



# FAQ - Frequently Asked Questions

## General Information

### **When was Ban Sainai Resort opened?**

Ban Sainai Resort was opened since July 2013 with the 25 first cottages before expanding 15 more in the end of 2015 (3.5 stars property). Total 40 cottages available to serve you now (upgrade to be 4 stars property in February 2018)!

### **Is the owner local?**

Yes, it is. As same as the most of the team. Staying with us, you help local earn more revenue!.

### **Is it Muslim Friendly Resort?**

Yes, it is. Therefore, *\*we do not serve any pork products or alcoholic beverages.\**

### **The name of Ban Sainai Resort is from?**

Believe it or not! It is from our current location, yet only the elders know this name. We therefore decided to bring it to life again.

### **What's the weather like in Krabi?**

There are basically 2 seasons, the rainy or sunny season. Please expect rains during middle of April to October and sunny day starts from November – early of April. However, weather is totally unpredicted and unexpected.

### **Is the resort animal friendly?**

Sorry, we are not animal friendly resort. Though we are located amidst nature with some fauna visible but we cannot accept pets here.

### **How big is Ban Sainai Resort?**

Our 40 cottages lying over around 6.7 acres of private land (17 rai) offering lush tropical gardens, stream, and ponds.

### **Is the resort disturbed by wild animals or insects?**

Yes, since we share the same environment with wild animals. **Ban Sainai Resort is not exactly for everyone.** It is more for those who like to experience peaceful getaways amidst tropical gardens, to enjoy the tropical plants, flora and fauna. And we proudly say we are now one of the **Green Hotels**. Please help us separating garbage before placing in provided bins and avoid bringing in the one-time used plastic containers. Please ensure you **keep all your belonging in your cottage** to prevent the loss of your items caused by monkeys or strayed dog (if any)



## **Resort's Facilities & Services**

### **What is the Check in and Check out time policy?**

The check in time is 14.00 hrs onwards. Check out time is before 12.00 hrs. Earlier or later than that may incur additional charge and subject to cottage's availability. Front desk is available on call 24 hours by dialing magic number "0".

### **What about early check in or late check out?**

Early check in is available depending on cottage's availability without surcharge. Late check out can be requested one day in advance. Please contact front desk. Late check out before 16:00 hrs. is with 50% room charge, after that 100% room charge applied.

### **What about the extra person charge?**

Extra bed for adult or child of age over 12 years old is available for booking directly one day in advance at 1,000 baht/ day. Child of age less than 6 years stay free if using existing bed with parents. Child of age 6-11 years is with additional charge of 500 baht/ day if sharing existing bed with parents.

### **Could outsiders use the pool?**

Yes, with additional charge of 300 baht. If hotel runs on high occupancy, this service for outsiders may not be possible; please check with hotel before arrival.

### **Do you have a private beach front?**

Sorry, we don't have the private beach front. We are located 1.6 kilometers away from Aonang beach front. But we located near the giant limestone cliff view for its significant backdrop amidst the peaceful and serene green land.

### **Do you have shuttle service to Aonang beach?**

Definitely and it is complimentary with several times a day from resort to Aonang beach front area. Starting off at 09:30, 10:30, 13:30, 15:30, 17:30, 18:30, 19:30 and the last time is at 21:30 hrs.

### **What about from Aonang beach back to hotel?**

For the time back from Aonang downtown to resort starts off at 10:45, 13:45, 15:45, 17:45, 18:45, 19:45, and the last one is at 21:45 hrs. Meeting Point is at the first branch Mcdonald (near Starbucks coffee).

### **Do you have any connecting rooms?**

Yes, we do. Our family cottage and tropical family cottage are with the connecting door, each with separate bathroom area. And only 4 family cottages are available in our property.



### **Do all the garden cottages offer cliff view?**

Sorry, not all offer cliff view; only 3 of our The Garden Cottages that offered cliff view, the rest offers green view or stream view. For more details, please visit <https://www.bansainairesort.com/download/fact-sheet-ban-sainai-resort-aonang-2023.pdf>

### **Which cottage category with cliff view guaranteed?**

It is some of our Cliff View Jacuzzi Cottages. Cliff view is visible from a glance at the private terrace of this cottage, please check before reserving. Else, the Pano Cliff Cottage also offered green cliff view from bathroom too!

### **What is the difference between each cottage category?**

Its size varied from 49 sqm, 50 sqm, 60 sqm and 125 sqm including the terrace area. Another difference is the specs of the bathroom; some are with shower facility only; some are with deep soaking bathtub or some with spa bath. For further information regarding all cottage types; see our fact sheet.

### **Is the single bed available?**

Yes, but in the limited cottage category like the Triplet Premier Cottage, The Family Cottage and The Tropical Family Cottage.

### **Do all the cottage categories accept kids?**

Almost all our cottage categories accept kids **except the Grand Pond View Cottage** that accepts kids of age more than 12 years old for kids' safety reason unless the agreement of approval is signed by parent. Please see our fact sheet <https://www.bansainairesort.com/download/fact-sheet-ban-sainai-resort-aonang-2023.pdf>

### **What is the child policy?**

Children of age less than 6 years stay free in existing bed with guardians. Child of age 6-11 years old using existing bed with guardian is with surcharge of 500 baht/ daily. Child of age more than 12 years old must use an extra bed at additional charge of 1,000 baht for booking directly with hotel.

