

Booking Policy & Info's

1. ACCESS & ARRIVAL

WHY NAM BEACH RESORT IS ONLY ACCESSIBLE BY TAXI BOAT OR 4X4 JUNGLE TRUCK.

YOU NEED TO ORGANISE YOUR OWN TRANSPORT.

Please try to arrive before 6:00 PM.

More detailed arrival information is shared in our website

whynamresort.com, our booking conversations & the additional Info page.

2. ADULTS ONLY

Why Nam is an **ADULTS-ONLY RESORT. WE DO NOT ACCEPT BOOKINGS FOR CHILDREN UNDER 15 YEARS OLD.** The beach & Restaurant are public spaces.

3. PAYMENTS METHODS

Dear Guest, in order to book or stay in one of our accommodation we require a full payment to reserve it.

- **QR code Prompt Pay**
- **Wise transfer**
- **Payment Link**
- **Credit Card**

4. CANCELLATION POLICY

- To receive a full refund, guests must **cancel at least 30 days before check-in.**
- Guests can also get a **full refund within 48 hours of booking if the cancellation occurs at least 14 days before check-in.**
- If the guest cancels **between 7 and 30 days before check-in, he will receive 50% refund for all nights.**
- If the guest cancels **less than 7 days before check-in, no refund will be issued even if the reservation was made within 48 hours.**

5. REGISTRATION

Please remember to **bring your passport** or a picture of it for the mandatory immigrant registration.

6. CHECK-IN / CHECK-OUT TIME

- **Check-in time: 2:00 PM**
- **Check-out time: 11:30 AM**

Late check-out might be possible upon request, subject to availability. Please request it the night before your scheduled check-out date.

For check-out extensions until 3:00 PM, additional fees apply:

- **400 THB for fan bungalows**
- **500 THB for A/C bungalows**
- **1,000 THB for the Beach Villa**

If you wish to check-out **after 3:00 PM**, an extra night's charge will apply.

Please try to **check in before 6PM** when reception closes.

7. DEPOSIT & OCCUPANCY

A **deposit of 1,000 THB** will be asked for the key and for missing or damaged items in the room.

We recommend you to check the room items list when you check-in in the room.

It's not allowed to use bungalow items on the beach.

Our bungalows are for 2 people only. In case it's possible to add an extra mattress, a fee of 500 THB will be applied, please check with our team if you should need that.



8. CLEANINGS

We provide bungalow **cleaning once per week after 3 nights**.
Extra cleaning fee: 800 THB
Linen change (upon request): 400 THB

9. BEACH TOWELS POLICY

Why Nam beach towels are only for guests with accommodation. We provide 1 beach towel per guest. Guests can **exchange their used towel for a clean one at the restaurant**.

When the guest checks-out, the beach towel provided needs to be returned to the room, otherwise it will be charged as a missing item.
Please take care.

10. JUNGLE TOILETS

Our plumbing is sensitive — please only flush what comes from your body. Toilet paper and other items should go in the bin provided.

11. GENERAL RULES & INFO

• **Party policy:** We kindly ask our guests not to have parties in the bungalows & to avoid playing loud music to respect the other guests.

• **Electricity / internet interruptions:** As we are located in the jungle by the sea, where occasional electricity or internet interruptions due to natural effects may occur. We appreciate your understanding.

• **Food:** Why Nam is a **Plant based resort** – all food served on the property is 100% vegan. Please don't bring outside drink & food to our Restaurant.

• **Mindful living:** Embrace our eco-friendly philosophy & help us protect nature during your stay. Avoid single use plastic & try to use biodegradable products that don't harm the environment.

• **No candles or incense:** For your safety, please refrain from using candles or incense inside and around the bungalows, as they are made of straw & wood.

• **Bring a torch:** To explore the beautiful Tri-Bay area during the nighttime, a torch will come in handy.

• **Restaurant hours are from 8:00 AM to 10:00 PM.** Please inform our staff of any of your needs during your stay.

• **Noise:** Please be aware that we have a weekly daytime event which can have noise from 1pm- latest 12am. There is also **Guys Bar Party every friday, all night**. This can be heard at the Village bungalows.

If you have any questions, please don't hesitate to contact us. We're here to ensure you have a peaceful & memorable stay.

Please sign if you understand and agree with all our terms at reception when checking in, only sign your email if you agree to receive our newsletter.

Enjoy paradise! Best regards,
The Why Nam Team

