

# **Guest Welcome Book**



***BAAN CHANG  
RETREAT***

# Table of Contents

1. Welcome
2. Villa Information
3. House Rules
4. Appliances & Equipment
5. Pool & Safety
6. Restaurants & Cafés
7. Beaches
8. Activities
9. Transportation
10. Useful Contacts
11. Check-out Procedure
12. Thank You

# Welcome to Baan Chang Retreat

We are delighted to welcome you to our tropical villa in Koh Samui.

Baan Chang Retreat was created to offer a peaceful and comfortable place where you can relax, recharge, and enjoy the beauty of the island. Whether you are here for a short holiday or a longer stay, we hope you will feel at home from the moment you arrive.

Inside this welcome book, you will find useful information about the villa, local recommendations, transportation, restaurants, activities, and everything you may need during your stay.

If you have any questions or need assistance, please do not hesitate to contact us. We will be happy to help make your stay as enjoyable as possible.

We wish you a wonderful stay and unforgettable memories in Koh Samui.

Warm regards,

The Baan Chang Retreat Team

## Natural Bathroom Amenities

At Baan Chang Retreat, we provide premium bathroom amenities including shampoo, conditioner, shower gel.

These products are made with naturally derived ingredients and contain approximately 96.5% ingredients of natural origin.

We have selected them to offer our guests a pleasant and environmentally conscious experience.

## Elephant Collection

The illuminated display cabinet contains a personal collection of elephant figurines and decorative items that reflect the spirit and identity of Baan Chang Retreat.

These items are displayed for decorative purposes only and are not intended for use or handling.

We kindly ask guests to enjoy the collection while leaving all items in their original place.

Please note that any missing or damaged items will be charged accordingly.

Thank you for your understanding and cooperation.

- WiFi Name : BAANCHANG
- WiFi Password : CHANGRETREAT
- Guest Assistance (WhatsApp) : +66 9 89 13 14 98
- Emergency Services (Thailand) : 191

## 2. Villa Information

### Property Name

Baan Chang Retreat

Address : 23/482 Moo 4, Bo Phut, Koh Samui, Surat Thani 84320 Thailand

### WiFi

Network Name (SSID): BAANCHANG

Password: CHANGRETREAT

### Check-in

Check-in time: **4 PM**

If you require an early check-in, please contact us in advance. We will do our best to accommodate your request, subject to availability.

### Check-out

Check-out time: **11 AM**

Before departure, please ensure that all doors and windows are closed and that the air conditioning units are switched off.

### Maximum Occupancy

Maximum number of guests allowed: **4**

For safety and insurance reasons, only registered guests are permitted to stay overnight at the villa.

### 3. House Rules

To ensure a pleasant stay for all guests and to help us maintain the villa in excellent condition, we kindly ask you to respect the following house rules.

#### No Smoking Indoors

Smoking is strictly prohibited inside the villa.

Guests wishing to smoke may do so in the outdoor areas. Please use the ashtrays provided and dispose of cigarette butts responsibly.

A cleaning fee may be charged if smoking is detected inside the property.

#### Air Conditioning

Please switch off all air conditioning units when leaving the villa.

Keep doors and windows closed while the air conditioning is running to ensure efficient cooling and reduce energy consumption.

#### Swimming Pool

Please use the pool at your own risk.

Children must be supervised by an adult at all times.

No glass bottles or glassware are permitted in or around the pool area.

Please shower before entering the pool whenever possible.

#### Noise

Please respect our neighbours and keep noise levels to a reasonable level, especially between:  
**10 PM and 8 AM**

Parties, loud music and excessive noise are not permitted.

#### Visitors

Only registered guests are permitted to stay overnight at the villa.

If you wish to invite visitors during your stay, please contact us in advance for approval.

The maximum occupancy of the villa must not be exceeded at any time.

Thank you for your cooperation and for helping us keep Baan Chang Retreat a peaceful and enjoyable place for everyone.

