



A GUIDE TO OUR SERVICES*

**(and other useful info)*



Adaptors

Most types of adaptors are available for your use. If you require one, please ask the Villa Manager. If we do not have the type of adaptor you need, we will do our best to find one for you.

Air Conditioning

All bedrooms are fitted with quality air conditioning units, and are maintained regularly, to a high standard. Temperature is adjustable via the wall-mounted control panels. Please try not to leave the air conditioning switched on for long periods when you are out of the rooms, and please also do not leave the doors open when the units are running. This will help us keep the air-conditioning units running for you without any problems! The units are powerful, and if you turn them on when you return, they will easily cool the rooms down within just a few minutes.

Airport Transfers

Transfers to and from the local Phuket airport are complimentary, included with your stay. Typically this is limited to a maximum of 2 trips, each way, per group. Any additional transfers requested may be chargeable, at the discretion of the Villa.



Babysitting

Babysitting services are available on request. We use reliable & experienced sitters. Please speak to the Villa Manager to discuss arrangements, and note that typically we will require a minimum one day's notice to try to ensure availability, particularly for cover in the evening.

BBQ

A gas fired BBQ is available for your use. Why not ask the Maids to get some meat and fish from the local markets, and BBQ by the Pool!

Beaches

Phuket is a world famous tourist destination, and the reason for that is quite simple - its fantastic beaches. Warm, crystal blue waters, soft white sand and a perfect tropical climate combine to make Phuket beaches among the best in the world. The Villa is positioned at the south end of Patong Bay, with the lively Patong Beach a mere 2 minutes drive away at the foot of the hill. The Villa is also just 5 to 10 minutes drive away from the more secluded Crystal bay and Paradise beaches on the southern headland. Travel just a little further south to go to the popular Kata or Karon beaches, which are more suitable for families.

Beds

Each bedroom has a King size bed (5 in total). We also have temporary pull-out beds available for use, should you wish to have them set up in the Master or the Terrace Suites. We also have a baby cot if required.

Books and Magazines

We have a selection of old and new books and magazines for you to read during your stay. Please try to leave them behind for future guests, or if you really must take one of the books, maybe leave another in its place?

Breakages

We do expect you to feel completely at home here during your stay. Please therefore do try to treat the Villa property and furnishings with respect, as you would in your own home. We will request that you please cover any significant breakage / damage costs.



Cable TV

The Villa is equipped with UBC cable in the General Living area, Master Bedroom suite, Terrace Bedroom and the Games Room. Alternatively, if you want to watch your favourite shows or sports on the Big Screen, then this is also available in the Home Cinema. So there should be no more squabbles over what to watch! See 'UBC Cable Channel Guide' section for details of popular channels.

Car Hire

As part of your all-inclusive package, we provide you with a car or van + driver for up to 5 hours complimentary per day! This is also extendable at minimal cost. If you still wish to rent your own car for sightseeing, please ask the Villa Manager for advice. We would normally recommend using one of the more reputable Car Hire companies rather than those offering vehicles for rent on the main Patong beachfront. They may be more expensive, but you will have much better coverage (and less hassle) in the event of any accidents.

Child Cots

We have a Cot for use by small children / babies. If you require more than one Cot, please ask the Villa Manager, and we will do our best to arrange for another to be made available.

Cinema

If watching the latest movies in the comfort of your own Luxury 'Gold Class' Home Cinema isn't quite enough for you, Phuket also has two public Cinemas - one located in the 'Central' Shopping Centre (about 15-20 minutes drive), and one in Patong. Ask the Villa Manager for directions, a map, or help in booking your movie. Please stand up for the National Anthem as a sign of respect for the King!

Coffee

There is a coffee making machine in the Kitchen, for your use at any time of the day or night....it makes beautiful fresh ground coffee and is incredibly easy to use - just push the button!

Computer

We have a high specification PC and Printer available for your use in the Study next to the main Living area. Check your email, surf the web, or if you really have to....catch up on some work? Please do not play around with the configuration and settings on the PC without first speaking to the Villa Manager.

Cooking Classes

Take advantage of the Maids' culinary expertise to teach you a thing or two about Thai cooking – why not learn how to cook some local specialties like Tom Yam soup or a spicy Green Curry?



Darts

Try your luck at hitting the magical '180' on our championship dartboard in the games room. We have spare darts, shafts and flights, so please ask if required. Do take care with the darts.....aim straight and play nice!

