



GENERAL VIKASA POLICIES

General Policy

Check-in time begins from 2.00 p.m.

Checkout time ends at 12.00p.m.

For security purposes, guest will be asked to provide a valid government issued documents, such as a national ID card, or passport with valid visa.

Reservation Policy

Please make advance reservation online to assure room availability at www.vikasayoga.com or by email to stay@vikasa.com

A 100% deposit is required to obtain a confirmed reservation. Please note the cancellation policy before committing to a reservation.

Payment for accommodation and additional services can be made in cash, through Paypal, via bank transfer, or with Visa, MasterCard. Traveler's checks are not accepted.

Rates may change without notice and may vary for special events except for confirmed reservation (deposit taken).

Deposit Policy

For individuals, to confirm your reservations, 100% of the entire stay must be paid. We accept payments through Paypal, bank transfer or cash. For alternative arrangements, please contact us directly.

For teacher training reservations a deposit is required to secure the booking. Full amount is payable no later than 45 days prior to start of the course. All deposits are non-refundable.

For groups reservations a deposit is required to secure the booking for a minimum of 5 rooms. Room allocation must be finalized 45 days prior to event. Full amount is payable no later than 30 days prior to the event. All deposits are non-refundable.

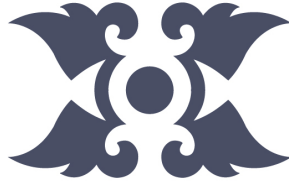
VIKASA

VIKASA YOGA RETREAT

Moo 4, Tambon Maret, Koh Samuit

t: +66 77422232 | m: +66 624352232

ask@vikasa.com | vikasayoga.com



Rooms	Non Refundable Deposit
5-9 Rooms	\$ 1000
10-19 Rooms	\$ 2000
20 - 29 Rooms	\$ 3000
20 – 39 Rooms	\$ 4000
40 – 49 Rooms	\$ 5000

Penalty Policy

"If Organizer has not paid the full amount due within the mentioned period to complete the reservation, Vikasa Yoga Retreat may charge Organizer interest of the unpaid balance at 0.5% per each day. This fee will be added to the unpaid balance."

Occupancy Policy

Normal occupancy on a Queen or King-sized bedroom, is one to two people per room. Additional person (if room size permits) will be subject to additional fees.

Early Check-out (shorten stay) / Late checkout Policy

Early check-out and late checkout requests will be considered on a case-by-case basis according to room availability.

In the event that you wish to check out early, shorten stay is subject to whole period charge whether or not you stay the whole period (Including accommodation and wellness programs).

If you know that you are changing your plan, please contact us as early as possible.

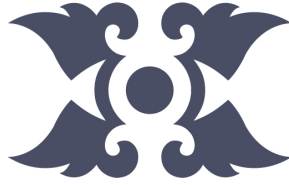
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Late checkout may be granted based on availability and may be subject to additional charges:

- Until 2 p.m. - No charge
- From 2 p.m. to 6 p.m. - 50% of the room rate
- Later than 6 p.m. - one full day's rate

Cancellation Policy

Vikasa is not responsible for weather conditions, personal emergencies or schedule changes.

Should your plans change, be sure to inform us within the following guidelines for a refund of your deposit. If the cancellation does not meet guidelines, the deposit will be retained.

In the event that you wish to check out early, shorten stay is subject to whole period charge whether or not you stay the whole period (Including accommodation and wellness programs), you are responsible for the entire reservation and will be charged as such if the remainder of the reservation cannot be rebooked.

If you know that you are changing your plan, please contact us as early as possible.

The cancellation policy can be applied in these conditions:

For individual's reservations

More than 30 days prior to scheduled arrival	100% refund
15-30 days prior to arrival	Minus cost of first night, the remaining balance can be used for your future stay at Vikasa Yoga Retreat, valid for 12 months. We do not REFUND IN CASH.
0-14 days prior to arrival	No refund

For yoga teacher training reservations:

More than 45 days prior to scheduled arrival	Deposit is not refundable 100% refund of the remaining balance
Less than 45 days prior to arrival	No refund
	the remaining balance can be used for your

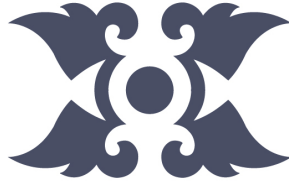
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	future stay at Vikasa and/ or join the next yoga teacher training course (valid 12 month and subject to availability)
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For groups reservations

