



The following contains information that should ensure all SAYAMA MICE transactions are carried out efficiently.

All guests requesting SAYAMA MICE transportation services will receive a gift-set upon arrival at the airport which includes:

- a garland of fresh orchids;
- a SAYAMA brand backpack;
- a Thai SIM-card. **Please advise your clients to use this SIM-card should they ever need to reach the SAYAMA MICE team;**
- a folder containing useful information about Thailand.

BOOKING CONFIRMATION AND INVOICING

Upon confirmation of an applicant's request for SAYAMA MICE services, a detailed account (PROFORMA INVOICE) of the purchased tour will be created.

Please note: payment for all bookings must be made before the departure date specified in the invoice. If this does not happen, hotels reserve the right to cancel the booking without notice.

IMPORTANT!

Amounts indicated on the invoice do not include bank fees or other charges. All costs in connection with bank transfers, including bank charges, are the responsibility of the purchaser.

In order to minimize costs to our clients, please suggest the following financial institutions for all transactions:

- Bank of America (SWIFT: BOFAUS3N);
- Bank of New York Mellon (SWIFT: IRVTUS3N);
- CITIBANK N.A., New York (SWIFT: CITIUS33);
- Deutsche Bank Trust Company Americas (SWIFT: BKTRUS33);
- HSBC Bank USA, N.V. (SWIFT: MRMDUS33);
- JPMorgan Chase Bank, N.A. (SWIFT: CHASUS33);
- WACHOVIA Bank N.A. (SWIFT: PNBUS3NNYC);
- Standard Chartered Bank (SWIFT: SCBLUS33).

Payments can be made via:

- bank transfer;
- PayPal;
- Credit card (after filing in the authorization form).

BOOKING FLIGHTS

Please specify the price of flights at the moment of booking. Due to fluctuations in fuel prices, etc, airlines reserve the right to change domestic and international flight prices at any time. Price increases can affect new tickets as well as those that have already been booked, but not yet issued. In order to avoid any possible problems, be sure to confirm payment and ticketing with your clients. Finally, please confirm ticket issue with us at the point of purchase.

Clients in need of assistance for the purchase of domestic flights should be provided in advance.

Please note: names cannot be changed on either domestic or international tickets once they have been issued. The cancellation and rebooking of any flights, including those that have been rejected and redeemed by SAYAMA MICE, will lead to fines by the airlines, with **repayment taking up to three months**. In addition, prices cannot be 100% verified until tickets have been issued, ie paid for. Standard procedure for the issue of flight tickets by SAYAMA MICE includes confirmation to company managers.



VISAS AND CUSTOMS

Before entry into Thailand, ensure your clients carefully study the requirements of their home country. Though we can consult on the options available by request, we would remind you that SAYAMA MICE does not provide visa support for third country journeys. Should clients choose to combine a tour, they should be sure to learn the requirements of that country before their departure.

To leave the Kingdom of Thailand without incident, travelers must ensure a minimum six months validity remaining on their passport.

Citizens of countries Belgium, Canada, Czech Republic, Germany, Estonia, Finland, France, Denmark, Greece, Hungary, Italy, Netherlands, Norway, Poland, Portugal, Slovenia, Slovakia, Spain, Sweden, Switzerland, the UK, and the US are allowed entry into Thailand for up to 30 days without a tourist visa.

OBTAINING A VISA ON ARRIVAL

Citizens of Bulgaria, Latvia, Lithuania, and China can apply for a 15-day visa upon arrival. Visas are issued at the counter labeled Visa on Arrival where the following are necessary:

- **passport** – valid for a minimum of six months following departure from Thailand;
- **1 3x4 cm photo** – taken no earlier than six months prior to receipt of the visa;
- **photocopy of the return ticket** – migration services will check the date of departure; a photocopy can be made at the airport or can be made in advance;
- **immigration card** – usually distributed on the plane;
- **visa application** – filled in by hand;
- **visa fee of 2,000 baht (\$65)** – payment may be made in Thai baht only.

Upon arrival, travelers must go through Passport and Customs control. Immigration cards are often distributed and can be filled out on the plane, or within Passport Control if travelers did not receive one during the flight. Please note that both the Arrival and Departure areas should be filled in. Border guards will remove and retain the section marked Arrival, while the section marked Departure should be kept safe and presented at Passport Control upon departure.

