

WHY NAM RESORT 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 6PM.

More detailed arrival information is shared in our website whynamresort.com, our booking conversations & the additional Info page.

Taxi Boat & Car

Taxi boats and trucks work independently from Why Nam. Schedules and prices depend on weather and how many people go. We can assist on request to book your trip but notice that you need to arrange your own transfers.

Drivers:

Mr. Lur – Taxi Boat & Truck:

+66 946 392 956

Mrs. Meo – Taxi Boat:

+66 980 340 293

2. ADULTS ONLY

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

3. PAYMENTS METHODS

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

We accept:

* Thai QR code Prompt Pay

* Wise transfer

* Payment Link

* Credit Card

4% charge on credit card payments.

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.

Refund Policy

For eligible cancellations, refunds will be based on the actual net amount received by Why Nam Resort operated by The Nest Phangan Co., Ltd.

Any payment processing, bank, card network, currency conversion, or third-party fees deducted before the payment reaches the Resort are non-refundable, as these amounts are not received or retained by Why Nam Resort.





Where our policy states “full refund,” this means 100% of the net amount actually received by the Resort, unless otherwise required by applicable law or mandatory card-network rules.

By completing your booking and payment, you acknowledge and accept these refund terms.

5. REGISTRATION

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

6. CHECK-IN / CHECK-OUT TIME

Check-in time: from 2 PM

Check-out time: until 11:30 AM

Late check-out might be possible upon request, subject to availability. **Please request it the day 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 7 PM when reception closes. Let us know if you should arrive late.

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 or 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 note that we have daytime events every week that will generate noise from 1:00 PM to midnight.

Additionally, neighbors may occasionally hold events that may create noise at night.

Water:

During dry season please help us to preserve water.

A free drinking water tap is available to refill your bottles in the restaurant.

We give out complementary ear-plugs, if you need them please ask our reception team.

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.