Diving

Phuket is a Diver's paradise. If you would like to organize a diving trip, or some basic lessons for beginners, please speak to the Villa Manager, who can get you a good discount with local Dive Operators.

Driving

The safest way to get around Phuket is to be driven! That's why we provide you with a car or van + driver for up to 5 hours complimentary per day! You can drive your own car rental, but please do so with care. Driving in Thailand is unlikely to be similar to your home country!



Note of caution!



Phuket has one of the highest road accident rates in Thailand, claiming 10-20 lives a month on average. Always wear a helmet when riding a motorbike, and be aware that the roads are full of dangerous or at best careless drivers. Drunk driving is also known to be a problem when the bars close around midnight.

DVD's

We have a selection of DVD's and VCD's for your enjoyment. These can be found in the cabinets in the Games Room. Please do not take them home with you, and leave them for the enjoyment of others.



Eating Out

Whilst the food at Baan Sabai is well worth staying in for, we do recommend that you also try and visit some of Phuket's best restaurants during your trip. Ask the Villa Manager for a recommendation, and also to help make a booking.

Electricity

Electricity in Thailand is 220 volts.

Emergency Contacts

In the event of an emergency, it is best to call the Tourist Police on **1155** as other operators may not speak good English.

Police & Emergencies:	191
Phuket Police:	076 212 046, 076 212 115
Marine Police:	076 211 883
Ambulance:	076 254 425, 076 210 935, 076 212 297
Fire Department:	076 211 111

Etiquette

When visiting any country, you need to respect the local people and their customs. Thailand is no different though Thais are generally a very tolerant and hospitable people. You should be aware of a few simple guidelines to avoid accidentally offending people you meet. A smile will get you a long way, and people will tolerate most slip-ups from a foreigner, as long as it doesn't involve insulting the monarchy or religion.



Fax Services

If you need to send to send or receive any documents, a Fax machine is located in the Maid's quarters. Please feel free to ask if you need to use it.

Food

An enviable food menu is available from breakfast to dinner! All basic food is included in the price of your stay. Any non-standard items (like steak or fresh lobster) are chargeable, but only at cost price, as bought from the local market. The girls are truly fantastic cooks, and we consistently get great feedback on the quality of the food from guests – in fact it is one of the main reasons people return to stay with us again and again! Please see Baan Sabai's standard menu for speciality dishes, but please feel free to ask the girls if there is something else not on the menu , and we will do our best to accommodate your request.



Games

We have a selection of games for your enjoyment in the Bar & Games Room, such as Connect 4, Monopoly, Chess, Scrabble, Twister, Pictionary, etc. We also have playing cards. Please do try to treat them with care, so that we can keep them in good condition for future guests.

Gate Access

The main gates are electronically operated. If you go out during the day, just buzz the girls to let you in (the panel is on the wall next to the gate). If you are going out and plan to stay out very late, please ask the girls for one of the remote keys to open the gate, so that you don't need to disturb them on returning. If you do forget the remote, then buzz the girls anyway, but just remember to be kind when you give your tips at the end of your stay!!!

Golf

Phuket has a number of truly top class courses, all within easy reach. Some of the best and most popular courses include the Laguna Phuket, Blue Canyon Country Club, Laguna Country Club, and the more recently opened Mission Hills Gold Resort and Spa. Ask the Villa Manager about helping you book a tee-off time, and we may also be able to get you a significant discount off the standard walk-in rates.

Guests

If you bring any additional guests onto the Villa property, you are fully responsible for them. Please remember that any visitors are not entitled to the same all-inclusive package as paying guests.

Gym

We pride ourselves on having one of the best equipped home gymnasiums on the island! Check it out if you don't believe us! Why not hit the treadmill, exercise bike or cross-trainer and work off those calories whilst you stare out onto views across the gardens. Alternatively, use the yoga mats, medicine balls, skipping rope, punch bags, or free weights.... The gym is fully air-conditioned, with en-suite bathroom.



Hairdryers

Hairdryers are available in each and every bedroom for your convenience.

Help

If there is anything you need to know, or need help with, please ask our Villa Manager or one of the girls. If we don't have the answer, we'll try our best to find the right person to help.

Home Cinema

Another reason you never have to leave the Villa! Hold your own private screenings of the latest movies or the major sporting events in our luxurious 'Gold Class Standard' Home Cinema. Complete with La-Z-boy full-reclining Italian leather seats!! Please turn off your mobile phones, and NO SMOKING PLEASE!!!



Ice

Ice for your drinks is available in the refrigerators. The ice we use is safe for your drinks!