More than 30 days prior to scheduled arrival	Deposit is not refundable 100% refund of the remaining balance
Less than 30 days prior to arrival	No refund

Refund Policy

Vikasa Yoga Retreat will process the refund within 14 working days. The additional 10 % of administration and banking fee will be charged. The refund amount depends on numerous factors such as the hotel's cancellation policy, time of cancellation and processing fees. The processing by the third part can take between 1-2 weeks until the amount shows back on your bank account statement, Asiapay online can take up to 2 month. Reasons for this are the billing cycle of your bank and processing time of the bank and other channels. Please contact your bank directly for time estimates and for any required information. For more details see cancellation policy above.

Non-arrival to the Hotel (No Show) Policy

If you fail to arrive at the hotel on the arrival date without notification to the Hotel, the entire reservation will be cancelled automatically by the hotels and you will be charged with the entirety of your reservation.

If you will arrive later than your scheduled arrival date, please urgently contact us so that we can keep the room for you for the rest of the nights. Otherwise as mentioned above, the entire reservation will be auto-cancelled and no refund will be issued.

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Transfer service Policy

ALL transfer services are not included in the booking rates and should be requested prior to your arrival. Please provide a full name of the guest, arrival date, time, and flight at least 48 hours prior to the arrival time. Transfer services are provided to and from Koh Samui airport, Piers and Hotel.

No-Smoking Policy

Please note that all Vikasa rooms including balcony areas are 100% non-smoking. A 5000 baht deep cleaning fee will be charged to any guest who is found to be smoking in their room.

We do not permit smoking tobacco, marijuana, illegal drugs, e-cigarettes, vape pens, cartridges containing the liquid of nicotine, hookahs, and/or any action of any kind that would create smoke.

Candle, incense, essential oils (diffusing, vaporizing, etc.) are prohibited.

Guests may smoke in the allocated smoking area near reception.

No-Child Policy

The facilities and services at Vikasa Yoga Retreat are designed for adults seeking the time, place, and guidance to improve their state of well-being.

We do not offer or provide products and services to children.

Vikasa Yoga Retreat is not recommended for children and therefore does not accept bookings that include children below the age of 12. Nevertheless if you have a special request regarding child policy or need more information, please contact us.

No-Pets Policy

Vikasa Yoga Retreat is not recommended for adults traveled with pets. Nevertheless, if you have a special request regarding pet policy or need more information, please contact us.

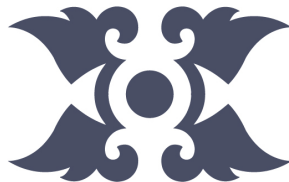
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Program Requirements Policy

We are unable to accommodate guests who suffer from chronic diseases/conditions or who are pregnant or has allergy with our Vitox detox programs. Please let us know if you fall into one or more of these categories so that we can recommend alternatives that will be safe and appropriate for your situation. If you have a medical condition and are unsure if your condition is chronic or contraindicated for a detox program, please contact us. Kindly note that Vikasa reserves the right to refuse anyone to its Vitox programs without a refund should we deem you unsuitable for the program for medical reasons. In such cases, we will recommend a suitable program as an alternative for you.

Special Request Policy

Please note all the requests will not be guaranteed as they are subject to availability upon your arrival to the hotel only.

For special food request / allergy / special accommodation request please contact us before submitting the reservation.

Estimated Taxes & Fees Policy

All prices are subject 7% VAT in compliance with Thai law. These taxes and fees are subject to change without notice.

Luggage Storage Policy

Luggage storage is available through the Front Desk at no additional charge for current registered guests of the hotel.

Lost & Found Policy

All items found in our guest rooms or common areas of the hotel are logged and stored in our Lost & Found of House Keeping Department for a period of 1 month.

If any of your belongings have been lost or forgotten during your stay or visit at our hotel, please call the hotel directly and request to be connected to our Lost & Found at House Keeping Department.

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In order to properly identify the item(s), a complete description of the item(s) is required including the date and area where the item may have been lost or forgotten.

The hotel does not bear responsibility for any lost or forgotten items and cannot guarantee that the item(s) were found nor will the hotel provide any compensation for item(s) lost or forgotten under any circumstances.

