

PRIVATE BUTLER SERVICE

Experience the total luxury of having your own butler attending to all your needs and wants during your holiday. Our butler service is discreet, personalized and anticipatory and he will assist you with all you need. He can unpack your bags, make all your bookings and reservations, arrange for that last minute gift for your loved one, or even carry your bag down to the beach, no request is too difficult or unattainable no matter the hour of the day. Subtle details, tailored gestures, genuine warmth. Save your time and forget the worries. Treat yourself to a truly relaxing vacation.

Before you arrive, your Butler will:

- ❖ Facilitate and assist you for your journey to the island
- ❖ If you are a returning Guest, ensure your preferences are in Villa upon arrival
- ❖ Help you prepare activities or events you wish to have during your stay
- ❖ Have a local SIM card with data package ready for your arrival
- ❖ Handle (delivery, customs...) & store items you wish to send to your Villa before your arrival

When you arrive, your Butler will:

- ❖ Provide you with all information regarding the island and tours
- ❖ Unpack your luggage & tend to your wardrobe
- ❖ Manage possible lost luggage to bring to your Villa & arrange for replacement of lost items

During your stay, your Butler will:

- ❖ Ensure that your Villa is kept in perfect condition and arranged the way you like
- ❖ Arrange a perfect romantic dinner for two in the privacy of your Villa.
- ❖ Provide information about local features such as shopping, dining, nightlife....
- ❖ Make all dinner reservations, tour bookings and travel arrangements for you
- ❖ Organize sight-seeing, sports activity and boat trips
- ❖ Manage gift-buying and run miscellaneous errands
- ❖ Provide Passport & Visa assistance
- ❖ Handle meal pickup & grocery shopping
- ❖ Take care of Villa services outside of Staff hours (Cleaning, dishwashing, Laundry pick-up...)
- ❖ Organize baby-sitting or nanny
- ❖ Locate hard-to-find items
- ❖ Manage Currency exchange
- ❖ Take care of car repairs, oil change and car wash and intermediate with car rental agency
- ❖ Organize Taxi transportation on the island
- ❖ Arrange for « exotic » services

On and after your departure, your Butler will:

- ❖ Arrange transportation back to the airport
- ❖ Assist you in folding your clothes for packing
- ❖ Retain all your preferences for future visits
- ❖ Send back to your home forgotten items

SERVICE COSTS:

- ✚ 14,900 THB daily rate for 24 / 7 availability
- ✚ 9,000 THB daily rate for availability from 8AM until 8PM
- ✚ Should you only require the service only on some occasions we also propose a private **butler on-call service** on hourly rate: 1,500 THB per hour. You will be provided with local phone to contact your butler during service hours (8AM until 8PM)

CONDITIONS OF USE OF SERVICE:

- ✓ Private butler speaks fluent English and French
- ✓ On-call service does not include services on / prior to arrival or on / after departure from the Villa
- ✓ Services on / prior to arrival and on / after departure is included for all daily rates with a minimum of 5 days of use while residing at your Villa
- ✓ All costs and expenditures related to the service (car hire, taxi, Sim card, tours, travels, etc...) is paid in advance by the service user with a payment provision. The butler uses that provision to operate payments on behalf of the service user. Once balance of advance is null, service user needs to operate further payment for the butler to be able to operate service requiring payment to suppliers. Service user will be informed of the costs and options before any booking or purchase is made for him.
- ✓ The following is the responsibility of the service user: (a) costs of good / services purchased; (b) any deposit paid; (c) costs of cancellation; (d) delivery/shipping costs including insurance costs; (e) customs duties and import taxes; (f) costs incurred in transferring funds to fulfill a request
- ✓ The butler may at his / her discretion refuse to entertain any service user request which: (a) is requested for re-sale, professional or commercial purposes; (b) involves locating goods and services abroad when customs regulations prohibit the shipping of the items to the service user; (c) is in contravention of local laws of Thailand; (d) contravenes popular moral or ethical standards; (e) relates to drug, prostitution, child prostitution or pornography; (f) is too vague or general in nature
- ✓ Any guest registered at check-in in the Villa is entitled to the service (designated as ' service user') . Friends or relatives of the guest not staying in the Villa cannot benefit from the service. Number of service users is limited to 6 people, as the number of guests staying in the Villa
- ✓ For daily use of service, a Private butler Service Agreement will be signed by both parties (guest & butler)
- ✓ For on-call service, acceptance of here-by written conditions is required. All service hour started is due (ex : 4 hours and 20 minutes of service is counted as 5 hours)
- ✓ Payment terms: for daily use of service a booking has to be made to secure availability of the butler. Booking requires 50% payment before arrival to secure and start the service. Remaining balance is to be paid upon arrival the latest. For on-call service, payment is made at check-out or when service balance is 10,000 THB whichever comes first.
- ✓ Payment is done by Bank Transfer before arrival (for 50% payment and / or final balance) and by cash in Thai Bahts during your stay. Should you wish to pay by Credit Card while at the Villa (Visa or MasterCard) a service fee of 10% is added to the amount due (Minimum amount for Credit Card Payment : 5,000 THB) . Same Payment facilities & conditions apply for advance on cost and expenditures.