



# FAQ - Frequently Asked Questions

## General Information

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

Ban Sainai Resort was opened since July 2013 for the 25 first cottages and expanding to 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, same as the most of the team. Please see our company profile. <https://www.bansainairesort.com/download/company-profile-ban-sainai-resort-2018.pdf>

### **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.

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

Yes, since we share exactly the same environment with wild animals. You could expect monkey as a visitor to your private terrace (this is not happened frequently, so don't worry). Please avoid feeding wild animals as it may enhance them to be more aggressive. Mosquitos, lizards and insects are all expected. Please be ensured that you know what we have offered before making a reservation as **Ban Sainai Resort is not exactly for everyone**. It is more for those who like to experience peaceful holiday getaways amidst tropical gardens, to enjoy the tropical plants, flora and fauna. Don't feel hesitate to be a part of our best practices to help save the mother earth through our friendly instructions. We operated in a way to best save the environment and be very friendly to our ecology. We would appreciate if you would feel the same, and do the same.



## 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.

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

Yes, with additional charge of 200 baht.

### **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.

### **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.

### **Do you have shuttle service?**

Definitely and it is for complimentary from 09.00 hrs. – 22.00 hrs daily.

### **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-bansainai-2018.pdf>

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

It is our Cliff View Jacuzzi Cottage.

### **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-bansainai-2018.pdf>

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

Children of age more than 4 years required to stay in an extra bed with surcharge (breakfast inclusive) and for children of younger than that stay for free when using existing bedding accompanied by parents with complimentary breakfast.

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

Yes, we do offer baby cot for complimentary upon request. Advance booking is recommended.

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

We have one saltwater pool that separate area for kids. We do also launch the free activities whole year round that kids and adults could enjoy with our associates. The activities covering mocktail demonstration, cooking class, yoga retreat, eco-origami, animal towel folding, and garden walk. Visit us at <https://www.bansainairesort.com/download/bsn-activities-2017.pdf>.

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

Baby sitter is available upon request (subject to availability) with additional charge of 500 baht per hour per child. Baby sitter could take care of 2 children at the time.

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

Yes, for complimentary both in cottage and in public area.

### **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 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.

### **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?**

Yes, we do with additional charge.



## 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. Famous weekend market offers every Friday, Saturday and Sunday evenings.

### 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 visit

<https://www.bansainairesort.com/download/destinations-and-activities-2017.pdf>.

### 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**