#### Additional Cleaning Service

Additional cleaning services, towels and linen replacement, can be arranged during your stay.

Price: 1 700 THB per cleaning session.

If you would like to book an additional cleaning service, please contact the host. The service will be arranged subject to availability.

Payment is made directly to the cleaning company.

For stays of 8 nights or more, one complimentary full cleaning service is included during your stay. This service includes a complete cleaning of the villa, as well as the replacement of bed linen and towels.

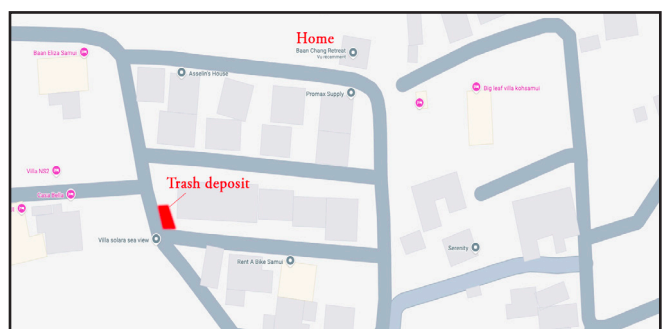
- Towel replacement: 1,150 THB
- Bed linen replacement: 1,000 THB
- Full replacement: 1,600 THB

#### Waste Disposal

If you would like to empty the bins during your stay, large black garbage bags are provided under the kitchen sink.

Please place the waste bags from the villa bins inside one of these large black garbage bags, close it securely, and take it to the waste collection point shown on the map.

Thank you for helping us keep the villa clean.



## 4. Appliances & Equipment

The villa is fully equipped to ensure a comfortable and enjoyable stay.

### **Smart TV & Netflix**

The living room is equipped with a Smart TV for your entertainment.

Netflix is available during your stay. Please do not modify account settings or log out of the applications.

### **Air Conditioning**

All bedrooms and the living area are equipped with air conditioning units.

Please switch off the air conditioning when leaving the villa and keep doors and windows closed while the units are operating.

Important: The air conditioning unit in the first-floor bedroom may require the power button to be pressed up to three times before switching off completely. This is normal and does not indicate a malfunction.

### **Oven**

The kitchen is equipped with an electric oven.

Please switch it off after use and never leave it unattended while operating.

### **Microwave**

A microwave oven is available in the kitchen for your convenience.

Please use microwave-safe containers only.

### **Dishwasher**

A dishwasher is available for guest use.

Please use dishwasher-safe items only and avoid overloading the machine.

### **Washing Machine**

A washing machine is available for guest use.

Please do not overload the drum and follow the instructions displayed on the machine.

### **Iron & Ironing Board**

An iron and ironing board are available for your convenience.

Location: Under the staircase, next to the washing machine.

Please ensure that the iron is switched off after use and allowed to cool before being stored.

### **Bean-to-Cup Coffee Machine**

A fully automatic bean-to-cup coffee machine is available in the living and dining area.

Fresh coffee beans are provided for your convenience. Please use the machine according to the instructions provided and switch it off after use.

We hope you enjoy a freshly brewed coffee while relaxing at Baan Chang Retreat.

### **Wine Cooler**

A wine cooler is available to keep your beverages at the ideal temperature.

Please handle all bottles and glassware with care.

### **Safety Deposit Boxes**

Two safety deposit boxes are available in the villa for storing passports, cash, jewellery and other valuables.

Location:

- Safe 1: Inside the wardrobe in the master bedroom.
- Safe 2: Inside the wardrobe located in the upstairs bedroom hallway.

Please ensure the safes are locked before leaving the villa.

The property owner cannot be held responsible for valuables left unsecured.

## 5. Pool & Safety

### Swimming Pool Guidelines

Please use the swimming pool at your own risk.

Children must be supervised by an adult at all times while in or around the pool area.

No diving is permitted.

Glass bottles and glassware should be handled with care around the pool area.

Please ensure that no broken glass is left near the pool for the safety of all guests.

