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airport tax

All taxes and services charges are included in the ticket prices.

business licence number

Diethelm Travel Thailand's business licence number is 11/02572

cancellation policy

1. Roundtrips & Overnight Packages

30 days or more prior start of service:	No charge
Between 29 days and 15 days prior start of service:	30% of package price
Between 14 days and 7 days prior start of service:	70% of package price
6 days or less prior start of service OR no show:	100% of package price

2. Accommodation

Actual cancellation terms are subject to each individual hotel policy.

3. Transfers & Day Excursions

6 days or more prior start of service:	No charge
Between 5 days and 3 days prior start of service:	50% of price
2 days or less prior start of service OR no show:	100% of price

4. Groups

60 days or more prior start of service:	No charge
Between 59 days and 45 days prior start of service:	25% of package price
Between 44 days and 30 days prior start of service:	50% of package price
Between 29 days and 15 days prior start of service:	75% of package price
Between 14 days prior start of service or less:	100% of package price
Remark: based on a cancellation of the entire group movement.	

Terms & Conditions:

Cancellation charges shall be calculated from the day the written notification is received by the company or agent as a percentage of the net total tour price as shown, plus any surcharges (e.g. ticketed air sectors and other penalties imposed by suppliers, such as hotels).  
Certain hotels, lodges, chalets, rest-houses are subject to stricter and specific cancellation terms. Specific cancellation terms will be

advise at a time of proposal.

Some type of transportation and experiences (e.g. a full day yacht charter or a specific language guide) can be subject to stricter and specific cancellation terms. Such cancellation terms will be advise at a time a proposal.

Cancellation of air arrangements will be subject to fees charged in accordance with the type of airfare used and airline tariff regulations.

Refunds will not be given for unused or cancelled services after the tour arrangements have commenced.

Cancellation terms and conditions are subject to individual inquiry and are based on the services requested.

## climate

Thailand enjoys a tropical climate with three distinct seasons:

Hot Season: March - May

Rainy season: June - October

Cool season: November - February

The average annual temperature is about 29°C, ranging from 32°C in April to 25°C in December.

The northern region can be a bit cold during the cool season so be sure to bring along a sweater or a light jacket if you intend to visit this region around that time of the year. During the rainy season, downpours hardly last more than a couple of hours.

Monsoon season:

- The Andaman Sea (west side) Phuket, Krabi, Koh Lanta, Khao Lak and Koh Phi Phi: May to October sees the Thailand monsoon season sweep into the southwest, with September bearing the brunt of the rains.

- The Gulf of Thailand (east side) Koh Samui, Koh Phangan and Koh Tao: this can be started at early October and run through May.

Monsoon season ranges from afternoon showers to major flooding. Rain is usually in short, intense bursts. Some islands shut down; boat service is limited during stormy weather.

## clothing

Dressing in Thailand depends on where you are going. Bikinis, short pants and sleeveless shirts are more acceptable and often seen on the beaches. Appropriate dress - modest clothing that covers your shoulders and knees - will be required if you are visiting temples or the Grand Palace. Some restaurants, such as rooftop bars in Bangkok, have a smart casual dress code including no slippers, sandals, sport uniforms or torn clothing.

Nude in public is prohibited and illegal in Thailand.

## concierge service

Our Concierge provides a non-stop service for our valuable guests, offering assistance for any inquiry such as excursions, transport, restaurants bookings, giving information on shopping places, spa and massages centers. Please contact our concierges who will be very pleased to give you a personalized assistance.



## currency and exchange

### Currency

The Thai monetary unit is the baht. There are 100 satang to 1 baht. Coins are used in denominations of 25 satang, 50 satang, 1 baht, 2 baht, 5 baht and 10 baht. Bank note denominations comprise 20 baht (green), 50 baht (blue), 100 baht (red), 500 baht (purple) and 1000 baht (grey). Notes are also scaled in size; the larger the denomination, the larger the note.

### Money Exchange

Money and traveller's cheques of all major currencies can be exchanged at hotels, banks, exchange booths and mobile exchange kiosks in tourist areas. Banks usually offer the best rates.

### Credit Cards

Credit cards are widely accepted in department stores, major hotels, up-market shops and restaurants. They can also be used for cash advances at banks and exchange counters. The most commonly accepted cards are VISA and MasterCard, followed by American Express, JCB and Diners Club. 3% to 5% additional charge may be applied in some stores, please check with the stores before using.

### ATMs

ATMs can be found everywhere but take out large sums at a time as local banks charge 220 baht fee for each transaction. The maximum amount you can take out at a time is 20,000 baht.

