

Dear Guests,

Welcome to Banyan Tree Krabi and may you have a most enjoyable stay with us!

We would like to inform you that we are performing work at the main swimming pool in our resort to address an unforeseen maintenance issue and to simultaneously rectify defects in order to provide our guests with an enhanced facility.

Naturally, we would prefer to avoid situations such as this; however, it is essential for us to do this work to prevent further damage to our facility from occurring.

The scheduled work is taking place from now until 7:00 am on 4 October, 2025. The period of work during each day has been scheduled in a way to minimize disturbances as much as possible.

As a gesture of goodwill to offset this inconvenience, we are pleased to extend complimentary experiences for our guests including:

Joint trip to Hong Island via local longtail boat available on a daily basis with a departure from our resort's beach at 9:00 am. Return transfer from Hong Island will depart at 12:30 pm with an estimated arrival time to our resort at 1:00 pm. Reservations are on first-come, first-serve basis. Guests will be accompanied by our Recreation Attendant and will be provided with complimentary round-trip transfer, water, seasonal fruit, sunscreen, mosquito repellent, towel, waterproof bag and life jacket to ensure their safety and comfort. Note that guests will need to bring THB 300 in cash for the national park entrance fee.

Joint kayaking trip to Klong Root (Clear Water Canal) available on a daily basis with a departure from our Lobby at 12:00 pm. Return transfer from Klong Root will depart at 3:30 pm with an estimated arrival time to our resort at 4:00 pm. Reservations are on first-come, first-serve basis and limited to 9 persons per day. Guests will be accompanied by our Recreation Attendant and will be provided with complimentary round-trip transfer, water, seasonal fruit, sunscreen, mosquito repellent, towel, waterproof bag and life jacket to ensure their safety and comfort. Note that guests will need to bring cash for the purchase of any refreshment items.

Shuttle van to multiple stops in Ao Nang that operates twice daily with a departure from our Lobby at both 1:15 pm and 4:15 pm for our guests to explore the local area. Reservations are on first-come, first-serve basis and limited to 9 persons per trip.

Please contact your Banyan Tree Host or our Guest Services Centre for more information and to make a reservation.

We apologize for any inconvenience this may cause and thank you in advance for your kind understanding.

We wish you a memorable stay at Banyan Tree Krabi!

Should you have any concerns regarding this matter, please contact our resort for further clarification.

Best regards,

The Management Team