### **Do you provide baby cot, and if so how much?**

Yes, we do offer baby cot for complimentary upon request. Advance booking is recommended (based on first comes first served).



### **Do you have children's facilities?**

We have one saltwater pool that separate area for kids. Also, our garden is well maintained and it will be the great place for kids to enjoy nature.

### **Do you have babysitting service?**

Sorry, we do not have this available at the moment.

### **Do you provide internet connection?**

Yes, for complimentary both in cottages and in public area. For all public areas, Please get connected by using the password **BSN#2013# except** for SaiNai Restaurant for breakfast, please use password **12345678**.

### **How deep is the pool?**

Our Saltwater Pool is 60 cm. deep for kid's area, and between 120–160 cm deep for adults' pool (with slope).

### **Do you have fitness center?**

Yes, and it opens from 07:00 hrs. – 20:00 hrs. daily.

### **Do you provide any amenities?**

Yes, in all cottages there is beach bag, a towel, a mat, a sarong available for your comfort. Also, brown towel is to be used at the pool or beach, white is to be used in your cottage. Coffee Maker is as well available with its instruction provided. All are provided for guests' comfort and conveniences. In any case, guest wish to purchase, please feel free to recheck with our front desk directly.

### **How about your breakfast?**

Breakfast is available both for buffet service and freshly home cooked style. Guests could feel free to order for unlimited. Rate for extra breakfast for adult or those of age more than 12 years old is at 350 baht/ person. (child of age from 6-11 years old is half price, and less than 6 years old is for free!)

Breakfast is served at Sai Nai Restaurant from 06:30 hrs. – 10:30 hrs. daily. (For guests staying more than 3 nights, please feel free to request special breakfast in advance if needed).

### **What about the lunch or dinner?**

Our luncheon service and early dinner service are available at the Pool Sala from 11:30 hrs. – 20:00 hrs. daily (last order). ***In room dining service is available on call at number 2007.*** Late dinner can be ordered via Grab Food, Line Man or Food Panda. ***(You shall feel free to get assistance from out front desk team).***



**Do you have Halal food ?**

Yes, we do. We have a Halal certified restaurant (zoning area is available in our Sai Nai Restaurant). We apologize for not serving pork products or alcoholic beverages. However, our resort is not a Halal Resort but a Muslim Friendly Property.

**Do you have vegetarian or gluten free menu?**

Yes, we do offer vegetarian menu and our kitchen can provide gluten free dishes on request, please send query in advance.

**Do you offer motorcycle, bicycle or car rental service?**

Ban Sainai does not operate this but could assist in reserving the third party's service for our guests' conveniences. This is with additional charge. For motorcycle rental, the fee is 250-350 baht/24 hours. (depends on size of motorbike). Advance deposit is needed at 3,000 baht along with passport for foreign visitors. For Thai residents, ID card and 3,000 baht deposit requested. For car rental, price starts at 1,200 baht/ 24 hours with deposit request of 5,000 baht (along with passport or Thai National ID Card)

**Any way to receive promotion before anyone?**

Yes, please add our line official account @bansainairesort



## Nearby Attractions & Getting Here

### **Where we can do shopping?**

Around Aonang city for any souvenir searching, and there are also Tesco Lotus, or Makro for grocery shopping. In Krabi town, there is Outlet Mall and Vogue Department Store.

### **What are local tours and attractions?**

There are varieties of nearby excursion to be explored from the island hopping, to sea kayaking or jungle tour. Check for more details with [info@bansainairesort.com](mailto:info@bansainairesort.com). Or contact front desk. (Advance booking is needed.)

### **How far is it from Krabi International Airport?**

30-45 minutes by car; approximately, 24.8 kilometers away. Baby car seat could be requested prior to arrival.

### **Do you provide airport transfer service to Krabi Airport?**

Yes, with additional charge of 700 baht per van per way. Price is fixed for maximum 5 passengers with belongings. More than that is with additional charge of 100 baht per person per way. This price offers valid for a private minivan transfer during 06:00 hrs. – 22:00 hrs. before or after this time required an additional charge of 200 baht per van per way.

### **How far is it from Krabi Town?**

30-45 minutes by private vehicle transfer for approximately 16 kilometers away.

### **How far is it from Phuket Airport?**

It is around 2 ½ - 3 hours or 150 kilometers away. This transfer can be arranged in advance with additional charge via land transfer or sea transfer (ferry or speedboat).

### **Do you provide the transfer Koh Phi Phi, Koh Lanta, Koh Samui or Koh Yao?**

Yes, advanced booking is required with additional charge by a ferry, a speedboat or a Catamaran. Check for more details with [info@bansainairesort.com](mailto:info@bansainairesort.com).

**Experience & Unwind;  
Enjoy Your Peaceful Holiday!**