Internet

We have a broadband internet connection, with a wireless router. You can therefore access the internet whenever you wish, using either the desktop PC located in the study room, or if you have your own laptop, why not use it poolside and enjoy the sun as you surf!



Jacuzzi

There is a Romantic 'Couple's Jacuzzi' located in the Master Bedroom En-Suite. If you are celebrating a special occasion, let us know and we can arrange for a rose petal bath, maybe with a bottle of bubbly if you are feeling extravagant?



Kingdom of Thailand

Thailand is a Kingdom. As such, Thai people hold the monarchy, and in particular the King of Thailand, in the highest reverence. As a visitor, you are expected to show respect, such as standing for the Royal Anthem at the Cinema, before the movie begins. Coins and bank notes should not be stepped on, as they have an image of the King on them. Putting the sole of your foot to trap a dropped coin is hugely disrespectful. Depreciatory remarks regarding the monarchy are not tolerated in any company, and lese majesty is a serious crime.



Laundry

The girls will gladly take care of your holiday laundry for you, at no charge – this is all included in the cost of your stay. If you want any items washed and pressed, just drop them in the laundry baskets provided, and leave them out for the girls to collect. Do let us know if you have any special instructions. The girls will take the utmost care with your clothes, however, we cannot be held responsible for any accidental damage to items.

Language

Why not try to learn a few simple words and phrases whilst you are here in the Land of Smiles...it may even improve your chances of negotiating successfully at the local markets! Please see the 'Useful Thai Phrases' section for just a few simple words to get you started.



Maid Service

If you don't want to, we don't think you should have to lift so much as a finger whilst you relax here at Baan Sabai (In Thai, the word 'Sabai' literally means 'To Relax'). That's why we employ 3 great maids to take the very best care of you. Rin, Rong and Nee have been with us for some time, and really know how to make sure you are kept happy and well-fed! Anything you need, just ask.

Massage / Spa

If you would like a Massage or Spa treatment whilst you are in Phuket you have many options. Choose your own Spa to visit, or speak to Khun Oi our Villa Manager, who just happens to run her own Spa chain for some of Phuket's best hotels! Baan Sabai guests are eligible for a discount – just ask! Alternatively, we can arrange for you to have a massage in the Villa, either in the privacy and comfort of your own room, or on one of the sunbeds next to the pool.

Medical Services

Phuket has two international standard hospitals, Phuket International Hospital and Bangkok Phuket Hospital, which are both located on the edge of Phuket City. Both hospitals offer an impressive range of facilities and services, and are staffed to deal with foreign patients. In fact, medical tourism is drawing an increasing number of visitors to Phuket each year due to the high quality of healthcare, low waiting times and costs.

Menu

Please see 'Food' section for details on the standard dishes that we offer, including snacks and main dishes. The girls can and do cook other dishes, but these are some of the main, and most popular Thai dishes. If there's something in particular you want to try, just ask and see if the girls can cook it. We can prepare more simple dishes where required, i.e. for children, etc.

Mosquitoes

Phuket has been free from malaria for decades. However, we would still recommend that you take general precautions against mosquito bites. Please feel free to use the natural mosquito repellent which is provided for you in the bathrooms, or alternatively equip yourself at the local 'Boots' chemist in Patong.

Movies

See Cinemas / Home Cinema / DVD section.



Neighbours

Baan Sabai is located in a peaceful residential area. Please do have consideration for our neighbours, particularly if you are out in the poolside area late at night. Please try to keep music and noise at acceptable levels.

Newspapers

If you wish, we can arrange for a Newspaper to be delivered to the Villa. There are English language newspapers available, such as the 'Bangkok Post' and 'The Nation'.



Office

Feel free to retire to the Study / Office room if you need to catch up on some urgent work or emails. We have a broadband internet connection, high spec PC, printer, scanner, and fax machine – all at your disposal.



Pillows

Ask if you need more pillows. If you have any preference for hard or soft pillows, let us know & we will see what we can do!

Parties

Baan Sabai is built for parties! If you have a special occasion, a landmark Birthday, or Anniversary, then let us know. We will happily help organise a small party, whether just a BBQ by the pool, or a fully catered buffet. If you are planning on partying on into the early hours, please just be considerate of our neighbours, and maybe take it downstairs into the Games Room?

Payment

In Thailand we can take payment in cash, or by major credit card. There is a small admin charge payable for credit card payments.

