



## VILLA MATAHARI

# Booking Terms & Conditions

Please read carefully the following Terms and Conditions. Fully understanding and acceptance is required before proceeding with any Booking.

## Rental Seasons

Peak Season	High Season	Peak Season
Dec 20 <sup>th</sup> to Jan 10 <sup>th</sup>	April 9 <sup>th</sup> to 24 <sup>th</sup> 2022, July, and August	Any other day not mentioned before

## Minimum stay requirements

Low Season	High Season	Peak Season
3 nights	5 nights	7 nights

\* We can do exceptions on special occasions

## Rates per night

We accept payments in USD, EUR, or IDR. On request, we will convert at the official exchange rate to the desired currency in the PROFORMA INVOICE.

Low Season	High Season	Peak Season
800 USD/night	1.000 USD/night	1.200 USD/night

\* All rates are subject to 15,5% Service & Government Tax

## Booking Calendar

Villa Matahari Booking Calendar can be checked in: [Villa Matahari Booking Calendar](#)

All bookings must be confirmed previously. A Pro-forma Invoice will be sent with all booking details and a 50% Deposit will be required to confirm any booking. The rest should be paid at least one month before Check In.

Please, contact [bookings@villamatahari.com](mailto:bookings@villamatahari.com) for booking Inquiries.



## Discounts

- All bookings filed for a number of nights over the Minimum Stay required in Low and High Season Period, qualify for a discount. Please [contact us](#) for more information.
- Monthly bookings in Low Season: Will qualify for a 50% discount over our published rates.
- Last Minute Bookings: Bookings filed less than a week before the intended check in date qualify for a 10% discount.

Note: Discounts are not cumulative.

## Maximum Occupancy

Rates quoted allow for a maximum occupancy of **8 guests** unless differently agreed previously by written.

In any case, the number of guests staying in *Villa Matahari* cannot exceed the number of guests specified in the Pro-Forma Invoice and/or the Booking Confirmation.

*Villa Matahari* reserves the right to refuse any bookings if not suitable for accommodation.

## Extra guests

On request and by previous approval, *Villa Matahari* can provide with:

- 1 Adult extra bed with a surcharge of 50 USD/night+15% Service & Taxes.

The villa can also provide free of charge with:

- 2 Junior extra beds (180x80) cm for children under 12 years old
- 2 Baby cradles
- 2 High chairs
- 2 Baby car seats



## Included

Rates include salaries of all household staff, cost of electricity, water, cleaning & gardening supplies, local taxes and so on. The house is fully equipped with linen, crockery, utensils, drinking water, and initial supply of soap, toiletries, and amenities.

Once the guests are in the Villa, if the guests wish to order any meal from the Menu, the Chef can calculate the cost of the groceries depending on the desired order. After giving a Deposit to the Butler the Chef will do the shopping, and later, the Butler will hand the bills and the change from the supermarket to the guests with NO extra charge.

We also offer to our guests:

- Free Transfer from and to the airport (up to 2 cars per way)
- Welcome flowers in house facilities
- Welcome drinks and cold towels upon arrival
- Welcome meal (lunch, or dinner) with our chef
- Daily replenished mineral water
- 100 Mbps Fiber Optic WIFI Internet Connection
- Air Conditioning, fans, and flat screen TV and Digital channels in every suite

## Not Included

Rates do not include baggage handling, gratuities, telephone, fax & telegram charges, car rental, food, soft drinks/liquor, personal items & expenses.

Personal laundry service, spa services, and driver services, are NOT included but are available on request and by surcharge.

## Services provided On-Request and by surcharge

- In-house Spa services (massage, facial, pedicure, manicure, etc.).
- Car (with or without driver), Van, or Bus rental (with driver)
- Motorcycle rental
- Special Dinners
- Nannies service
- Personal Laundry
- Personal trainer or Yoga instructor
- Organization of Special Events (weddings, birthday parties, etc.)



## Reservations Procedure

1. Booking request is received by email in our office.
2. We check availability in our Bookings Calendar.
3. We send a Pro-Forma Invoice by email.
4. The booking dates will be blocked in our Booking Calendar for one week.
5. A 50% Deposit should be transferred during this period.
6. Once the transfer is confirmed, we will send a Booking Confirmation.
7. Final payment should be done at least 30 days before check-in.

Failure to fulfill any of the payments on the agreed date will make the reservation subject to automatic cancellation unless the booking is made less than 30 days before check-in, or a new due date is agreed by written.

All Transfer Fees, Bank Commissions, and Inward remittance fees should be paid by the remitter.

## Booking Changes

A 50 USD Administration Fee will be charged for any changes in the booking after a reservation has been confirmed. Acceptance of any changes is subject to availability and approval.