Travelers proceed to Customs Control upon obtaining their luggage, where a selective screening process takes place. Travelers should consult the Thai Customs Service prior to travel for the import of large amounts of money, expensive jewelry, or other specific items. Please note that the import of alcohol and tobacco products is strictly regulated.

เฉพาะนักท่องเที่ยว/For non-Thai resident only

PLEASE MARK PLEASE COMPLETE IN ENGLISH

Type of flight
 Charter Schedule

Purpose of visit
 Holiday Meeting
 Business Incentive
 Education Conventions
 Employment Exhibitions
 Transit Others

Yearly income
 Under 20,000 US\$
 20,000-40,000 US\$
 40,001-60,000 US\$
 60,001-80,000 US\$
 80,001 and over
 No income

Accommodation
 Hotel Friend's Home
 Youth Hostel Apartment
 Guest House Others

Occupation
 M.A.N.A.G.E.R.

Country of residence
 City/State M.O.S.C.O.W.

Citizenship
 R.U.S.S.I.A.

From/Port of embarkation
 S.H.E.R.E.M.E.T.Y.E.V.O.

Next city/Port of disembarkation
 S.U.V.A.R.N.A.B.H.U.M.I.

บัตรเข้าเมือง
 THAI ARRIVAL CARD
 Thai Immigration Bureau

PLEASE WRITE CLEARLY IN BLOCK LETTERS AND MARK

ชื่อสกุล Family Name: P.E.T.R.O.V.

ชื่อและนามสกุล First Name and Middle Name: V.A.S.I.L.I.Y.

สัญชาติ Nationality: R.U.S.S.I.A.

เลขที่หนังสือเดินทาง Passport No.: 71 50 22 83 0

วันที่ออกหนังสือเดินทาง Date of Issue: 01/01/1980

วันที่เดินทางเข้าเมือง Date of Arrival: 01/01/1980

สถานที่ออกหนังสือเดินทาง Place of Issue: AMBASSADOR CITY JOMTIEN

สถานที่เดินทางเข้าเมือง Place of Arrival: P.A.T.I.A.Y.A.

หมายเลขเที่ยวบิน Flight or Other Vehicle No.: SU 53

สำหรับเจ้าหน้าที่/For official use: GQ 5239

บัตรขาออก
 THAI DEPARTURE CARD
 Thai Immigration Bureau

PLEASE WRITE CLEARLY IN BLOCK LETTERS AND MARK

ชื่อสกุล Family Name: P.E.T.R.O.V.

ชื่อและนามสกุล First Name and Middle Name: V.A.S.I.L.I.Y.

สัญชาติ Nationality: R.U.S.S.I.A.

เลขที่หนังสือเดินทาง Passport No.: 71 50 22 83 0

วันที่ออกหนังสือเดินทาง Date of Issue: 01/01/1980

วันที่เดินทางออกเมือง Date of Departure: 01/01/1980

สถานที่ออกหนังสือเดินทาง Place of Issue: AMBASSADOR CITY JOMTIEN

สถานที่เดินทางออกเมือง Place of Departure: P.A.T.I.A.Y.A.

หมายเลขเที่ยวบิน Flight or Other Vehicle No.: SU 54

สำหรับเจ้าหน้าที่/For official use: GQ 5239

Sample of Immigration Card

TM. 88

APPLICATION FOR VISA ON ARRIVAL

Miss. _____
 Mr. _____
 Mrs. _____

Nationality _____ Passport or travelling document No. _____
 Date and place of issue _____ Date of birth _____
 Expiry date _____ Flight No. _____
 Occupation _____
 Permanent address _____
 Address in Thailand _____
 Name and address of person(s) of reference in Thailand _____

If accompanied by minor children travelling on the same passport, please give names, dates and places of birth _____

Signature _____
 Date _____

FOR OFFICIAL USE ONLY

Visa No. _____ Date of Issue _____
 Fees _____
 Signature _____
 Immigration Officer
 Date _____

NOTICE
 VISA FEE IS 2,000 BATH PER PERSON THAI CURRENCY ONLY/NON-REFUNDABLE

Sample of Visa Application on Arrival



For up-to-date information about the import of specific goods, go to the Thailand Customs Service (www.customs.go.th). Please note: the penalty for exceeding the allowed amount of alcohol and tobacco can be up to \$800.

Travelers should be reminded that since 1 June 2007, it is forbidden to take any liquids of more than 100 ml/item on board. This includes perfume, deodorant, nail polish, lotion, water, alcoholic beverages, etc.