Pool

The pool is cleaned and treated regularly to the highest standards, as well as being equipped with the latest filtration systems (upgraded in 2007). The Pool is salinated, not chlorinated (approx one sixth the strength of sea water, so just the slightest pleasant tang on the lips!). A salinated pool is just as hygienic, but far superior to swim in - no ruined bathing costumes or stinging eyes here! Please note that the pool area is not protected, hence babies and young children must be supervised at all times!



Questions

If you want to know something, ask! See under 'Help'.



Religion

Buddhism is the national religion of Thailand, practiced by 90% of its population. It is very important to respect the Thais religious beliefs. As such, it is important to dress and behave correctly when visiting a Buddhist temple in Thailand. You should not wear beach clothes to a temple. Even though you might be baking from the heat, shorts and sleeveless tops should not be worn. Shoes should be removed before entering any building containing a Buddha image. Women should not touch monks or hand anything directly to a monk. Similar respect should be shown towards any images of the Buddha. They are regarded as sacred objects so do not clamber over one to have your photo taken or point your feet towards it.

Restaurants

For recommendations of other great places to eat whilst you are in Phuket, please speak to the Villa Manager, or refer to the various guidebooks and local magazines. The best restaurants inevitably fill up quickly – particularly on popular dates and weekends. We can help you make a reservation – just ask!

Room Service

It's your Villa, so if you want breakfast in bed, or a lazy lunch – just let the girls know beforehand and we can arrange it for you.



Safe Deposit Box

There is a safe deposit box set into the wardrobe of the Master Bedroom Suite, for storage of your valuables. This is code operated, but the Villa Manager also has an emergency key, should you forget your personal code. Please ask the Villa Manager to help you re-set if required on your arrival.

Sailing

Most classes of boats - from kayaks to yachts are available for rent. Sailing trips are available for half-day, day and overnight trips as well as sunset cruises. Sailing courses for beginners and intermediate are offered by several sailing schools.

Shopping

Phuket has a wide variety of shops to suit everyone. In central Patong, you will find hundreds of tourist stalls selling anything and everything. There are also several large malls housing a huge range of more well-known, branded stores. If you are looking for specific items, such as wood carvings, antiques or ceramics, then there will also be specialist stores – often factory outlets too. Ask the Villa Manager for advice.

Snorkelling

The bays in Phuket contain many interesting coral reefs. Equipment can be rented from dive shops around the island. Easily accessible reefs are at Patong, Kata and Kamala beaches.

Spa Treatments

See under 'Massage / Spa' section.

Sunbeds

Baan Sabai has 6 sunbeds on the main sun-deck area, and there are many other chairs, loungers and tables scattered around the various terraces for you to use. You can choose to join everybody by the pool, or grab a private space for a little more peace and quiet.

Swimming

Swimming at some beaches during the monsoon season is not recommended. Look for posted signs and flags indicating conditions for safe swimming. If the red flag is flying, do not go swimming in the ocean!



Tipping

If you feel the girls have done a good job taking care of you during your stay, please do feel free to tip them at the end of your stay – it will be extremely well received. We often get asked the question 'How Much?', yet there is no magic formula. Please just give whatever you feel comfortable with. A general guide however (if you are really struggling), would be somewhere in the region of 200 Baht per person, per day stayed.

Telephone

In a world where almost everyone now has a mobile phone, the fixed telephones in each of the bedrooms are configured for room to room calling only. If you do not have access to a phone, and need to make an urgent call, or to take a call, Baan Sabai does have a land line. To connect to the Villa, the number to call from overseas is +66 7634 1421. Any incoming call will be received by one of the girls, who will pass the call to you.

Tours & Trips

There are numerous trips and tours available for you to try whilst you are in Phuket. We have highlighted just a few options for you – see separate Trips & Tours section. Please do speak to the Villa Manager if there is something you would like to do, as we can often be of assistance in offering an opinion, helping you to book, and maybe even securing you a discount from the standard rates offered.

Tuk-Tuk's

Tuk-Tuks can be found all over Phuket, although they tend to be clustered in large numbers around Patong. Tuk-Tuks are basically small red vans, which have open backs and sides, and can carry up to 8 passengers. You should state your destination and agree the price before setting off! Do not let the driver try to charge per passenger as well - this is a scam. Remember to haggle, as they will often quote a higher price than they will accept. For short distances, Tuk-Tuks are fine, but their small size makes them uncomfortable for anything longer than about 30 minutes. If you just need to get from the Villa into the main Patong area without the hassle of having to look for a parking space, they are perfect! Just ask the girls to call one to come and pick you up - it will be there in 5 to 10 minutes max. Equally, they are very convenient for returning home after a night out.



