provided in your room, in our restaurants and on the beach. If further supplies are required, please ring Guest Relations (Ext 0). **For recycling purposes, please do not take the drinking water bottles outside of hotel's area.**

Fireworks

The use of fireworks is against the law and strictly prohibited at Garrya Tongsai Bay unless we have a government license for New Years Eve.

Gala Room (Guest Lounge & Meeting room)

The Gala Room is located just off the main lobby and is open from 07.00 - midnight. There is a TV as well as a pool table.

Hospitals

An International hospital is located on the island. Please contact Guest Services (Ext 0) for details.

Housekeeping and Maid Service

Your room will be serviced once a day for full service and again in the evening for light turndown. If these timings are not convenient, or you require extra room amenities, please inform Guest Relations (Ext 0). Please note the maid will not enter your room if the "Do not disturb" sign is displayed.

Hot Water

Please note our hot water heaters are connected to the air-conditioner to conserve energy for environmental reasons – please ensure you air-conditioner is running prior and during use of hot water.

Ice

Ice is available on request – please contact Guest Services (Ext 0).

Keeping Doors Closed

Garrya Tongsai Bay enjoys lush green natural surrounds and is proudly home to many species of wildlife. To best avoid the 'outsiders' visiting your room, please keep your doors and windows shut. This helps reduce any of our wildlife of the walking or flying variety from entering your room.

Laundry

Laundry handed in before 10.00 will be returned by late afternoon the same day. Laundry bags and a price list can be found in your wardrobe. Please call Guest Relations (Ext 0) for laundry collection.

Library

We have a varied selection of books for your pleasure in the Ga-la room.

Luggage

Please call Guest Relations (Ext 0) if you would like your luggage collected or stored.

Minibar

For your convenience a price list of mini bar items is available by scanning the given QR code.

Money Exchange

In cases of urgency we are happy to exchange bank notes of foreign currencies as well as most traveller's cheques for Thai Baht (not vice versa). Please contact the Guest Relations team in the lobby. However, we recommend you use the many official banks and ATM's around the island.

Mosquitoes

Whilst Koh Samui is malaria-free, mosquitoes are plentiful. We recommended you take preventative steps to avoid being bitten.

Room Items on Request

The following items are available on request by calling our Guest Services:-

Additional plug adapters
Duck down pillow & other pillow selection
Iron and ironing board
Scales
Razor and shaving cream
Soap Gel
Standing electric fan
Toothbrush and toothpaste
Yoga mats
Sewing kit

Safety Deposit Boxes

Please consult the Elsafe instruction leaflet regarding the use of the in-room safe. The hotel, however, cannot be liable for any loss of valuables stored in the safe without evidence of theft nor can we be liable for any damage to guest's belongings therein. Larger safety boxes are available in the Cashier's Office in the lobby. Please place valuables in your personal ElSafe.

Security

Garrya Tongsai Bay is patrolled 24 hours a day by a team of professional security guards. However, please make sure that you lock your doors when sleeping and when you leave your room.

Smoking

Garrya Tongsai Bay has a strict “no smoking” policy in ALL guest rooms. Ashtrays are provided on your terrace and in designated smoking areas around the hotel.

Telephone

Our telephone system allows any type of phone call (except collect calls) directly from your room. Please see instructions next to your telephone in your room or call the telephone operator for assistance (Ext 0).

Towels

Please leave towels on the rails or hangers if you wish to keep them for further use. Kindly drop the towels in the shower area or bathtub if you need them to be replaced.

Visitors

Outside visitors are requested to leave the guest room by 22.00. For security and legal reasons, it is imperative that visitors who stay after 22.00 register at reception.

Voltage

The electricity voltage in Thailand is 220 volts. Plug adapters are in every room and additional ones are available from Guest Services (Ext 0).

Wake up Call

Please contact our telephone operator or Guest Services (Ext 0) for your wake up call.

FOR YOU & OUR SAFETY

We kindly ask you take a moment to read about Safety.

Beach & Swimming

Beach – Our beach is manned from 7:00 to 19:00 daily, however we request no swimming after sunset. Our beach is natural and slopes steeply into the sea, therefore children should be accompanied by an adult at all times.

The 3 colors of flags on our beach.



Green - SUITABLE SWIMMING CONDITIONS



Yellow - SWIM WITH CAUTION



Red - DO NOT SWIM

Please note our beach boys will NOT enter the water to rescue under a Red Flag due to their life safety concerns, therefore we kindly request that you do not swim when the RED flag is showing.

Swimming Pools

The main swimming pool and children's swimming pool is located by the beach and is manned from 7:00 to 19:00. Children must be accompanied by a supervising adult at all times.

The Half Moon pool is situated by EVOL restaurant on the southern hillside and is manned from 7:00 to 19:00. Please note this pool is reserved for adults and young adults over the age of 14.

We kindly request you NOT to swim after manned hours, however, should you wish to do so this is at your own risk. Please also take a moment to read the pool safety regulations and rules on the board by the swimming pool.

Child Safety

Please be aware that due to our natural environment and size, there are many steep steps, pathways and storm drains. We strongly urge you to accompany smaller children at all times.

Fire

If you have a fire in your room please call the hotel operator (Ext 0) immediately giving your name, room number and details if safe to do so.

Leave your room immediately and close (don't lock) the door behind you. Please do not return for valuables.

In the event you are unable to leave your room, make every effort to notify someone that you are in your room.

If smoke begins to come into the room from under the door, place wet towels across the bottom of the door and keep them wet.

If there is smoke in your room, open the window or balcony door.

Place a wet cloth across your nose and mouth and stay as low to the floor as possible. If flames are present place a wet towel over your head and body.

The Beachfront Suite building has clearly marked emergency exits on each floor. Our individual or semi-detached cottage suites and villas are single storey.

If you hear the fire alarm, leave your room immediately and head to the front of the lobby for further instructions.

How to use the fire extinguishers - remember the word **PASS**

Pull – the safety pin at the top of the extinguisher.

Aim – the nozzle or hose at the base of the fire, standing about 6 - 8 feet away.

Squeeze – or depress the handle.

Sweep – gently from side to side until the fire is out.

Fire extinguishers are placed throughout the hotel's ground. There is at least one fire extinguisher in each guest room, please only extinguish if you are not in danger to do so. Please also refer to the "FIRE ESCAPE PLAN" in your room in case of the evacuation.