## customs regulations

**Import/exports of the following goods are strictly prohibited:** Importation of all kinds of narcotics (opium, heroin, cocaine, etc.), pornographic media, counterfeit trademark goods and IPR infringing goods, fake notes or coins and reserved animals or CITES-listed wildlife are strictly prohibited. Firearms and ammunition can be imported only after a permit has been obtained from the local police department. A reasonable amount of clothing for personal use, toiletries and professional instruments can be brought in free of duty.

**The following articles are exempt from duty:** Additionally, 200 cigarettes or smoking materials in total of 250 grams, one litre of wine or spirits, one video camera, five rolls of still film, three rolls of video film, and one item of electrical goods per person are allowed in duty free. All items mentioned have to be carried by one visitor only.

**Note:** Buddha images, antiques or fragments thereof are not allowed to be taken out of Thailand without authorisation from the Fine Arts Department.

## diethelm reach

At Diethelm Travel we know how precious your holiday time is to you, so welcome your feedback about your experiences whilst in our care and how we performed. Your opinions are important in helping us shape and improve the things that really matter to you – whether touring, sightseeing and shopping or simply relaxing on a beach or by a pool.

Let us know what you think, visit our website [www.diethelmtravel.com/diethelm-reach](http://www.diethelmtravel.com/diethelm-reach), and fill out the questionnaire.

## drinking water

Drinking water from the tap is not advisable. Use only a reliable brand of bottled water, boiled or treated water. Be wary of ice, which

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may come from a questionable source. Ice served in the hotels and good restaurants are usually safe. A bottle of drinking water is usually provided complimentary by most hotels.

## electricity

The electric current for the whole of Thailand is 220 volts AC, 50 cycles. Dual-prong rounded plugs as well as flat-pin plugs can be used in sockets. Adaptors are provided by most of the hotels.

## food and dining

Choosing a place to eat is pretty much a matter of using common sense if a restaurant looks clean, well run and is packed with tourists or locals, then the food is probably safe, while an empty one is questionable. Be aware that Thai food can be very spicy. Go easy if you are not used to spicy food. Fruits and vegetables should be washed or peeled wherever possible before eating.

## general advice

- The Royal Family is held in the highest esteem in Thailand. Negative remarks about the Monarchy are considered offensive and may result in prosecution.
- Foreigners staying at private houses, condominiums and private apartments (not hotels) either short or long stay in Thailand: The owner or landlord of any premises must report the presence of any Non Thai nationality within 24 hours of their arrival. Failure to report a fine will be applied and other immigration problems will follow.

## getting there

Thailand has several international airports and is well connected with many direct flights from mayor cities around the world.

## health requirement

No vaccinations are presently required unless you are travelling from or through contaminated areas. It is recommended that you be immunised against polio, typhoid, tetanus, rabies and hepatitis A and B.

Dangue fever is still the fever to watch out for and there is no vaccine or preventative medication. So, wear white loose fitting clothing, make the shirt long-sleeved and the trousers full-length and use insect repellent (mosquito coils) in rooms even during the day.

## internet

Internet cafes and wireless internet services are incredibly common across the country. All serviced provider networks in Thailand, such as AIS, DTAC and True Move H, usually provide free WiFi spots in major tourist destinations such as malls, shopping centres, walking streets, airport etc.

## language

Thai language is widely spoken throughout Thailand, many Thais also speak and understand English, though mainly in the major

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tourist areas. There are also regional languages, such as in southern Thailand and northeastern Thailand, the latter of which is essentially just the Lao language (as most of the population is of Lao descent). In northern Thailand, which had been the independent kingdoms of Lanna, a distinctive form of Thai is still spoken by the local inhabitants, all of whom can also speak central Thai.

## local time and working hours

Thailand time is at GMT + 7 hours and lies in the same time zone as its neighbours Cambodia, Laos and Vietnam.

### Working hours

Most of offices: Open from 08:00 hours - 17:00 hours, Monday – Friday except public holidays.

Government offices: Open from 08:00 hours – 12:00 hours and from 13:00 hours – 16:00 hours, Monday – Friday except public holidays.

General banking: Open from at 09:30 hours – 15:30 hours, Monday – Friday except public holidays

Department Store: Open from 10:00 or 10:30 hours – 21:00 or 22:00 hours everyday

Many stores: Open 12 hours a day, 7 days a week

## passport and visa

Many nationalities, including citizens of Australia, Canada, South Africa, the US and most European countries do not need a visa for stays of up to 30 days. A passport valid for at least 6 months beyond the date of entry, return ticket or onward travel arrangement needs to be presented upon request at your arrival in Thailand. These requirements are subject to change. Please check with the embassy or consulate in your home country before departure.

