

1. **What kind of breakfast is served at the hotel?**

The hotel offers an American breakfast, Thai hot dishes, eggs station, a selection of breads, fresh salads, mixed fruits, as well as tea and coffee, based on our standard breakfast menu.

2. **Does the hotel have a pool?**

Yes, The hotel features three inviting outdoor swimming pools, including our signature beachfront pool that offers panoramic views of Railay West Beach.

3. **What time is check in and check out?**

The hotel check-in starts at **2:00 PM** and check-out is until **11:00 AM**.

4. **What is there to do at the hotel?**

At the hotel, guests can enjoy a diverse range of activities tailored for both relaxation and adventure. On-site, you can plunge into our three outdoor swimming pools—including a beachfront pool with views of Railay West—or re-energize at our fitness center. For a scenic experience, relax at The Sunset Restaurant, which offers beachfront dining and fresh seafood. Beyond the hotel, our tour desk can arrange kayaking, rock climbing, and island-hopping excursions to nearby Phra Nang Cave and the islands of the Andaman Sea.

5. **Is the hotel popular with families?**

Yes, The hotel is a premier choice for families visiting Railay Beach. Our hotel offers a range of family-friendly accommodations with connecting rooms that provide both privacy and comfort. Our prime location also makes it easy for families to explore nearby Phra Nang Cave and enjoy safe, shallow-water swimming right at our doorstep. Guests can also relax at the Amazon Café, which offers a beautiful sea view.

6. **How do guests get to the hotel?**

Since Railay Beach is accessible only by sea, guests can reach the hotel via a scenic 15–20-minute long-tail boat ride from Ao Nang Beach or Ao Nam Mao Pier.

Boats from Ao Nang Beach will arrive at Railay West Beach, while boats from Ao Nam Mao Pier will arrive at Railay East Beach.

7. Where is the hotel located?

Sand Sea Resort: Prime Location on Railay Beach

Official Address: 192 M.5, Railay Beach, Saithai, Muang, Krabi 81000, Thailand(Near to Ao-Nammao pier)

The Best of Both Sides:

The hotel is a premier beachfront resort on Railay West that uniquely stretches across the peninsula to the East side.

Railay West (Sunset Wing):

The Sunset Restaurant, Café Amazon, and our beachfront pool are located directly on the white sands of Railay West—the best spot to enjoy iconic Krabi sunsets.

Railay East (Sunrise Wing):

Our lobby and Swimming Pool No. 3 are located on the East side, offering a peaceful atmosphere near the floating pier.

Easy Connectivity:

Enjoy exclusive through-access across our grounds. Guests can conveniently walk between Railay West Beach and the Railay East pathway in just a few minutes.

8. Does the hotel provide boat transfer service?

Yes, the hotel provides private boat transfer services 1,000 THB per way.

The hotel also offers a one-way shared shuttle boat service between Ao Nam Mao Pier and the hotel.

Daily Shared Schedule:

The boat fee: 100 THB per person

To the hotel: 12:00 | 15:00 | 18:30

To Ao Nam Mao Pier: 10:00 | 13:00 | 16:00

The boat fee is THB 100 per person.

9. **Is breakfast included?**

Yes, a daily buffet breakfast is included, served from 7:00 AM to 10:00 AM.

Served at the beachfront Sunset Restaurant, allowing you to enjoy your meal with a view of Railay West Beach.

We offer a variety of International and Thai dishes, including an egg station, fresh seasonal fruits, and Halal-friendly options.

10. **Is Wi-Fi available?**

Free **Wi-Fi** is available for guests throughout the resort.

11. **Is the hotel suitable for families?**

Family Accommodations: Yes, the hotel has several family suite options, including the Grand Deluxe Building with connecting rooms, Tropical Villa with connecting rooms, and Tropical Chalay with connecting rooms.

Kids' Facilities: Children can enjoy our three swimming pools.

Prime Location: Being directly on Railay West Beach means instant access to shallow waters for swimming and sandcastle building, with no steep hills to climb.

12. **What activities are available nearby?**

Railay Beach is a world-class destination for adventure and nature lovers. When staying at the hotel, you are just steps away from:

Rock Climbing: As a global hub for climbers, Railay offers over 700 routes. Local climbing schools provide half-day and full-day courses suitable for both beginners and experts.

Kayaking & Paddleboarding (SUP): Rent a kayak or clear SUP board directly on Railay West Beach to explore hidden sea caves and the towering limestone cliffs of Phra Nang Bay.

Island Hopping: Book a longtail boat or speedboat tour to the 4 Islands (Koh Poda, Chicken Island, Tup Island, and Phra Nang Cave) or the stunning Hong Islands directly from our beachfront.

Hiking to Railay Viewpoint & Lagoon: Embark on a challenging jungle trek to the East Railay Viewpoint for a panoramic view of the peninsula. Adventurous hikers can continue down to the hidden Princess Lagoon.

Snorkeling: Take a short boat ride to nearby coral reefs or enjoy a Sunset Cruise that includes swimming with bioluminescent plankton after dark.

Cave Exploration: Visit the mystical Phra Nang Cave (Princess Cave) or the nearby Diamond Cave (Tham Phra Nang Nai) to see spectacular stalactites.

13. **Do you offer romantic dinner arrangements?**

Yes, we specialize in creating unforgettable private dining experiences directly on the sands of Railay West Beach.

A beautifully decorated private table under the stars, perfectly timed with the famous Krabi sunset.

Menu Options: Choose from curated Thai Sets or International Western Menus, featuring fresh local seafood.

Perfect For: Honeymoons, anniversaries, or special proposals.

14. **What is the cancellation policy?**

The cancellation policy varies depending on the booking platform and the selected rate.

15. **Does the hotel have 24-hours security on-site?**

Yes, the hotel has **24-hour security staff** and CCTV on-site.

16. **Is there a security deposit?**

The hotel does not require any deposit upon arrival.

17. **Does the hotel include halal option?**

Yes, the hotel is a 100% Halal-friendly property. Our on-site Sunset Restaurant serves a full menu of Halal-certified Thai and International dishes.

18. **Does the hotel provide an airport transfer service?**

Yes, the hotel offers convenient private transfer services to and from the hotel. Because Railay Beach is accessible only by boat, our transfers include a combination of a private vehicle and a private boat for a seamless journey.

19. **Does the hotel offer room service?**

Yes, The hotel provides room service, allowing you to enjoy delicious meals in the privacy of your room or cottage. Service Hours: Available daily from 12.00hrs to 21.00hrs.

20. **Is there a parking area for guests who drive?**

Yes, The hotel provides complimentary, secure parking for our guests at our mainland office before you board the boat to Railay. Our private car park is located at 192 Sai Thai, Mueang Krabi District (near Ao Nam Mao Pier). It is free of charge and monitored for your peace of mind.

Google Maps Location: <https://maps.app.goo.gl/3iHqGSzAcJ5uUJHx9>

Once parked, our staff will assist you with your luggage and coordinate your private boat transfer directly to the resort.

21. **Do you have a connecting room available?**

Yes, connecting rooms are available; however, they are limited to specific room categories and are subject to availability. The room types that offer connecting rooms are Grand Deluxe Building, Tropical Villa, and Tropical Chalay.

22. **Does the hotel allow pets?**

No, pets are not allowed at the hotel.

23. **Is it possible to request early check-in or late check-out?**

These are subject to room availability on the day. Early check-in or late check-out may incur an extra fee.