Shipping or mailing of the lost and found item(s) will be at the expense of the owner. If you would like an item shipped back to you, please make the arrangement with your preferred shipping provider and we will ensure it is ready for pick up. In order for your item to be ready for pick up, we must be informed of the exact date of pick up in order to ensure the item is prepared. The hotel does not take responsibility for any loss or damage caused during shipping or mailing.

If you have someone picking up an item for you, please provide us with their name and ensure they have valid photo ID. We will not release any lost and found without valid photo ID for security purposes.

Quiet hours Policy

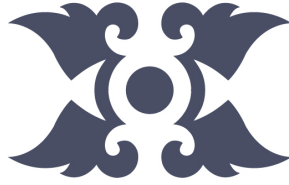
10:00 p.m. to 9 a.m. If you become aware of a disruptive guest, please contact Front Desk staff immediately. Televisions, voices, or other devices must be kept at a respectful level at all times. Doors should be opened and closed quietly. Parties, loud disturbances and/or noise-nuisance are not permitted. In the event of a disturbance, one polite request will be given to reduce the noise. If our request is not followed, the guest will be asked to leave the hotel without refund.

Visitors Policy

No visitors after 10:00 p.m. Visitors must notify Front Desk upon their arrival. Visitors must be accompanied by the registered guest at all times. Guests are responsible for their visitors at all times.

Do-not disturb and access to rooms Policy

To provide all of our guests with an exceptionally clean and safe hotel experience, we reserve the right to enter your room for reasonable purposes, such as for housekeeping, maintenance, verify that the room, its furnishings, and mechanical equipment are intact, or to address and/or prevent a violation of our Hotel Policy/House Rules. Hotel staff will normally knock and announce themselves before entering your room, unless we believe that exigent circumstances exist. Please contact Front Desk if you are a “Day Sleeper” or you are staying in the room due to illness. Management reserves the right to enter a room with a known status of “Do Not Disturb” in the



event of an emergency, suspected illegal activity taking place, disturbing other guests, or damage being done to hotel property. In the event of suspected illegal activity, management reserves the right to summon law enforcement to aid in eviction. The right to privacy is exempted when a Hotel Policy/House Rule is broken. Law enforcement will be granted immediate access.

Alcohol Policy

Registered guests of legal age who choose to bring their own alcoholic beverages must consume those in their rooms. Alcohol is not allowed in public areas such as the lobby, reception, sala, pool, etc.

WiFi access Policy

Access to our WiFi is free for our registered guests. The Vikasa WiFi access code is subject to change without notice. WiFi signals are subject to change without notice depending on the room's location, the status of our WiFi-equipment, and interference from other local wireless signals or weather. Vikasa assumes no liability for guest use.

Parking Policy

All vehicle(s) must be listed on the registration at check-in. Parking for registered guest(s) is free. All vehicles are parked at the risk of the owner. Vikasa shall not assume liability or responsibility for any vehicle, occupants, or contents while operated or parked on the hotel property. If a vehicle is left in the hotel parking lot after the guest has departed without the written consent of the hotel, the hotel reserves the right to have the vehicle towed at the owner's expense. No vehicle repairs on hotel premises are allowed.

Damage and/or theft of hotel property Policy

You are liable for any damages caused (whether by the deliberate, negligent, or reckless act) to the room (s), hotel's premises or property caused by you or any person in your party during your stay. We will make every effort to rectify any damage internally prior to contracting specialist to make the repairs, and therefore will make every effort to keep any costs that the guest would incur to a minimum.

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Damage discovered after check-out Policy

Guest Rooms found with waste strewn around, in complete disorder, and/or “trashed” will be subject to a maintenance deep cleaning fee, an administration fee and/or third party fees.

Damage to room Policy

Damage to rooms, fixtures, furnishing and equipment including the removal of electronic equipment, towels, art work, mattresses and linen including; towels, mattress pads, sheets, bedspreads, blankets resulting from the use of body oils, make-up, shoe-polish, etc. will be charge at 120% of full and new replacement value plus any shipping and handling charges. Any damages to hotel property, whether accidental or willful, is the responsibility of the registered guest. Any costs associated with repairs and/or replacement will be charged to the folio of the registered guest. In extreme cases, criminal charges will be pursued.

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