THE DAWN WELLNESS CENTRE AND REHAB THAILAND
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Pre-Arrival Information Pack

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Your pre-travel checklist

- Review the agreement, applicable annexes and registration form
- Pay the cleared balance by the date in your confirmation
- Send your flight itinerary and current phone/WhatsApp number
- Obtain travel/health insurance including accident coverage
- Check visa requirements for your passport and complete the free TDAC
- Send your medication/supplement list and required prescriptions or doctor letters
- Pack medicines in original labelled containers and bring only the amount reasonably needed
- Do not bring alcohol, illegal drugs, weapons, e-cigarettes/vapes or other prohibited items
- Budget for personal and out-of-scope expenses
- Tell Admissions about any change in health, medication, substance use or travel plans

Travel documents and entry to Thailand

Passport and visa

Your visa, visa-exemption and permitted-stay position depends on your nationality, travel document and circumstances. Check the official Thai E-Visa website and, if needed, the Royal Thai Embassy or Consulate responsible for your location: https://www.thaievisa.go.th/.

The Dawn cannot guarantee entry, visa approval or an extension. Keep your passport and immigration documents accessible during travel. At the centre, you may retain your passport or request voluntary secure storage under the current property procedure.

Thailand Digital Arrival Card

All non-Thai nationals must complete the free Thailand Digital Arrival Card (TDAC) before entry. The Immigration Bureau guide states that it should be submitted three days in advance of your arrival date. The TDAC is not a visa.

Use only the official site: https://tdac.immigration.go.th/

You will need passport, travel, accommodation and health-declaration information. Enter details in English, verify information scanned from the passport and keep the confirmation available during travel.

Flights and airport transfer

Send Admissions your complete itinerary as soon as it is booked, including airline, flight number, arrival date/time and airport. Tell us immediately if the itinerary changes.

Airport transfer is provided only when it is shown in your quotation or separately confirmed in writing. The driver/representative details and meeting point will be sent before arrival. Unconfirmed transfers, additional passengers, waiting caused by itinerary changes and travel outside the confirmed arrangement may involve an additional charge.

If you cannot find the driver, remain at the agreed meeting point and contact the Admissions/arrival number in your confirmation. Do not accept an unverified private transfer claiming to represent The Dawn.

Insurance and costs outside your programme

You must maintain travel/health insurance that includes accident and higher level of care coverage for the full stay. Bring the insurer's assistance number and policy details.

Unless your signed quotation expressly includes them, external hospital, laboratory, medication, specialist, emergency transport, escort, visa/immigration, personal shopping and other third-party costs are your responsibility. In an emergency, the team will prioritise safe care and will coordinate payment/insurance administration as soon as practicable.

Booking payment and refund summary

The booking deposit is **THB 65,000 (or the expressly quoted equivalent)**. It is non-refundable and credited toward the programme fee. Unless a written payment plan says otherwise, the full cleared balance is due at least seven days before admission.

For an initial booking of at least 28 days, a client who leaves within the first three calendar days after admission may be eligible for a pro-rata refund of unused programme fees under the signed Agreement. The deposit, used services, committed third-party costs and disclosed non-recoverable payment charges are excluded. After that window, programme fees are non-refundable unless the quotation provides otherwise.

Medication and supplements

Before travel, send a complete list of:

- prescription medicines;
- over-the-counter medicines;
- vitamins, herbal products and supplements;
- allergies and previous serious medication reactions; and
- the prescribing clinician's contact details where relevant.

Bring only the quantity reasonably needed for your journey and planned stay. Keep each item in its original pharmacy/manufacturer packaging with a readable label. Bring the prescription and a doctor's letter where required. Do not decant medication into unlabelled pill boxes for admission. Supplements must be sealed in their original packaging.

Some controlled medicines require additional Thai import documentation or may not be available in the same brand or formulation. Check with the relevant Thai authority/embassy and Admissions before travel. Do not bring an excessive quantity.

At admission, declare and hand over all medicines and supplements to the medical team. They will inventory, review, store and administer approved items under the medication policy. Do not keep, share or self-administer medication unless the medical team has expressly authorised it.

Tests or external consultations are arranged only when clinically indicated or required for safe care, with appropriate explanation and consent. They may involve an additional charge.

What to pack

Bring practical, comfortable clothing for therapy, fitness, yoga and local weather; suitable footwear; swimwear; personal toiletries; prescription glasses/contact supplies; and a refillable water bottle. Modest clothing must be worn in group and public areas.

