

## **PIMALAI RESORT & SPA Koh Lanta – Krabi – Thailand**

### **IMPORTANT NOTICE ON TRANSFER TO AND FROM THE RESORT**

We highly recommend you to book a flight that lands at Krabi airport in the morning or early afternoon). Transportation from Krabi airport is a journey of approximately 2 hours - or less - on shared mini van & shared speedboat operated by the resort, for its guests exclusively. (Should a private limousine car is required for the road journey Krabi Airport (or Phuket airport) to Pimalai jetty where to board the Pimalai boat, a surcharge applies and can be quoted on request)

The complimentary transfers from Krabi airport – or jetty – (& return) are arranged to coincide with fixed resort boat schedule (please see below).

**Mainland jetty to Pimalai – approx: 09:00, 11:00, 12:45, 14:45, 16:15 and 17:30**

**Pimalai to mainland jetty – approx: 06:30, 08:00, 10:00, 12:00, 14:00 and 16:00**

Other guests may arrive from different places and by different means and we coordinate all guests to arrive at the Pimalai Jetty as close as possible to the above schedule departures. It may occur a small wait at the jetty but rarely more than 30 minutes waiting time, before the boat departs.

#### **Please note:**

*Complimentary transfers - from/to Krabi airport or on the Koh Lanta island – only apply on the days guest checked into and checked out of the resort.*

Should you need to be collected at the Koh Lanta island pier (Saladan Pier), we would kindly request that you send us 24 hours in advance, by email ([reservation@pimalai.com](mailto:reservation@pimalai.com) / [gso@pimalai.com](mailto:gso@pimalai.com)), or by phone ( 023205500 / 075607999) the ferry company name you will be using; we will also need the departure time from your port of origin (Krabi/ PhiPhi, Lippe/ Phuket) & the estimated arrival time at the Saladan Pier, so we can arranged your collection accordingly.

During daytime, and on rare occasions, we may have to cancel the boat trip at any time if it is determined that there are adverse weather or sea conditions, or exceptional circumstances. We will then take a different route to get you to the resort. We may also use the public ferry facility (20 minutes crossing time) and then drive for about 40 minutes right to the resort. In those special circumstances the transfer may then take an additional 15 to 20 minutes travelling time.

*Very unfortunately & essentially for safety reasons we are not able to operate the resort boat transportation during darkness - mainly from 6.00 pm to 6.00 am. For a very late arrival, you should know that WE CAN ALWAYS get you to the resort as we are able to rent the use of the public ferry even after normal ferry operating times. (the ferry normally stops regular service at 10.00 pm & return back in operation at 6.00am – please note that a transfer surcharge for hiring the ferry outside the normal operating hours applies for that service and will be added to your room account – that fee is currently TB.2000 though may be changed by the ferry operator without prior notice.)*

*From mid October to April, the resort boats dock along side a floating jetty which can sometimes be a little bit wobbly; we therefore recommend to wear sport/ casual shoes.*

**Departing from the resort;** we use the same route as on arrival, though we allocate extra travelling time to ensure that you are well on time to catch your flight home.

**Check in – After 2.00pm**

**Check out – Before 12.00noon**

We will always try to accommodate an early Check In (that is before 2.00pm) and/ or a Late Check Out (that is after 12.00noon) when requested. **Though at certain times of the year**, we are unfortunately unable to do so as the resort's occupancy level is then extremely high. If a guest's allocated accommodation is ready before 2.00pm, we will make every effort for this guest to move into his/ her accommodation before 2.00pm; If a guest's accommodation is still available after 12.00 noon (e.g; no immediate new arrivals expected) we will assist then with the use of this accommodation for a limited extra time after 12.00noon. Whenever this is not possible (either at check in time/ or check out time), we will try then to allocate a temporary accommodation if available; though sometimes during the year this may not even be possible.