Please help us keep the pool clean by showering before entering whenever possible.

### Pool Lighting

Pool remote control: Please do not leave the pool remote control outside or expose it to rain or water. In case of loss or water damage, the complete system may need to be replaced and 3,000 THB will be charged.

Location: Plastic storage unit in the living room (remote control section).

Please return the remote control to its original location.

### Pool Maintenance

To ensure that the pool remains clean and safe throughout your stay, our pool technician visits the villa regularly.

Pool maintenance days:

- Tuesday
- Friday

### Approximate visiting hours:

- From **2 PM** to **4 PM**

The pool technician has access to the property, including the gate and pool equipment room. Please allow him access to perform the necessary maintenance. Pool service is usually completed quickly and is essential to maintain water quality and guest safety.

### Child Safety

Children must always be supervised by a responsible adult.

Parents and guardians are fully responsible for the safety of children during their stay.

### Emergency Contacts

Emergency Number (Thailand): **191**

Medical emergency / Ambulance: **1669**

Tourist Police: **1155**

## 6. Restaurants & Cafés

During your stay at Baan Chang Retreat, we would like to share a few of our favourite places to eat and relax around Koh Samui.

### **Within a Short Drive**

#### **2 Fishes**

One of our favourite restaurants on the island.

Excellent Italian cuisine, fresh ingredients and a beautiful atmosphere. Perfect for a relaxed dinner with family or friends.

Location: Fisherman's Village, Bophut

#### **Yangna Cuisine**

A highly recommended local restaurant offering authentic Thai cuisine in a beautiful tropical setting.

Ideal for guests wishing to discover traditional Thai flavours.

Location: Bophut

#### **Hyatt Regency Koh Samui**

For a more upscale dining experience, we recommend visiting the Hyatt Regency.

Enjoy excellent food, beautiful sea views and a luxurious atmosphere.

Perfect for a special lunch, sunset drink or evening meal.

Location: Choeng Mon

#### **Fisherman's Village**

Only a few minutes away, Fisherman's Village offers a wide variety of restaurants, cafés, bars and beachside dining options.

It is one of the most popular areas on Koh Samui and is highly recommended for both daytime and evening visits.

#### **Food Delivery**

Food delivery is available throughout the area using:

- **Grab**

Many local restaurants deliver directly to the villa.

We recommend checking the apps for current menus and opening hours.

Enjoy your meal and discover the wonderful flavours of Koh Samui.

## 7. Beaches

Koh Samui is home to some of Thailand's most beautiful beaches. Here are a few of our favourites, all located within a short drive from Baan Chang Retreat.

### **Bangrak Beach**

Approximate travel time: 3 minutes

The closest beach to the villa.

Bangrak Beach offers beautiful views across the bay and is ideal for a peaceful walk, a morning coffee by the sea, or watching the boats come and go.

### **Bophut Beach**

Approximate travel time: 5 minutes

Located next to the famous Fisherman's Village.

Bophut Beach combines a relaxed atmosphere with beachfront restaurants, cafés and bars. A perfect location for both daytime relaxation and evening dining.

### **Choeng Mon Beach**

Approximate travel time: 10 minutes

One of the most beautiful and family-friendly beaches on the island.

The calm waters and soft sand make it ideal for swimming, relaxing and enjoying a peaceful beach day.

### **Chaweng Beach**

Approximate travel time: 15 minutes

Koh Samui's most famous beach.

Chaweng offers a long stretch of white sand, crystal-clear water, beach clubs, restaurants, shopping and vibrant nightlife.

### **Beach Essentials**

Beach towels are provided for your convenience.

Please do not leave beach towels outside overnight and kindly return them to the villa after use. We hope you enjoy discovering the beautiful beaches of Koh Samui.

## 8. Activities

Koh Samui offers a wide range of activities for every type of traveller. Here are some of our favourite experiences on the island.

### Massage & Wellness

Thailand is famous for its traditional massage and wellness treatments.

