

VILLA THE SPOT

Coral Cove Bay · Chaweng Noi · Koh Samui, Thailand

FREQUENTLY ASKED QUESTIONS

The Property

Where is Villa The Spot located?

Villa The Spot is a 4-star boutique hotel in Chaweng Noi, Koh Samui, overlooking Coral Cove Bay.

How many rooms does the villa have?

The property has 9 rooms and two shared infinity pools.

Is there a restaurant on site?

Yes , we propose a menu with Thai and International Food, A drinks menu with Cocktails, beers, Fresh fruits shakes and Smoothies, Sodas...

Are the pools supervised?

No lifeguard is on duty. Access to the two infinity pools (1.60 m deep) is at guests' own risk, and supervision of children is the responsibility of parents or accompanying adults at all times.

Check-in & Check-out

What time is check-in and check-out?

Check-in is between 2:00-3:00 PM and check-out is before 12:00 PM.

Can I request an early check-in or late check-out?

Yes, on request and subject to availability. Additional fees may apply.

What do I need to bring at check-in?

A valid Passport for Foreign or Id card for Thai Customer will be requested upon arrival.

Booking & Payment

How do I confirm my booking?

Full payment for the stay is required at the time of booking to confirm your room. Payments are processed securely via our booking platform or by bank transfer.

Is a security deposit required?

No deposit is requested upon arrival. However, any damage caused to the villa's facilities will be charged according to our fee schedule and must be settled before departure.

What currency are your rates in, and are taxes included?

Rates are displayed in Thai Baht (THB) and include VAT. A local tourist tax of 1% of the total booking amount is not included and must be paid before departure.

Cancellations & Changes

What is your cancellation policy?

If you have booked directly with us, a Free cancellation up to 7 days before arrival, with a full refund. Cancellations made less than 7 days before arrival are non-refundable, and the full stay amount remains due. No-shows are charged in full with no refund. For any booking done with our different partners platform, please refer to their cancellation policy -

Can I change my dates after booking?

Date changes are subject to availability and must be requested in writing. Changes made less than 7 days before arrival follow the same conditions as the cancellation policy.

Children & Extra Beds

Can I travel with a child or infant?

Yes, but any stay involving a child or infant must be requested before booking.

Can I get an extra bed or a baby cot?

An extra bed or baby cot is available on request, subject to availability. Fees may apply.

In-Room Dining

Is room service available?

Yes, in-room dining is available daily from 9:00 AM to 8:00 PM. Orders can be placed via WhatsApp or directly with the kitchen. Preparation typically takes 30 to 45 minutes.

Are there any restrictions on food in the rooms?

Durian is strictly prohibited in the guest rooms due to its strong, lingering odour. We also ask that meals not be eaten in bed without protection, to avoid stains.

House Rules

Is smoking allowed?

Smoking, including e-cigarettes and vaping devices, is strictly prohibited in all guest rooms and indoor areas.

What happens if towels or linen are damaged?

Any missing, burned, or irreversibly stained linen or towels are charged at replacement cost, per our fee schedule provided at check-in. Pool towels may not be taken off the property.

Is Villa The Spot responsible for lost or stolen belongings?

No. Villa The Spot accepts no liability for the loss, theft, or damage of guests' personal belongings. A safe is provided in every room, and we recommend storing valuables, ID documents, and cash inside it.

Contact

Who can I contact for more information?

Our team remains at your full disposal. Email: villathespotkohsamui@gmail.com