

## House rules Carewell-Service

### Basics

All in "Baan Tschuai duu lää" are entitled to respect for their private life. Residents, house management and employees strive to term mutual respect and helpfulness. All contribute to its capacity to help to create a friendly and comfortable atmosphere.

### Room use and accommodation

1. In consultation with us, guests can bring their own furniture and personal effects to decorate the room.
2. In addition to their own personal room, guests have at their disposal the communal rooms and garden.
3. Rooms may only be occupied by the persons listed in the contract. Overnight stays by foreign persons is not allowed.
4. Visitors should register before visiting. Our guests can receive visits daily from 10:00 am to 07:00 pm.
5. Rooms are serviced exclusively by our staff.
6. Radio and television are to be adjusted so that the room neighbors are not disturbed.
7. The staff concerned the clothes of the guests, the bed linen and towels.
8. The personal clothing is characterized by us.
9. For safety in the rooms, no burning candles, no iron, immersion heaters, electric pans can be used.
10. The stacking of suitcases, boxes, etc., as well as the hanging laundry and washed clothes in the rooms is not allowed.
11. Smoking is permitted only in areas designated by us. In the rooms, smoking is prohibited for safety reasons.
12. We are not liable for valuables for Money, Passport or other documents they are kept in the room. Valuables can be handed over to us for safekeeping.

### General Facilities

13. The lounges and outdoor serve for all guests.
14. We provide daily a variety of activities in- and outdoor.
15. We take all suggestions for the structure of everyday life and like to receive this.
16. A central mobile phone is available for our guests. There is also the possibility for Skype Internet video conference with our guests. Skype and the phone will be operated during the following times 9 am to 6 pm, please note the time difference to Thailand.

### Absence

17. Absence of more than half a day, or overnight must be reported to us in advance so that we can plan and organize our Staff.

### **Catering**

18. We offer daily three meals and snacks with fresh fruits. Diet will be issued on prescription.
19. Normally the guests take their meals together. We consider special needs as far as possible.

### **Hygiene**

19. We help our guests in their daily toilet, by the shower or bath. All guestrooms are equipped with bath and or shower.
20. Hairdresser, pedicure and massage services are organized and offered by us.

### **Wishes and suggestions**

21. At any time, our guests or family members they can talk with us for wishes or suggestions, we will examine this for implementation.

### **Relations with employed**

22. The employee may take of our guests or their families no gratuities, gifts, etc. contrary, without the prior consent of the management.
23. The management can't be involved in the creation of a last will, except in a case of emergency.
24. The management and staff are subject to professional secrecy. They have all Perceptions that they are experiencing in connection with their work at the nursing home, to keep it secret.

These house rules are valid from 1<sup>st</sup> June 2018 all previous house rules are replaced.

CAREWELL-SERVICE CO.LTD.  
Director