

Dear <<Mr. / Mrs. / Ms. Last name>>,

Greeting from <<Resort's name>>!

Thank you very much for your e-mail of <<Date, Month>>.

We are delighted to <<reserve, confirm, cancel, inform>> you the <<room, reservation enquiry>> as follow;

Booking Ref.: <<Booking No. >>  
Guest Name: <<Name>>  
No. of Pax: << No. of Adult No. of Child>>  
Arrival: <<Month Date, Year>>  
Departure: <<Month Date, Year>>  
No. of Night: <<Total Nights>>  
Room Type: <<Type of Room>>  
Room Rate: <<Rate per night>>  
Total: <<Total Amount>>  
Remarks: Rates quoted are included to 7% government tax and 10% service charge

Please kindly consider our confirmation and cancellation policy as per details follow;

**Confirmation Policy:**

- After we receive your booking enquiry, you get a detail offer about availability, total costs and the cancellation policies for the requested period.
- If room is available and you wish to confirm, you will be asked to secure the booking by your credit card (Visa or Master) details like card holder's name, credit card no & expiry date to fax ++66 xxx xxxx or e-mails **within 3 days**. Please note that room availability sometimes change daily, especially during peak seasons, you will also receive an exchange voucher to be shown when check-in.
- Your credit card is only used to secure the booking. It's not used to make any payment. Payment in cash or credit card (Visa or Master) will only be made non refundable in case of early check out upon your arrival.
- For pick-up service request, please re-confirm flight details before arriving.

**Cancellation Policy:**

- . If notification of cancellation is received 7 days or more prior to check-in date: Full Refund will be given.
- . If notification of cancellation is received 3-6 days prior to check-in date: A credit card processing fee of 3.75% will be levied.
- . If notification of cancellation is received less than 3 days prior to check-in date: A credit card processing fee of 3.75% PLUS one night room charge will be levied.

Could you kindly as advise us you credit card number for guarantee and your flight details, please?

We look forward to the opportunity of welcoming you to <<Resort's Name>> and assure you that everything possible will be done to make your stay here a very happy one.

If I can be your further information/assistance please do not hesitate to contact me at your convenience.

Sincerely yours,

<<Reservation's Name>>  
Reservation, <<Resort's Name>>

Orapin Beach Resort Group

<<Resort's Address>>

<<Telephone number>>

<<Fax number>>

<<Mobile number>>

<<E-mail address>>

[www.orapingroup.com](http://www.orapingroup.com)

[www.pariyahaadyuan.com](http://www.pariyahaadyuan.com)

[www.firstbungalowsamui.com](http://www.firstbungalowsamui.com)

[www.bhundhari.com](http://www.bhundhari.com)