

RESORT POLICIES

1. Guest are kindly requested to present their passports with valid entry/exit visa (for foreigner) or their identity cards (for Vietnamese residents) to the Reception for check-in formalities.
2. Payment guarantee is required and applicable with valid currencies cash or credit card. Reception will inform the amount of guarantee required and it is mandatory for guest to provide unless when informed otherwise. This deposit will be refunded upon checked out, after guest room has been inspected for any damage or missing items.
3. Premier village Phu Quoc Resort is a smoke-free hotel and smoking is prohibited in all guest villas. A cleaning charge of VND 3,000,000 will be applied to the room bill for guest who violate this term as 24 hours out of service is required to refresh and reinstate the room. There are designated outdoor smoking areas in the resort for guest to unitize.
4. Our check in time is 15:00. Any early check in request is not guaranteed and is subject to availability; an additional charge may apply.
5. Our checkout time is 12:00. Additional 50% pf room charge will be applied for late check out until 18:00. Additional full charge will be applied for late checkout after 18:00 onwards.
6. Outside catering service, outside foods delivery or cooking equipment, butane gas burner are not allowed in the villas.
7. Resort does not hire BBQ's to guests, in villa BBQ and dining options can be arranged through the resort.
8. Pets are not allowed in our Resort.
9. Laundering, washing out to dry or hanging cloths on balconies is not permitted.
10. All visitors must be registered at Front Desk before entering the guest's rooms. Visitors must leave guest rooms before 22:00.
11. We are pleased to serve all guests during the outlets operation hours with proper Dress Code (Swimwear must be covered).
12. We are pleased to keep your luggage before your arrival or after your departure. However it is subject to storage availability and only for certain period of time.
13. It is strictly forbidden to bring weapons, explosives, inflammables, narcotics (illegal drugs), prohibited goods, animals or bulky assets into the Resort. All incoming packages which are sent from outside must be inspected for security purposes.
14. If you discover any fire or smoke in the Resort, please immediately dial "0" for the Resort's team or inform the closest resort staff for further emergency procedures. "Emergency" buttons is available along the corridor, calmly comply with the guidance of the Resort staff to exit if fire occurs.
15. Guest are kindly reminded to lock the door and windows when exiting the villa, in case of any damages caused by wildlife due to negligence, the repair or damages costs will be charge to guest's bill accordingly.
16. For your convenience, every guest room equipped with an electric room safety deposit box for guests to keep their valuables and cash. Therefore, the Resort holds no responsibilities for any of your valuables and money not kept in the safety deposit box. If there is a malfunction of the safe, the Resort staff can assist guests to open it at guests' request, but only in the presence of a registered guest. When checking out, guests are required to make a final check inside the safety deposit box and to leave the door of the safety deposit box unlocked. The Resort will not hold responsibilities for what may happen to your belongings after guests leave the room.
17. Prostitution, gambling, betting under any forms are strictly prohibited during your stay in the Resort.
18. Guests are not allowed to use their bedroom as liaison offices nor to displace, to move the furniture or equipment from one room to another. They will be liable indemnify the Resort at current prices for any losses, breakages, or damages caused to these assets.
19. Guests are requested not to interchange rooms, to let others have the use of their rooms not to share it with more people unless registered. In case of need, they must inform and register ID at the Reception.
20. Please maintain the materials and equipment in the room in order to avoid damage, breakage, tearing or burning. In case of damage, compensation at the equivalent value will be charged.
21. Excessive noise, loud voices and loud music in not permitted. Noise is considered excessive when other guests of the resort are disturbed or annoyed.
22. Any noise complaints, misuse of Resort rooms and facilities, or illegal activities will result in eviction from the Resort, without refund.