## Cancellations

When a cancellation occurs, the Cancellation Fee will be equal to the quantities already paid.

## Check-In and Check Out time

- Check-in time is at 14:00 hours
- Check-out time is at 12:00 hours
- Late Check-out until 18:00 hours is charged 50% of the daily rate
- Late check-out after 18:00 hours full night charge is applied

Early Check-In and late Check-Out are always subject to availability and prior notification is required.



## Guests Registration

All guests staying at any legal villa in Indonesia must be registered at the local Police Station (POLRES) upon arrival.

It is forbidden to every unregistered guest(s) to stay (sleep) at the villa. Failing to do so will suppose the immediate termination of the contract; the guest will be invited to leave the villa, and no money will be returned.

Upon arrival to the villa, the House Manager will ask for the passport to every guest, as well as 20.000 IDR per passport (less than 2 USD) to pay the Registration Fee to the Authorities. (Please, don't expect a receipt for this matter).

One day later, after the registrations are completed, all passports will be returned to the guests.

## Staff Members

The staff members of Villa Matahari are the following:

- General Manager
- House Manager/Butler
- Chef
- Housekeepers
- Gardener/Pool Attendant
- Maintenance Personnel
- Security officers

## Staff Overtime Work

The staff will always try to adjust their schedule as much as possible to the guest's needs, but one leave day per week per staff member, and some religious holidays is mandatory and should always be respected.

A Service Fee will be charged for:

- Staff overtime working hours outside normal schedule
- Additional staff requested by the guests



## Restricted Areas

Some areas are strictly reserved for the private use of the staff and for operational purposes of the villa. These areas include: the laundry room, the staff toilet and staff dressing room, the storage room, the Housekeeper's and Gardener's operational patios, the security post, the Manager's office/room, and all the electrical, pumps, and technical rooms of the property.

## Special Events

There is a very strict policy in Bali regarding Special Events involving a large number of guests like: parties, special celebrations, or weddings.

Villa Matahari is located in the Village of Seseh, a very tranquil community. The local authorities and our neighbors enforce us to respect this way of living.

It will be considered a Special Event, those events involving more than 12 guests (including the guests registered at the villa) as well as those involving external providers giving service to the villa, loud music, and/or noise in any form, especially after 10 pm.

If you plan to organize a Special Event in the villa, we should be informed previously at the moment of formalizing the booking in order to ask permission to the owners, to apply for the necessary permits to the Local Authorities, and to supervise the organization of the event.

Special Events require some Permits to be obtained and some Fees to be paid to the Desa (Village officers), to the Banjar, to the Police (POLRES) and to the Villa owners, and all these permits must be applied and approved in advance.

A refundable Security Deposit will be required, and Special Terms and Conditions apply.

If you are interested to celebrate a Special Event while you stay in the villa, please [contact us](#) previously so we can send you 'Villa Matahari Event Terms and Conditions' where you will find complete information about this matter.

## Illegal Drugs

It is strictly forbidden the use of illegal drugs inside Villa Matahari. Any incidence related to this matter, will be reported with no hesitation to the police.



## Music

Guests should be always respectful with other neighbors avoiding loud music or hard noise after 10 pm.

In case a Special Event is approved in *Villa Matahari* with the written permission of the local authorities and the Villa Management, loud music and hard noise will be allowed until 11 pm and at a lower level until midnight.

## Complaints

If during the stay in the villa, guests encounter any challenge, problem, or consider they have a cause for complaint, the matter should first be taken up to the General Manager. After a settlement and solution is accepted, there is no option to re-open the case again in a later stage. *Villa Matahari* will not honor complaints from a guest upon departure or after returning home when it is no longer possible to investigate the complaint effectively.

The Villa will not be held responsible and will not attend to any complain regarding the eventual blackouts in the service from of third parties or suppliers, like the Electricity (PLN), Telephone, and Internet connection suppliers (TELKOM).

## Liability

The Guests will be liable for any damage or loss done to the villa or its facilities during their stay in the villa.

Under no circumstances shall *Villa Matahari* be held responsible for any illegal action of their guests while staying at the villa, or for any loss, expense, damage, claim, or injury either directly or indirectly, due to their stay at the villa, especially when incurred directly or indirectly by any agents, employees, subcontractors, servants or third parties. The guests will stay on their own risk and personal (travel) insurance and all visa arrangements to enter and stay in Indonesia are of the sole responsibility of the guests.

The owners and staff of *Villa Matahari* will always act in good faith and use its best efforts to give accommodation and/or service.

*Villa Matahari* Management at its sole and unfettered discretion reserves the right to refuse or discontinue service to any guest(s) not following local regulations, basic moral codes, or the Terms and Conditions mentioned in this document.