You will find excellent massage shops, spas and wellness centres throughout Bophut, Fisherman's Village, Bangrak and Choeng Mon.

Whether you are looking for a relaxing oil massage, a traditional Thai massage or a luxury spa experience, there are plenty of options nearby.

### Snorkeling & Island Excursions

Koh Samui is an excellent base for exploring the surrounding islands.

Popular excursions include:

- Koh Tao
- Koh Nang Yuan
- Ang Thong National Marine Park

These trips offer beautiful beaches, crystal-clear waters, snorkeling opportunities and breathtaking scenery.

### Boat Trips

Private and shared boat tours are available throughout the island.

Guests can enjoy:

- Sunset cruises
- Private longtail boat trips
- Speedboat excursions
- Island hopping adventures

Many tours can be booked directly through local operators or online.

### Temples & Culture

For guests interested in Thai culture and history, we recommend visiting:

- Big Buddha Temple (Wat Phra Yai)
- Wat Plai Laem
- Wat Khunaram

These landmarks offer a unique insight into the spiritual and cultural heritage of Koh Samui.

### Night Markets

Night markets are a wonderful way to experience local food, shopping and entertainment.

Popular markets include:

- Fisherman's Village Night Market (Friday)
- Chaweng Night Market
- Maenam Walking Street (Thursday)

We highly recommend visiting at least one night market during your stay to experience authentic local flavours and atmosphere.

Enjoy exploring Koh Samui and creating unforgettable memories during your stay at Baan Chang Retreat.

## 9. Transportation

Getting around Koh Samui is easy and convenient. Here are the main transportation options available during your stay.

### **Taxi**

Taxis are available throughout the island.

Please note that taxis in Koh Samui do not always use a meter, so we recommend agreeing on the fare before starting your journey.

For assistance booking a taxi, please contact us.

### **Grab**

Grab is available on Koh Samui and is one of the easiest ways to travel around the island.

The Grab app can be used to:

- Book transportation
- Order food delivery
- Check estimated fares

We highly recommend downloading the app before or during your stay.

### **Scooter Rental**

Renting a scooter is one of the most popular ways to explore Koh Samui.

Several rental companies are located nearby.

Please:

- Always wear a helmet
- Drive carefully
- Ensure you have appropriate insurance coverage

### **Car Rental**

For families and guests wishing to explore the island in comfort, car rental is highly recommended.

Several local and international rental companies operate on Koh Samui.

### **Approximate Travel Times**

- Bangrak Beach: 3 minutes
- Fisherman's Village: 5 minutes
- Choeng Mon Beach: 10 minutes
- Chaweng Beach: 15 minutes
- Samui International Airport: 10 minutes

If you require transportation, tours or airport transfers, please do not hesitate to contact us, we will be happy to assist you.

Enjoy your stay and safe travels around Koh Samui.

## 10. Useful Contacts

For your convenience, please find below a list of important contacts that may be useful during your stay.

### **Emergency Services**

Emergency Number (Thailand): 191

Tourist Police: 1155

Medical Emergency (Ambulance): 1669

### **Hospital**

Hospital Name: Bangkok Hospital Samui

Telephone: +66 77 429 500

Address: 57 Moo 3, Bo Phut, Koh Samui

### **Pharmacy**

Pharmacy Name: Facino Pharmacy Bo Phut

Location: Bo Phut Main Road

### **Villa Maintenance**

For any maintenance issues regarding the villa, please contact the host directly

### **Guest Assistance**

For any questions regarding your stay, recommendations, transportation or assistance, please contact us: +66 9 89 13 14 98

We are always happy to assist you and help make your stay at Baan Chang Retreat as comfortable and enjoyable as possible.

# 11. Check-out Procedure

To help us prepare the villa for our next guests, we kindly ask you to complete the following steps before departure.

## **Check-out Time**

Check-out time: **11 AM**

If you require a late check-out, please contact us in advance. Late check-out requests are subject to availability.

