

COCONUT GROVE Important and useful information

Address

Holiday villa Coconut Grove
136/285 Coconut Grove, Soi 102
77110 Hua Hin
Prachuap Khirikhan
Thailand

Welcome and security deposit

Pen will welcome you in our house. She speaks English the Thai way. She will show you the house and will give you the keys. Pannida will ask for the security deposit of €200 or 10.000 Baht. The security deposit will be transferred to your bank account after your departure and after checking the house. Damages, losses and use of electricity above 40 kWh per day will be balanced with your security deposit.

Groceries

Upon your arrival we put down a grocery package so you can have breakfast on the first morning. This package consists of coffee, tea, sugar, milk, bread, butter, cheese, marmalade and oranges. Bottled water is always available for free.

In case you want more groceries our housekeeper can buy them for you before your arrival. Please give us a grocery list and pay our housekeeper for the groceries upon arrival. She will show you the receipt.

Medical equipment, garden furniture and decoration

The apartment is decorated with care. We put our heart and soul into it. Part of the equipment and decoration is made in Holland and shipped to Thailand. They are almost irreplaceable. Replacement will be very expensive. Not only the purchase price is high but also the transport, import and taxes. Therefore we ask you:

- To handle the beach wheelchair with care and rinse it after use with tap water. Purchase price €3350.
- Handle the pool hoist with care. The hoist is tailor made in The Netherlands. Purchase price €4850.
- Keep the portable ramps with you at all times. Never leave them with a driver, except Noi or Boon. Purchase price €650.
- To use all equipment in a way that after you have used it the aids can still be used by other disabled people.

Towels, bed linen and other linen

All kind of linen is available to our guests. You can use:

- Colored beach towels for use at the pool and on the beach.
- White bath towels, bath mats, guest towels, and face cloths to use inside.
- Green kitchen towels, tea towels, dish cloths and oven cloths.
- White fitted sheets, duvet covers and pillow cases.

We friendly ask you to think about the environment when you throw any linen into the laundry. Please only throw linen into the laundry when this is really necessary.

Beds will be changed twice a week. Towels will be changed on request.

Disease or incontinence can cause small accidents. Our mattresses are protected. Our sheets

are not protected. So we ask you to take precautions to protect our sheets. Underlayment and diapers can be bought at Tesco Lotus supermarket in Hua Hin.

When an accident has happened please clean afterwards and rinse our linen before throwing it into the laundry.

Personal laundry and the bleu laundry basket

Every bedroom has a bleu laundry basket. In case you want your clothes washed put these in the bleu laundry basket. Put the basket in the kitchen before you go to sleep. Our housekeeper will launder your clothes early in the morning, dry them and iron them afterwards.

Electricity and Outlets

Our home has Thai Outlets. You will need a traveller's outlet. Thailand has 220-240V.

In room safe

For your valuables we installed an in room safe in the wardrobe of the master bedroom. The safe will be opened when you arrive. With the user manual you can introduce your own code. In case you forgot the code and the safe is closed please call Pannida Visser. She can open the safe for you. We will not be held responsible for the loss of your valuables. You need a traveller's insurance to cover these costs.

Hygiene

Thailand has a tropical climate. This asks for a good hygiene. We kindly ask your corporation to keep our house free of bugs. Therefore we ask you:

- To keep food in airtight boxes or in the fridge or freezer.
- Clear away leftovers as soon as possible.
- Don't leave dirty dishes/cups/glasses in the sink or somewhere else.
- Clean the countertop after preparing food.
- Empty the pedal bin on a regularly basis.
- Keep fly screens closed from one hour before sunset till one hour after sunrise.

In case you see any animals please notify our housekeeper.

Besides this from a hygienic point of view we don't allow you to use the swimming pool with open wounds, contagious skin disease and in case of incontinency.

Pen, the housekeeper

Our friendly Thai housekeeper speaks only a little bit of English. She is starting her job early in the morning. She works 6 days a week, 10 hours per day. She has keys to all doors of the house. So you don't have to stay in. You can use her services till 18.00 pm. We kindly ask you not to disturb her during her time off or during the night. Pen likes to chat. But in case you want your privacy please tell her.

Her job is:

- Welcome our guests, give a tour around the house and hand over the keys.
- Help unpack your suite cases.
- Fixing breakfast.
- Clean the house.
- Clean the medical equipment.
- Wash up and dry the dishes, and so on.
- Clean the terrace, veranda and garden furniture.
- Change the beds.

- Launder the linen.
- Launder the personal laundry of our guests.
- Shop for groceries. Expenses for you.
- Explain how to use the pool hoist.
- Make reservations for a taxi, restaurant and so on.
- Help you with planning day trips.
- Maintain the pool.
- Maintain the garden.

On request she can prepare dinner / picnic and wash up afterwards. She is extending her work hours voluntary. A 100-200 Baht fee is appropriate.

In case you like her company she can join you on your sight seeing trips. She is not a guide. She helps push your wheelchair and translates if necessary. During this time she is not able to perform her job. She will do this the next day. Her workload will rise. A 400 – 600 Bath fee is appropriate for a whole day.

Our housekeeper doesn't give any personal care, nursing aid or assistance with lifting people and she doesn't give massage. She is not trained to do so and we are not taking any responsibility. In case we hear from any violation we will keep your security deposit.

Pen lives in a room with separate entrance, private bathroom, internet, TV, fridge and terrace. She can use the kitchen to prepare her own meals. But most of the time she will buy and eat her meals outside. Like we agreed upon she is not using any other part of the house for herself.

Our housekeeper drives a motorcycle. We own this motorcycle and it is registered in our name. Only our housekeeper can drive this motorcycle. Guests are not allowed to use this motorcycle. Guests are not insured.

Nurse, care taker, or other help wanted

In case you want to have a local nurse or care taker during your holiday we can make arrangements for you. We even can arrange a contract and an invoice for your insurance. We also can arrange massage at home.

All services are provided according local quality and customs and are your responsibility. We can not be held responsible for the quality of any third party.

Information, guestbook and user manuals

In our home you will find emergency telephone numbers, nice ideas for sight seeing and manuals of the appliances. Most of these are in English too.

Previous guests already have written their experiences in our guestbook. It is a nice guidance for your trips. We already look forward to read your report.

Travel guides, city plans and books

Planning trips is fun. Our guides and plans can help you plan your trips. So can our housekeeper and the experiences of previous guests in our house.

Thai Language is difficult. Two dictionaries Thai-English and English-Thai can be of help. And for grocery shopping we have some picture books with the Thai and English names of the products.

Thai habit

Thailand is the land of smiles. Thai people greet with a Wah; hands put together, brought to the nose and a little nod with your head towards the person you want to greet. Thai people don't shake hands.

Thailand has a notorious sex industry. We disassociate ourselves from this kind of tourism. Religion and the Royal family are sacred to all Thai. Thai people speak with big respect about both.

These house rules are written to make your holiday as pleasant as possible. In case anything happens we, Jan and Hanneke van der Linde, would like to know as soon as possible. We appreciate your effort in making these rules work. We expect this from our housekeeper too.

Almere, 01-08-2009

Changes preserved

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