



## GENERAL CONDITIONS

### OPENING HOURS

#### **18th November - 15th December 2024**

Open daily 2 PM – 09:30 PM

#### **16th December - 20th April 2025**

Open daily 9:30 AM – 09:30 PM

Shuttle boats are available every 20 minutes from 9:30 AM to 5 PM

### LOCATION

#### **Departure from Patong Pier**

From the 18th November 2024 to 20th April 2025

#### **Departure from Royal Phuket Marina**

From the 22nd April 2024 to November 2025

### PARKING

**Royal Phuket Marina:** Parking is accessible to all YONA guests within the marina.

**Patong Boat Pier:** There is no private parking space available, so we recommend taking a taxi for convenience.

### DRESS CODE

Smart Casual beach club dress standard applies. Beer-branded singlets, cut-off clothing, or athletics sportswear are not permitted.

## **SAFETY RULES**

- The minimum entry age requirement is 4 years from 9:30 AM to 2:00 PM under parental supervision.
- The minimum entry age requirement is 18 years old starting at 2 PM for security reasons, and children below this age are not permitted on board.
- Swimming in the sea around the boat and jumping off the boat is strictly forbidden.
- Swimming at the pool is allowed at the guest's own risk, YONA can provide life jackets on board but in case the guest doesn't use them, we will not be held responsible for any incident that may occur.
- Drugs and weapons are prohibited on board.
- YONA Beach does not sail for safety reasons.
- Alcohol will not be sold to minors under 21 years old.
- Please do not take any unnecessary belongings or valuables items during the YONA experience, as the company will not take responsibility for any loss or damage.
- The venue reserves the right to refuse entry, if in the view of the venue, the guests' behavior or dress code is unsatisfactory, or that guests are not following the boat rules, putting themselves and others at risk.

## **SPECIAL CONSIDERATION**

- Our YONA experience is not recommended for Senior citizens over 70 years old, or pregnant women. If something happens, it would not be the YONA beach Club's responsibility.
- People who are suffering from any medical or physical disability, high blood pressure or heart condition are advised to consult their doctor before joining the excursion.
- Pets are not allowed on board.

## **RESTAURANT**

- Prices are inclusive of 7% VAT and 10% service charge.
- Restaurant access is subject to availability, reservation is highly recommended. Reservation is subject to a 1 hour 30 minutes time limit.
- Yona's kitchen is open from 9:30 AM to 8:30 PM, with the last order accepted for dinner at 8:30 PM.

\*\*\*Clients are not allowed to bring alcohol, soft or food on board\*\*\*

## **INSURANCE**

Prior to boarding, it is mandatory to provide the name and surname of each passenger for insurance purposes.

### **CHECK-IN PROCEDURE:**

- Guests must complete the check-in process, including the mandatory registration for insurance, during their arrival at Yona Beach Club.
- In the event that a guest refuses to proceed with the check-in process, Yona Beach Club reserves the right to deny entry.

By accessing Yona Beach Club, all guests agree to comply with the above terms and conditions related to insurance and check-in procedures. These measures are in place to ensure the safety and well-being of all visitors to our establishment.

### **CANCELLATION POLICY**

- A 10% set-up fee will be deducted for cancellations made more than 72 hours before the reservation date.
- Should you wish to change the reservation date, we kindly request to be notified at least 72 hours prior to the initial reservation date. In this case no additional charges will apply.
- Cancellations made between 24 and 72 hours before the reservation date will result in a 50% refund of the fee.
- No refund will be given for cancellations made within 24 hours of the reservation date or for "No show" reservations

### **PHOTOGRAPHY & VIDEOGRAPHY:**

- YONA will be occasionally photographed and videographer by our in-house team. By entering YONA, you give permission to YONA to use any photos/videos taken for marketing purposes.

### **TICKETS RESALE OR TRANSFER:**

- It is strictly forbidden to sell or resell tickets or to change the ticket holder's name without prior approval from Yona Beach Club's reservations team. Official resellers must have a duly signed contract with Yona Beach Club. Yona Beach Club reserves the right to take legal action against anyone violating these terms.