Before Leaving the Villa

Please ensure that:

- All windows and doors are closed and locked
- All air conditioning units are switched off
- All lights and electrical appliances are switched off
- Dishes are washed and put away or placed in the dishwasher
- Garbage is placed in the bins provided
- Beach towels are returned to the villa
- Personal belongings have been collected

## **Keys**

please return all keys to the key lockbox located at the villa entrance before departure.

- Place all the keys back inside the lockbox.
- Close and lock the lockbox securely.
- Scramble the code after use.

## **Final Check**

Before leaving, please take a final walk through the villa to ensure that nothing has been forgotten.

If any damage or maintenance issue occurred during your stay, we would greatly appreciate being informed before your departure.

## 12. Thank You

Thank you for choosing Baan Chang Retreat for your stay in Koh Samui.  
We sincerely hope you have enjoyed your time at the villa and that your stay was comfortable, relaxing and memorable.

It has been a pleasure hosting you, and we would be delighted to welcome you back in the future.

### Share Your Experience

If you enjoyed your stay, we would greatly appreciate it if you could take a few moments to leave a review on Airbnb.

Your feedback helps us improve the guest experience and assists future travellers in choosing Baan Chang Retreat for their stay in Koh Samui.

### Airbnb Review

Scan the QR code below  
to leave a review:



### Google Review

Scan the QR code below  
to leave a review:



### WhatsApp

Need assistance?  
Scan to contact us instantly.



### Google Maps

Villa location  
Open directly in Google Maps.



Stay Connected

We hope to welcome you back to Baan Chang Retreat again soon.  
Safe travels and thank you for being our guest.

Warm regards,  
The Baan Chang Retreat Family

# Appendix A – Remote Controls Guide

## Location

AC + Fan



To the right of the living room sliding glass door, next to the television, behind the curtain.

AC



To the left of the bed in the small bedroom. Press the OFF button 3 times to turn off the air conditioner.

AC



To the right of the balcony door, behind the curtain, next to the desk. Press the OFF button 3 times to turn off the air conditioner.

## TV + Swimming Pool Lights



In the living room, inside the illuminated display cabinet.



### Smart TV Remote (LG)

Power ON/OFF the television. Access Netflix, Prime Video and other streaming apps directly using the shortcut buttons. Use the Home button to access all available apps.



### Pool Lighting Remote

This remote control operates the swimming pool LED lights. Point the remote toward the pool equipment room. Press ON to activate the lights. Use the colour wheel to select your preferred colour. Additional buttons allow different lighting effects and brightness settings. Please return the remote control to its original location after use. Please do not leave the pool remote control outside or expose it to rain or water. In case of loss or water damage, the complete system may need to be replaced and **3,000 THB will be charged.**

# Appendix B - Coffee Machine Guide

## 1 - Coffee Machine

Coffee machine overview.



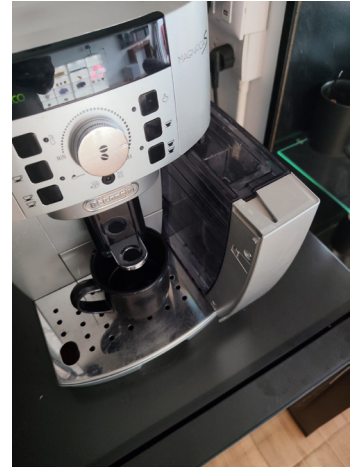
## 2 - Turn On the Machine

Press the power button to turn on the coffee machine.



## 3 - Add Water

Remove the water tank, fill it with fresh water, and place it back correctly.



## 4 - Add Coffee Beans

Open the large lid on top of the machine and pour the coffee beans into the bean compartment.



## 5 - Close the Lid

Close the lid securely after adding the coffee beans.



## 6 - Warning Lights

When these warning lights appear, the drip tray and/or coffee grounds container need to be emptied.



## 7 - Empty & Clean

Remove the drip tray and coffee grounds container. Empty and rinse them, then place them back correctly.



## 8 - Ready to Use

Once everything is back in place, the coffee machine is ready to use again.