ARRIVAL AND DEPARTURE

Travelers on international flights arriving to Bangkok's Suvarnabhumi International Airport are welcomed at Exits B and C on the second level. Those arriving on domestic flights – Exit A on the second level. Travelers with connecting flights within Thailand after arrival to Bangkok must pass through Passport and Customs control zones and may then continue to check-in in the domestic flights section.



In the case of any unforeseen difficulty, travelers should present their ticket to an airport employee who should be able to offer help or advice. Or, in the event of a real emergency, travelers can contact their SAYAMA MICE representative.



Please keep the SAYAMA MICE booking department (info@sayamamice.com) informed in the case of delays or changes to international departures. This is especially important when financial provisions, such as accommodation, meals, transfers, etc, related to the delayed flight, made at the expense of the traveler or agent, become an issue.

HOTEL ACCOMMODATION

Travelers arriving in the morning may check in after 14.00, with breakfast being served the following day. Though rare in high season, in the case that a free room may be available upon arrival, hotels reserve the right to check their guests in early. Should travelers choose to pay the daily rate for the night prior to their arrival, they are guaranteed check-in upon arrival and will be served breakfast. Check-out is at 12.00. Late check-outs will be penalized up to 50% of the cost of the room.

Please inform all SAYAMA MICE clients that each hotel requires a deposit for the mini-bar, phone calls, etc, upon check-in. In the case that they do not use these services, the deposit will be returned in full upon check-out. In addition, many hotels require a credit card to block a certain amount of funds as a deposit for the reasons stated above. Be advised that it may take up to four weeks for the funds to again become available.

It is important that all travelers are aware that conservative dress is required in Bangkok, both at the hotel as well as when out in the city. The style of dress suited to other seaside resorts is, in Thailand, considered inappropriate. An especially strict dress code is required when visiting places of worship as well as the Royal Palace. The shoulders, knees, and heels should be covered; thus shorts, mini-skirts, sleeveless clothing, and backless shoes are not acceptable.



SAFETY ISSUES

- Tourists should not, under any circumstances, purchase excursions or tours of any sort from people off the street, or even at the many local tourist offices offering tours at lower prices. These typically involve the use of old vehicles in rough shape, the absence or falsification of insurance or special licenses, guides who do not speak the appropriate language, a shortened tour, and so on. Recently, there has been an increase in police crackdowns as a result of these “cheap” tours, due to flare-ups with the guides, food poisonings, accidents, etc. **In the case of injury or loss of property as a result of signing up to any such tours provided by unlicensed street vendors or unknown persons, neither SAYAMA MICE nor the designated insurance company will be able to assist in the resolution of the problem or compensation of damages.**

- Tourists must strictly adhere to the safety guidelines as dictated by the guide during a tour. This is especially important for the elderly, those who suffer from cardiovascular or other chronic diseases, overweight persons, and pregnant women. The hot and humid climate, as well as any undue stress, is likely to have an untoward effect on these high risk groups. In addition, tourists must be regularly reminded to keep an eye on their children at all times.

- Car accidents due to drunk driving have become more and more common. As a result, the Thai government has issued a law that forbids the drinking of spirits, including beer, while physically in a moving vehicle. Coming into force on 8 August 2012, its provisions apply not only to drivers but passengers also. **All violators may be imprisoned for up to six months or fined up to 10,000 baht (approximately \$285).**



We would also strongly recommend that tourists not rent motorcycles. These are typically not insured and even minor accidents will not be covered by the insurance company.



USEFUL CONTACTS

Coordinators at Suvarnabhumi International Airport in Bangkok:

+66 84 362 99 16 – person on duty

+66 84 362 99 17 – Alexander (coordinator at the airport)



Coordinators at Phuket International Airport:

+66 92 251 09 75 – person on duty



Tourist Support

+66 89 009 50 00 – **24/7 Hot line (round-the-clock support of tourists in Thailand)**

SAYAMA MICE Coordinator

+66 86 148 42 92



Quality Control

+66 84 362 99 26

HEADQUARTERS

Pattaya

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+66 33 678 506 (fax)



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Management

General issues, questions relating to difficulties, complaints, or conflicting situations with our managers, should be addressed to:

Viktor Spysak

General Manager

Cell phone: +66 89 244 86 04

e-mail: gm@sayamatravel.com