## post and communications

The Thailand communications network is both easy and convenient for foreigners to utilise. Thailand features numerous public telephones and mobile phones are easy for visitors to procure. There is a post office in every major town in the Kingdom. From telephones to the internet, the Thailand communications network allows visitors to stay in touch with comfort and ease.

## religion

Most Thai citizens - approximately 95% - are Buddhists with Muslims, Christians and Hindus represented in the remaining 5%.

Always pay respect to the local Buddhist monks and all Buddha statues or images. Women should never touch a monk, brush a monk's robes or hand something to a monk. If a woman has to give anything to a monk, she first hands it to a man, who then presents it. People should dress neatly in all religious shrines, never go topless

or in shorts, hot pants or other unsuitable attire. It is acceptable to wear shoes when walking around the compound of a Buddhist temple but not inside the chapel where the principal Buddha image is kept. Never climb onto one to take a photograph or do anything which might indicate a lack of respect. Please do not forget “Buddha is not for decoration, respect is common sense”.

## safety and security

Thailand is a safe country but like anywhere in the world, it is wise to be a little cautious. Simple safety precautions such as ignoring touts, keeping away from trouble areas, not wearing excessive jewellery, being careful when crossing roads (remember: left-hand traffic!) and taking care of valuables will keep you out of trouble. Valuables such as money, traveller's cheques, passports and flight

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tickets are best kept in the safety box of your hotel.

## shopping

### Essential Tips for Shopping in Thailand

No doubt, travelling in Thailand is thrilling — and its shopping scene doesn't disappoint. But with so many skyhigh shopping malls, massive markets, and hi-so boutiques, visitors need to know the do's and don'ts of shopping in this exotic country.

### Shopping Hints and Tips

**Bargain:** Thai prices will vary greatly — it's expected that customers will bargain for a lower price. You can try for a 10% to 50% discount at a market. Shopping around to find out the best rate also helps. Know how much you want to spend, stand your ground and be friendly!

**VAT Refund:** When exiting the country, you can receive a refund for goods you purchased inside Thailand. Have all your receipts, VAT refund forms, passport and goods ready to show at the refund counter at the airport before your departure. The service fee costs 100 baht, and total value of your goods purchased must be over 5,000 baht.

**Payment:** Shopping malls accept the majority of major credit cards, with extra fees for international payments. This often makes cash the most cost effective way to buy things. Particularly at markets, bartering with baht is a better strategy.

**Return / Exchange:** Be sure to return or exchange goods within 7 days of purchase at department stores. Small stores and markets will likely not accept returns or exchanges. Try clothes on whenever possible, as Asian sizes vary in fit. When buying electronic items, check them for functionality and keep all receipts.

## some fast facts and a bit of history

Thailand, officially known as the Kingdom of Thailand, covers an area of 513,120 square kilometres. It is similar in size to France and has a population of over 68 million. Approximately 95% of Thai citizens are Buddhists. The remainder of the populace is comprised of Muslims, Christians and Hindus. Geographically, Thailand is divided into four main regions: the central plains, the north, the northeast and the south. The majority of the population lives in the fertile central plains, where the capital city of Bangkok is located. The northern region, dominated by Chiang Mai (Thailand's second largest city), is an area of mountains and fertile valleys. In contrast to the central and northern regions, the northeast has harsh climatic conditions and is the least fertile region of Thailand. The south is famous for its fine beaches and idyllic limestone islands.

Thailand proudly proclaims that it has never been colonised. One positive aspect of this fact is that the country has retained its unique culture, traditions and language. With a long, rich heritage and abundant natural resources, Thailand is without doubt one of the most exotic countries in Asia.

## tipping

Traditionally, tipping is not a common practice in Thailand, though it is becoming more widespread as a result of foreign influence. Tipping is entirely up to your discretion. In hotels and finer restaurants where a service charge of 10% is added to the bill, it is not necessary to tip further. Taxi fares should be rounded off to the nearest 5 or 10 baht. Drivers and guides usually appreciate your gratification of Baht 300 for the guide and Baht 150 for the driver per day, if their services were satisfactory.

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## when to go

Thailand has a warm tropical climate, so you can count on warm to hot weather throughout the year but there are many great places that you can visit all year.

Peak season is generally during December to January for everywhere in Thailand but the best time to visit Thailand is actually from November to February which the weather is cool, clear sky and no rain. During this season the weather in the northern regions is chilly at night, but the rest of the country stays a balmy 30°C even in the winter.

March is starting for the hot season but April to May are the hottest and driest months but the southern islands would be the good place to visit.

May to October is the low season and also the cheapest time to travel because the hotel price will be cheaper than other seasons.

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