

GENERAL TERMS AND CONDITIONS

PT. VACATION VILLAS MANAGEMENT SERVICE

Registration Number: 8120212011364

Registered office: Perum Kor Jimbaran Blok C No. 18, Lingkungan Pararudan, Jimbaran, South Kuta, Badung, Bali – Indonesia

1. In Bali tourism districts rental amount for quality villas are quoted in US Dollars or IDR (Indonesian Rupiah).

2. GENERAL

All our villas accommodate a maximum number of guests, which is stated in our descriptions, and must be adhered to unless otherwise agreed to prior to receipt of full and final payment.

Reservations shall be for a specific number of guests, which may not be exceeded, unless this has been authorized by the "PT. VACATION VILLAS MANAGEMENT SERVICES".

3. WHAT'S INCLUDED

Our private villas come fully equipped with linen, towels, cooking utensils etc. Items such as toilet paper, soap, drinking water etc are supplied during the rental period - all are provided by the villa management.

All villa guests must (in accordance with the Laws of Indonesia) be registered with the authorities within 24 hours of arrival at their destination. A photocopy of each guest's passport will be requested by the "PT.VACATION VILLAS MANAGEMENT SERVICES" staff upon or shortly after arrival at their villa. A registration form must be promptly filled out & signed by each guest, the cost of which shall be for the account of the Lessor.

4. TAX & SERVICE CHARGES

At all hotels in Indonesia, a standard 11% Govt. Tax and a 10% Service Charge (totaling 21%) is normally levied.

Staff will be invoiced you at the end of your stay with a service charge 20% to all of your food and beverage bills, if you wish to use groceries system where all purchased by villa staff, but absolutely no mark-up from the shop prices.

Gratuities for household staff shall be left to guest's discretion.

5. PAYMENT & CANCELATIONS

All payments must be made in US Dollar.

A deposit of 50% of the rental amount must be received by Villa within five (5) working days after the confirmation of the reservation has been given. If a deposit is not received within the time frame given then the booking will automatically be cancelled.

Final payment is required 60 days prior to arrival or immediately if booking is made less than 60 days prior to arrival. If the balance payment has not received by the due date, Villa reserves the right to cancel the booking and retain the client's deposit.

In case of bookings made less than 60 days prior to arrival, full payment is required within five (5) working days, or on arrival, whichever comes first.

For last minute bookings (within 5 days or less prior to arrival), full payment upon arrival in cash is acceptable. However, the Agent remains responsible for all fees until full payment is received from the client.

CANCELLATIONS

Cancellation will be subject to:

- 50% of the total rental amount will be forfeited if the cancellation is made 60 days before the start of the rental period.
- 100% of the total rental amount will be forfeited if the cancellation is made between 1 and 60 days before the start of the rental period

Notice of cancellation must be received in writing. Charges may apply for amendment period of stay for any reason.

6. TERMS OF PAYMENT

Payments for the letting of private villas do not follow the Travel Industry standard. Payment by Travelers cheques, and other Personal cheques will not be accepted.

Payment Option 1 (Bank To Bank Transfer./ TT - Telegraphic Transfer).

To guarantee of your booking(s), bank to bank transfer / wire transfer(s) should be sent to:

Bank to bank transfers should be sent to:

Bank Name : **MANDIRI BANK**
Bank Branch : **LEGIAN, BALI - INDONESIA**
Bank Swift Code : **BMRIIDJA**
USD Account Number : **1750000962067**
Beneficiary Name : **PT VVMS**

BANK TRANSFER / WIRE TRANSFER IMPORTANT NOTES:

If payment will be made in the form of bank to bank transfer / wire transfer, please note - cost for bank transfer/s for both International and local transfer should be the sender responsibility, we should receive amount in net, please make sure that your money transfer will be in **FULL AMOUNT GUARANTEE**

Payment Option 2 (Credit Card - Visa or Master Card Only) using REDDOT International Payment Gateway.

Payment must be processed in IDR (Indonesian Rupiah) by law and will be converted at the prevailing bank-selling rate for US Dollar, subject to 4% processing fee. An invoice URL/Link will be created and send it to your email address and you can process the payment yourself online with your Visa or Master Credit Card.

7. CHECK-IN & CHECK-OUT

Check-IN-Time: 14:00 PM

Check-OUT-Time: 11:00 AM

Free-of-Charge Late Check-OUT until 3:00 PM may be available and subject to our villa availability. Late Check-Out until 6:00 PM will be charged 50% of nightly rate, after 6:00 PM will be charged at full nightly rate.

EVENTS/PARTIES

Normal bookings are for vacation purposes and special permissions must be obtained for functions where the number of people in attendance exceeds 150% of the capacity of the villa. Functions or events can necessarily be accommodated; with an additional Banjar (local community guard) fee and additional security deposit may be required.

SECURITY DEPOSIT

Security deposit is required. A deposit will be requested by the villa manager on arrival and will be refunded in full on the day of departure, unless damages/repairs need to be performed, in which case refunds will be made, less the cost of damages

DAMAGE/LOSSES

The guest is responsible for leaving the property in good order and in a clean condition. The guest further undertakes to pay for any damages or losses incurred during occupation. The villa reserves the right to repossess the property if the guest or a member of the guest's party has caused excessive damage.

TRAVEL INSURANCE

We advised the guest to have their own travel insurance by the time they book the villa. This is to protect the guest from Illness, injury, death & cancellation caused by Guest's operators.

TRANSPORTATION

The villa NOT responsible for any consequences for vehicle used and hired by the GUEST or arranged by the villa's concierge service. The Villa NOT responsible for any injury, accident caused direct or indirect by the operator including any payment arise and or to give refund, rate adjustment and compensation to the guest.

NOISE

The villa surrounded by another property as such wish to maintain the quiet and enjoyable environment. At the event the guest will have a special occasion, the villa manager has to be notified in advance to get permission from local authority.

LIABILITY

The villa will not accept responsibility for: Fire, flood, weather, war, rebellion, riots or civil commotion, strikes, or labor stoppages, accidents, any injury, sickness.
Any loss of personal belonging will be at the GUEST's own risk.

Specifications and rates are subject to change without notice.

-BY PROCEEDING WITH A BOOKING, YOU ACKNOWLEDGED AND AGREED TO THE TERMS AND CONDITIONS-

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Reservation Office: Tel. +6281236391239