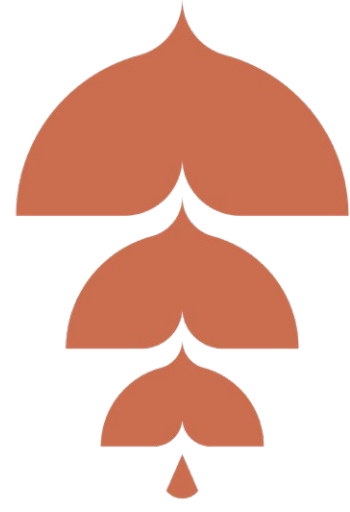


GARRYA  
Tongsai Bay Samui

*In-room Information  
Directory A to Z*





**GARRYA**  
Tongsai Bay Samui

Dear Guest,

Welcome! On behalf of all here at Garrya Tongsai Bay Samui we are delighted that you have selected us for your stay in Koh Samui. Nestled amongst 28 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 Garrya Tongsai Bay Samui, Khun Thanakorn and Khun Saisiri Hoontrakul, had a chance meeting with the founders of the Banyan 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 Garrya Tongsai Bay Samui, Khun Akorn Hoontrakul, for generations to come.

Something very close to our heart here at Garrya 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 cohabit 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 Garrya 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 Garrya Tongsai Bay Samui

# 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 settings.

### **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 beds 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 15:00 and check-out is at 12:00. Please contact Guest Services (Ext 0) 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 the hotel's area.

## **Fireworks**

The use of fireworks is against the law and strictly prohibited at Garrya Tongyai Bay Samui (unless we have a government license for New Year's 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**

International hospitals are 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 your 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 Tongyai Bay Samui 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 Gala 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 for Thai Baht. Please contact the Guest Relations team in the lobby. However, we recommend you use the many official banks around the island.

## **Mosquitoes**

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

## **Outside Food and Delivery**

Outside and delivered food must be consumed within the privacy of your suite or villa. To maintain the ambience and standards of our shared spaces, we kindly ask that outside and delivered food not be consumed in public areas, including the pool, bar, restaurants, and lobby.

## **Room Items on Request**

The following items are available on request by calling our Guest Services (Ext 0):

- Wellbeing Kits on demand
- Additional plug adapters
- Duck down pillow & other pillow selection
- Iron and ironing board
- Scales
- Razor and shaving cream
- Shower Gel / Conditioner / Shampoo / Body Lotion
- Standing electric fan
- Toothbrush and toothpaste
- Sewing kit

## **Safety Deposit Boxes**

Please consult the 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 Front Office in the lobby; please call Guest Services (Ext 0) if you would like to use the larger safety boxes at the Front Office.

**Security**

Garrya Tong sai Bay Samui 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 Tong sai Bay Samui 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 call Guest Services 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 Guest Services (Ext 0) for your wake-up call.

## **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 pools.

### **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 Guest Services (Ext 0) immediately giving your name, room number and details if safe to do so.

Leave your room immediately and close (do not 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 Hillside Suites and Seafront Suites, and Villas are single storey (with the exception of 2 Hillside Suites)

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 grounds. 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.**