

Terms and Conditions

Reservation

The management will email a reservation confirmation and request the deposit to be paid within 2 business days in order to hold the booking.

Payments

50% deposit is required to hold the booking and the balance is payable upon arrival (in cash or by credit card). With payment of the deposit the customer agrees on the Terms and Conditions and the management guarantee the reservation.

All payments need to be received in full. Any bank fees for bank transfers or credit card surcharges (between 3%) are to be paid by the customer. Credit card payments are charged in Indonesian Rupiah according to local regulations and then USD amounts are converted into Rupiah at the villa management's book keeping rate.

The villa management accepts payments only in USD (US Dollar) or IDR (Rupiah).

USD payment terms:

- Dollars that are issued after 2006 and in good condition.
- Dollar in \$100, no small changes.
- The villa management only accepts H & K series Dollars.

Cancellation policy and change in booking period

Deposit is non-refundable. However, on case by case basis the management will aim to assist the customer to deal with changes in circumstances and allow the use of the deposit at a later time, within a time limit. This depends on availability and the advance notice of the changes in circumstances.

The full balance according to booking confirmation is payable before check in. In case the customer has to change his travel plans and can not stay the full booking period then a two months notice before arrival day is required to change the booking confirmation. A new booking confirmation will then be issued and a different rate may apply.

Minimum Stays, Check-in and Check- out Times, and Rental Rates

The minimum stay generally is 4 nights (low season). Check in time is from 14:00 (2 PM) and check out time is before 12:00 (12 noon). Late check out (until 18:00) can be booked at half the daily rate, subject to availability. Rental rates vary according to the season and are subject to change without notice; the customer is advised to check the applicable rates on our website before making a booking.

Insurance

The customer is advised to have travel insurance for the unlikely event of an illness, accident, loss of personal items and other travel contingencies during the travel or stay in Bali.

For loss of personal items most insurance policies require a police report that states there was a sign of a break in. Police report can only be obtained by having police come to the villa and meet the customer in person. The customer is advised to keep all personal items inside locked rooms when they are not in the villa and no valuable items should be left in the open areas of the villa.

Regulations

The customers need to be aware that they are required to comply with local laws and regulations. Copy of passport is required at check-in for police registration and only registered guests can stay in the villa and authorities impose high penalties. No drugs or any illegal activities are permitted on the premises. The guests need to show consideration regarding noise levels and to respect the privacy of other guests and neighbours. Any cost of dealing with police or other authorities is the responsibility of the customer.

Responsibility

The customer is responsible for any damage caused to the villa or its content during the stay, this also includes damages caused by other persons invited by the staying guest. A credit card authorization or security cash deposit (1 night villa rate) is required at check in.

Please be advised that the villa owner or management is not responsible for any loss or damage to personal items, illness, injuries or accidents during the stay in our villas. Delay in arrival for any reason or changes in travel schedules can not be compensated. No responsibility can be taken for failure of machinery or equipment in the villa, but the management will aim to assist the customers in the best way possible and have any such problems rectified as quickly as possible. The management does not accept responsibility for any events that are not in control of the management, such as fire and severe weather.