We recommend a small amount of Thai baht for immediate needs rather than carrying large amounts of cash. A safe is provided in the room. Ask Admissions about current top-up/payment options before travel.

Do not bring irreplaceable valuables. The Dawn will take reasonable care of property accepted into secure storage, but you remain responsible for any items left unsecured.

Prohibited and restricted items

Do not bring:

- Alcohol, illegal drugs, cannabis products or unauthorised intoxicating substances;
- E-cigarettes, vaping devices, cartridges, liquids or related products;

- Weapons, ammunition, explosives, sharp weapons or items intended to cause harm;
- Unapproved prescription medication, loose/unlabelled tablets or drug paraphernalia;
- Hazardous, flammable, toxic or corrosive substances;
- Gaming equipment, speakers, or recording devices used in a way that compromises another person's privacy;
- Outside food and snacks or pre-workout supplements, whether sealed or unsealed;
- Sex toys, inappropriate clothing, pornography, or unlawful material; or
- Any item Admissions or the clinical team has specifically told you not to bring for safety reasons. A complete list of prohibited items is included in the Agreement.

Thai Customs identifies e-cigarettes as prohibited imports. Do not travel to Thailand with a vape or related products: https://www.customs.go.th/cont_strc_slide_image.php?current_id=142329324147505f49464b4c464b49&lang=en&top_menu=menu_homepage.

There will be a search conducted at admission for the safety and security of all clients at the Dawn. Permitted but restricted property will be inventoried and stored where appropriate. Illegal, dangerous, perishable, contaminated or voluntarily surrendered property may be transferred or disposed of under policy and law, with a record. Other stored items are returned at discharge.

Admission and first 48 hours

On arrival, the team will:

1. Verify identity, emergency contact and admission documents;
2. Review current health, medication and immediate safety needs;
3. Inventory medication and any property placed in secure storage;
4. Complete a non-invasive intake search process and explain the prohibited-items procedure;
5. Orient you to your room, the community, and the facility, key contacts, emergency procedures and current site rules; and
6. Begin the clinical assessment and individual treatment planning process.

Clinical assessment may result in changes to the proposed treatment plan, schedule, observation level or external referral. We will explain material changes and involve you in decisions wherever possible.

Personal expenses and payment methods

Budget approximately **THB 15,000–25,000 per month** for personal and out-of-scope expenses. This is guidance, not a statement that every client will spend that amount.

Examples may include toiletries, discretionary purchases, external medication, hospital/specialist costs, additional transport or escort, immigration costs, damage/loss charges and optional services not listed in your quotation.

Keep only a reasonable amount of cash in your room safe. Bring a bank card or other method to access additional money, should you need it.

Substance Use On-Site

The programme is alcohol- and drug-free. Possession, use, supply or sharing of alcohol, illegal drugs, non-prescribed intoxicating substances or unauthorised medication is prohibited. Testing may be requested where clinically or safety justified. Refusal is addressed through an individual safety review and may affect whether residential care can continue safely.

Phones, laptops and privacy

Personal devices may be used in a manner that does not interfere with the treatment environment or other clients' privacy. Your individual treatment plan may include additional limits, which the team will explain and review with you.

Never photograph, record or identify another client, visitor or staff member without permission. Do not post information that reveals another person's treatment, location or private circumstances.

Searches, privacy and property

In addition to the inspection of your luggage and person upon admission, additional searches may be conducted where there is a reasonable safety, medication, contraband or property concern, as part of a routine disclosed safety check, or upon your return from an unescorted offsite trip. Trained staff will protect dignity and privacy, document the reason and outcome, and involve you where practicable unless an urgent risk makes that unsafe.

Refusing a requested search is viewed unfavorably. The team will explain the concern, consider alternatives and complete a safety review. If the risk cannot be managed safely, a transfer or administrative discharge may be considered under the signed agreement.

Visitors and leaving the site

Visitors and off-site activities must be pre-arranged and clinically appropriate. Approval depends on your treatment plan, privacy, safety and current operations; length of stay alone does not create an automatic entitlement to leave unescorted.

External appointments, immigration trips, fellowship meetings, activities and transfers may require an escort or transport and may involve an additional charge unless included in your quotation.

Final contacts

Keep the following details with you:

Contact	Detail
The Dawn's Phone Number	+66 52 135 185
The Dawn Address	5/5 Moo 5, Nong Tong, Hang Dong, Chiang Mai 50340, Thailand
Emergency	Thailand emergency services: 191; medical emergency: 1669