Umbrellas

Umbrellas are available for guest use. Please ask one of the girls as and when you require one.



Van Hire

See under Car Hire section.



Wine

Wine is not included in our stay package, however we do have access to a very wide range of both New and Old World wines, through stores and cellars in the town. Please ask the Villa Manager to see the lists, or to help you place an order. We will only charge you the cost price, and due to our relationships with the merchants, this is most likely to be cheaper than you could buy for yourselves.

Water

Drinking water straight from the tap in Phuket is not advisable if you are not used to it. This is why the Villa provides you with as many bottles of drinking water as you need per day. It is best to get in the habit of drinking bottled water especially if you will be visiting rural areas or other countries in the region. Would recommend you always take bottled water with you when you are out touring.

Weather

Phuket has a tropical climate with two seasons, a wet and a dry monsoon climate. The temperature does not differ that much between the two.

High Season

The best time to visit Phuket is during "High Season" when it is not so humid, November to March. The average temperature is around 24°C to 32°C (75°F to 89°F).

Low Season

In Phuket it rains the most in May and September/October. However even during rainy season (or "Low Season") it is generally not too bad, after a short period of heavy rain the sun will then often shine for the most part of the day.

Phuket Weather Statistics...

	Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
High temperature (avg.) degrees F	88	88	90	91	91	88	87	87	86	85	86	86	87
Low temperature (avg.) degrees F	76	73	74	75	77	77	78	77	78	76	76	75	74
Rain (avg.) inches	92	1	1	2	6	14	8	10	10	17	12	8	2
Days with some rain	154	5	3	4	9	18	17	19	17	21	19	14	8
Days with thunderstorms	58	1	2	4	10	12	4	4	2	4	6	6	3
Humidity (4 pm) % relative	69	58	56	58	65	73	74	75	74	78	76	72	63
Windspeed (avg.) knots	8	8	8	8	8	9	9	9	10	9	8	7	8

Wireless Internet

See under 'Internet' section.



X-tra Special Occasions

Let us know in advance if you want to plan a party for a friend or relative. Baan Sabai is a great location to host intimate parties by the pool. We have hosted birthday parties, anniversary parties, family reunions, as well as weddings and receptions. Contact our Villa Manager for more details.



Yacht charters

See under 'Sailing' section.



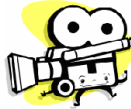
ZZZZZZZZzzzzzzzz

Last of all.....get plenty of sleep....relax and please enjoy your stay with us!



UBC Cable TV Channel Guide

Movies:



- 13. HBO
- 14. CINEMAX
- 15. STAR MOVIES

General:



- 16. HALLMARK
- 25. AXN
- 34. STAR WORLD
- 35. BBC ENTERTAINMENT
- 44. THE HISTORY CHANNEL
- 45. NATIONAL GEOGRAPHIC
- 47. DISCOVERY
- 50. ANIMAL PLANET

Kids:



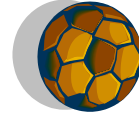
- 52. CARTOON NETWORK
- 54. DISNEY CHANNEL

Music:



- 59. CHANNEL V

Sports:



- 29. STAR SPORTS
- 61. TS1
- 62. TS2
- 63. TS3
- 64. TS4
- 65. ESPN
- 66. STAR SPORTS II
- 68. TS5

News:



- 71. CNN
- 72. BBC WORLD
- 73. CNBC
- 74. BLOOMBERG TV



Some Useful Basic Thai Phrases

General Phrases

Hello / Goodbye	sawàt dii (khrúp / kê)
Thank you	khàwp khun (khrúp / kê)
Sorry / Excuse me	khǎw thòht (khrúp / kê)
Yes	chái (khrúp / kê)
No	mái chái (khrúp / kê)
Pardon?	arai ná?
How are you?	sabai dee mái?
I'm fine / not well (ill)	sabai dee / mái sabai
I (don't) understand	(mái) khôo jai
It doesn't matter	mái pen rai
I don't want	mái aow
Very good	dii mak
Bad	mái dii

Places

Bathroom / Toilet	hâwng nám / hâwng sôm
Hospital	rohng pha yaabaan
Market	talàat

Shopping

How much?	thào rái?
Expensive	phaeng
Cheap	thùuk
Do you have...?	mii ... mǎi?
Can I get a cheaper price?	lot nàwy dâi mǎi?