



# ■ Ko Lake Villa – Guest Welcome & Check-In Guide

October 2025 Edition

Welcome to Ko Lake Villa — we ' re delighted to host you by the tranquil waters of Koggala Lake. Please read this guide before your arrival to ensure a smooth check-in and a safe, enjoyable stay.

## 1. House Rules

- Check-in: From 2:00 pm. If arriving after 10:00 pm, please notify the Manager in advance.
- Early Check-in / Late Check-out: Guests may request arrival before 9:00 am or departure after 9:00 pm. A full-day service charge applies.
- Check-out: By 10:00 am. If leaving before 7:00 am, please inform us.
- Luggage: Can be held before check-in or after check-out at the guest ' s own risk.
- Only registered guests may use villa facilities. Visitors require prior approval from the Manager.
- Please respect neighbours and keep noise low after 10 pm.
- Pets are welcome by prior arrangement.

## 2. Health & Safety

- The pool does not have a lifeguard. Depth: 3'6" (shallow) to 5'6" (deep) with 8" wet deck and safety rail. Only suitable for confident swimmers.
- Children under 12 must be supervised and cannot use the pool unaccompanied.
- Toddlers who are not nappy-trained may not use the pool unless wearing a swim nappy and with prior permission.
- The property backs onto Koggala Lake — access can be hazardous and requires caution.
- The pool deck is elevated — children must be supervised.
- Surfaces may be slippery when wet.
- Guests swim at their own risk.
- Emergency contact details are displayed in the villa.

## 3. Facilities & Features

- 250 Mbps Wi-Fi provided — most guests stream or work from devices. No in-room TVs.
- Bathrooms feature showers only.
- Our natural surroundings mean you may encounter local wildlife.

## 4. Kitchen & Guest Use

- Main kitchen is for staff use.
- Guest prep area: microwave, toaster, kettle, grill, air fryer, espresso machine.
- Please tidy up after use.

## 5. Accessibility & Mobility

- Many steps and stairs throughout property — may not suit guests requiring mobility assistance.
- Please contact us if you need support.

## 6. Access & Vehicles

- About 50 m from a train line — light sleepers may occasionally hear trains.
- Access road unsuitable for very low-clearance vehicles or sports cars.

## 7. Families & Children

- Pool deck is raised — not suitable for unsupervised toddlers.
- Please request cots, allergy arrangements, or pet requirements before booking.
- For extras (e.g. cots, extra beds, high chairs), check in advance — a surcharge may apply.

## 8. Laundry Service

- Laundry available on request. Charges apply and items handled at guest ' s risk.

## ↑ ♂ 9. Driver Accommodation

- Must be requested and approved before arrival.
- Single bunk bed available in staff area: LKR 5,000 (~USD 15) per night.

## 10. Insect Control

- Mosquito nets are not required. Air-conditioning, fans, and coils provided.

## ⚠ Important Note

Ko Lake Villa is a boutique villa — not a 5-star hotel.

Please do not assume hotel-level services, facilities, or equipment. If you require something specific, please ask us in advance.