



Frequently Asked Questions

Centara Grand Beach Resort & Villas Krabi

Airport transfers

Airport transfers from and to Krabi International Airport are operated by private car for up to 4 persons or shared van depending on your arrival time and preferences. The resort is only accessible by boat, thus we strongly recommend you book your airport transfers directly with us.

Speedboat transfers to the resort depart from Nopparatthara pier, approximately 40minutes from Krabi International Airport by road, and are offered with our compliments. Journey time between the pier and the resort is approximately 15 minutes depending on the sea and weather conditions. Our speedboat service operates on a schedule to meet all arriving and departing flights.

If you choose not to book your airport transfer with us, please inform us of your arrival time to the pier a few days' before your arrival. Our team will advise the boat service you will be joining.

In the event of extraordinarily low tide, transfers are provided by long tail boat. We recommend wearing light footwear and clothing as you may need to walk few steps in the water to board your long tail boat.

Arriving at the resort

Arriving to the resort by boat is an experience in itself. Our staff will meet you on the pontoon and escort you to the reception area for check-in and identifying your luggage. Your luggage will be carried to your room or villa. The pier at the resort is a floating pontoon, thereby complying with environmental and national parkland regulations. Our team will be on hand to assist you if you need a more secure footing.

Be reminded to carry personal items with you, including your ID or Passport and credit cards as they are required for check-in.

Checking in

Check-in time is 3pm as per the industry standard. At times early check-in is not available due to prior guests checking out at 11am. In the event that your room or villa is not available at the time of your arrival you can enjoy our facilities and use the showers and changing rooms at the fitness centre. Club guests will enjoy Club benefits and access to the Club Lounge from the moment they arrive.

A security deposit of 2,000 Baht per night is required upon check-in. You can settle the deposit in your preferred currency or by a hold placed on your credit card.

Getting around

Within the resort, guests with mobility issues will be able to request transfer by electric golf cart to and from their room or villa. Advance notice is required and a minimum waiting time of 15 minutes for our staff to pick guests up is to be expected.

The resort is located within a secluded bay. Complimentary scheduled boat transfers connect the resort with Nopparatthara pier from where a tuk ride to Ao Nang will cost you approximately 40 Baht per person. Going from the pier to the town centre by taxi usually is approximately 100 Baht per person. Our boat transfers are strictly capacity controlled therefore advance reservation is essential to avoid disappointment.

Alternatively, you can book long tail boat transfers between the resort and Ao Nang Beach via the Guest Service desk. These transfers are operated by locals and advance reservation is required. We recommend wearing light footwear and clothing as you may need to take few steps in the water at Ao Nang Beach.

As a third transportation option to get to the resort, you can rent a private long tail boat along Ao Nang Beach. This service is not operated by the resort; you will need to agree a fare with the local operator before leaving.

Staying in a tropical environment

While our team of gardeners do their utmost to trim trees and shrubs that may obstruct the view from your balcony or terrace we strive to maintain the lush, tropical environment of the resort.

Staying in a pristine, tropical environment means likely encounters with varied wildlife. Nature lovers and guests of all ages will enjoy the occasional, amusing visits of the monkeys that inhabit the national park. Please be reminded not to leave food items on your terrace and to avoid inconvenience it is suggested to leave the doors of your room or villa shut at all time. There are many monkeys along the monkey trail that connects to Ao Nang Beach.

While they are absolutely harmless we recommend you to not engage with them or feed them. During your stay, you will eventually see harmless, tropical insects and crawlies indigenous to such tropical location.

Our commitment towards environmental responsibilities and sustainable programmes help preserving the natural habitat of Pai Plong Bay. Our team avoids using motor vehicles; every item used in the resort including room decorations and linens is hand carried or transported by electric golf cart to its final destination. Consequently, you may occasionally see items of service lying around the resort awaiting relocation. Laundry services are conducted in Ao Nang therefore you may see barges and boats come and go taking away either linen or waste. We have launched our own water bottling plant in September 2014, producing drinking water on site and with the aim of eradicating use of plastic bottled water.

Room upgrades

Staying in one of our beautifully spacious rooms allows you to upgrade to Club class and enjoy exclusive privileges such as access to the Club Lounge with five meal presentations daily, discounts at SPA Cenvaree, free Wi-Fi throughout the resort and private check-in and checkout. You can upgrade at a nightly nominal fee upon check-in or prior to your arrival by email to ckbr@chr.co.th

For a truly indulgent stay, enquire for an upgrade to a spa room, pool villa or beachfront villa.

Diving opportunities

Located at the Marine Centre, the resort's PADI dive centre, Kon-Tiki Diving & Snorkelling, offers a full range of PADI diving courses, diving tours and packages, such as 3-dive trips and night dives.

For more information about snorkelling and diving opportunities, please email us at info@kontiki-krabi.com

Complimentary trial dives for beginners are available poolside daily.

Special requests and restaurant reservations

Wedding renewals arranged in an intimate fashion, a private dinner on the sands at sunset, a bottle of champagne in your room or restaurant reservations, our team is on hand to assist you with your requests prior to your arrival and enhance your stay.

Contact us by email at dofbckbr@chr.co.th

On your departure day Checkout time is 11am.

On occasions and subject to availability, you may have the option of a late checkout at an additional charge. Should you be leaving the resort past the checkout time, you can use the resort's facilities including the showers and changing rooms of the Fitness Centre. Your luggage will be stored with our bell boys by the Fitness Centre.

For our Club guests, Club privileges do not extend past checkout time unless a late checkout has been requested and purchased accordingly.

For further enquiries please email us at ckbr@chr.co.th