

## RESERVATION TERMS

- To secure the booking we require your written email or fax confirmation to reserve the villa. We will then send you a pro forma invoice for a 50% non-refundable deposit of the total rental outlay.
- We can hold inquiries for only 2 working days from the date you have inquired, as after 5 days we require to have received your deposit or we will release your booking request automatically.
- Once we receive your deposit we will then send you a confirmation & receipt by email.
- Payments can be made either by Bank Telegraphic Transfer (TT) in US Dollars or by Credit Card Debit Authorization for Visa and Master Card.
- Villa check in time is at 14:00 hours. The mandatory check out time is 11:00 hours. For late checkout until 18:00 hours a fee of 50% from the daily room rate will be charged and is only offered subject to availability. Check out after 18:00 hours one night full rate applies and may be offered only subject to availability.  
Note: With the exception of Villa Kedidi & Kakatua (Bali Dream Villas), please refer to the individual rates sheet of Villas Kedidi and Kakatua for details
- A maximum number of villa guest occupancy applies depending on the size of the villa
- We highly recommend to all of our clients to take out a comprehensive travel insurance to cover you for any losses in case you need to cancel your booking for any reason.

## PAYMENT TERMS

1. **DEPOSIT PAYMENT**  
50% deposit due to confirm your reservation. Once the deposit is received it is non-refundable.
2. **BALANCE PAYMENT**  
The balance of payment is required 45 days prior to arrival. Once the balance payment is received it is also non-refundable
3. For Christmas/New Year bookings balance payment due in 60 days of arrival dates
4. No show no refund given
5. Reservations are handled on first come first serve basis
6. For last minute bookings (within ten (10) days or less prior to arrival), full payment on the day of arrival in USD cash is acceptable
7. Final payments are non-refundable.
8. Any bank transfer charges are the responsibility of the guest. Accepted payment methods: Visa/Master Card (2.6% surcharge applies), Cash US Dollars or Bank Transfers, all bank transfer charges are the responsibility of the sender.  
Please fax a copy of your Telegraphic Transfer (TT) to our office facsimile contact no: 62 361 752744

### **PAYMENT BY CREDIT CARD AUTHORIZATION**

Payment by Credit Card Debit Authorization is also available by Visa and Master Card only. The Bank will apply a 2.6% Credit Card charge. Due to the currency fluctuation we further add a 100 Rupiah to one US Dollar for all transactions. Due to currency fluctuations credit card debit have to be finalized within 3 days of being invoiced.

All Credit Card payments in Indonesia require to be converted into the local Rupiah currency. Credit card payments are calculated on the banks exchange rate on the day of processing. Differences in personal statement balance can occur and are due to the fluctuations with the Indonesian Rupiah and length bank processing time. Bali Luxury Villas cannot be held responsible for these differences.

For all Credit Card Transactions we require the following to be returned by facsimile to enable us to complete a Credit Card transaction.

- a photocopy of your Credit Card, front and back with the Credit card numbers printed clearly
  - a photocopy of the first page of your Passport with photograph and Passport no.
  - a signed Debit Authorization Form
9. Be aware that all clients at BLV villas will be asked to sign a waiver of liability and a credit card authorization Form which will allow BLV to charge the card for damages and any additional charges that the clients incur whilst at the villa. It is the Agents responsibility to secure all necessary documents including copy of credit Card front and back, copy of passport for credit card holder in order to allow for process of credit card payments. If for any reason that the bank refuses the credit card transaction and/or damages incurred by the client exceed that amount, the agent will be held responsible for those damages. This could result in the confiscation of future deposit for other clients.

## **CHANGES TO BOOKINGS**

A US\$150.00 administration fee will apply to each change after a booking has been confirmed and the deposit payment has been received by BLV. Changes cannot necessarily be accommodated in all cases.

## **DAMAGE OR LOSSES**

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

## **INSURANCE**

We strongly recommend that the hirer takes out comprehensive travel insurance at the time of booking, to protect the hirer and all those accompanying the hirer for the full time of the hirer and party's visit against illness, including evacuation, injury, death, loss of baggage and personal items, theft, cancellation and other travel contingencies.

## **RESPONSIBILITIES**

Please be advised that by confirming your booking you accept that Bali Luxury Villas is NOT responsible for any loss or damage to personal equipment and property during your stay at one of the villa rented through Bali Luxury Villas, or during your participation in any activities during your visit to Bali. We will not accept responsibility for any delay, additional expense or inconvenience which maybe caused directly or indirectly by events outside of our control such as late arrival of International flights, including without limitation, acts of God, acts of civil or military disturbances, acts of Government power failures, fires, floods, epidemics, wars, riots and acts of terrorism. In the event of such an occurrence, Bali Luxury Villas shall give prompt written notice thereof to the Hirer and any time for performance of an obligation shall be extended by time equal to the length of delay attributable to such occurrence.

## **COMPLAINTS**

If the hirer has cause for complaint concerning a property, the matter should be first taken up with the villa manager. If satisfaction can not be obtained, the hirer should then report the matter immediately to the office of Bali Luxury Villas and in such case the Bali Luxury Villas will do their best to satisfy the hirer's requirement in connection with the owner of the property if the Agent considers the complaint valid. The agent will not consider or process claims lodged by the hirer upon departure or after return home when it is no longer possible to investigate the complaint effectively.