



## VILLA MATAHARI

### Booking Terms & Conditions

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

After confirming a Booking, it is within our mutual understanding that you agreed to all the Terms and Conditions included in this document even without signature.

### Rates Rental Seasons and Minimum Stay Requirements

All payments should be fulfilled in USD but, on request, at the moment of formalizing the booking, we will convert to IDR at the official exchange rate.

	LOW SEASON	HIGH SEASON	PEAK SEASON
SEASON DATES	Any other day	March 23 <sup>rd</sup> to 31 <sup>st</sup> July and August	Dec 20 <sup>th</sup> to Jan 10 <sup>th</sup>
MINIMUM BOOKING	3 nights	5 nights	7 nights
Rates 2023	800 USD/night*	1.000 USD/night*	1.200 USD/night*
Rates 2024	900 USD/night*	1.100 USD/night*	1.300 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 every booking. The rest should be paid at least one month before Check In.

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



## 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.
- Indonesian nationals and foreign residents in Indonesia with KITAS or KITAP qualify for a 10% discount over our published rates.
- Last Minute Bookings filed within less than a week before the intended check in date qualify for a 10% discount.

Note: Discounts are not cumulative.

## Maximum Occupancy

The maximum occupancy in Villa Matahari is **8 guests** unless differently agreed previously in writing.

In any case, the number of guests staying in Villa Matahari cannot exceed the number of guests specified in the Pro-Forma Invoice.

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

## Additional guests

On request, apart of the Maximum Number of guests admitted in the villa, and by previous approval, Villa Matahari can provide with:

- 1 Adult extra bed with a surcharge of 50 USD/night + 15.5% Service & Tax

We can also provide, free of charge with:

- 2 Junior extra beds (180cm x 80cm) for children under 12 years old
- 2 Baby cradles
- 2 High chairs
- 2 Baby car seats



## Inclusions

Rates include salaries of all household staff, cost of electricity (as long as there is a rational use of the facilities), water, cleaning & gardening supplies, local taxes and so on.

The villa is fully equipped with linen, crockery, utensils, drinking water, and initial supply of soap, toiletries, and amenities.

Once in the villa, if the guests wish to order any meal, the Chef will calculate the cost of the groceries depending on the order and after receiving a Deposit and doing the shopping, the Butler will hand the bills and the change from the supermarket to the guests, with no extra charge. except for a small surcharge of 100.000 IDR (less than 7 USD) that should be paid directly to the butler to cover the transportation expenses to buy the groceries.

A minimum of 4-hour notice will be required before each meal so there is enough time for the cooks to buy the groceries and to cook the meal.

We also offer to our guests:

- Free Transfer from the airport to the villa (up to 2 cars)
- Welcome flowers in house facilities
- Welcome drinks and cold towels upon arrival
- Daily replenished mineral water
- 300 Mbps Fiber Optic WIFI Internet Connection

## 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.

Two full gas bottles are included for free for the pool fire pyres. Later recharges of the bottles will be on the guests' expenses.

In Long Term bookings, where large discounts are applied, transfers and welcome meals are not included.



## 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 confirmed less than 30 days before check-in, or a new due date is agreed in writing.

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

## Cancellations

When a cancellation occurs, the Cancellation Fee will be equal to the quantities already paid. However, if the cancellation is due to cause of force majeure not attributable to the client, (like sudden closing of borders due to pandemic), Villa Matahari will credit the amount already paid so it could be used to book any other dates available in our Booking Calendar in the next 12 months after the date of cancellation.

Proof of the motives for Cancellation could be required before approval.



## 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 nightly rate
- Late check-out after 18:00 hours is charged 100% of the nightly rate

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

## Guests Registration

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

Unregistered guest(s) are forbidden to stay (sleep) at the villas without previous registration. Failing to do so will imply the immediate termination of the contract; the guests 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 Police. (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
- Assistant Manager/Accounting
- House Manager/Butler
- Chef
- Assistant Chef
- Housekeepers
- Gardener/Pool Attendant
- Maintenance Personnel
- Security officers



## Staff Overtime Work

The staff will 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 are mandatory by law and should always be respected.

A Service Fee could be charged for:

- Staff overtime work (outside of their normal schedule) when requested by guests
- Additional staff requested by the guests
- Services rendered to non-registered guests requesting dining or other services
- Unusual cleaning 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 technical rooms (electricity, pump rooms, etc.) of the property.

Guests are strictly forbidden to enter these areas or to manipulate any of the property's technical installations, including pumps, electrical control panels, gas circuits, water heaters, Air Conditioners, etc.

If the guests encounter an issue in any of the facilities of the villa, they should always inform the Butler, who will require the Maintenance Personnel of the Property to solve the problem.

## Music

Guests should be always respectful with other neighbors avoiding loud music or hard noise after 10 pm. Failure to comply with this Term will imply the immediate termination of the booking and no money will be returned.

## 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.



## Special Events

There is a strict policy in **Villa Matahari** and in Bali, regarding events involving large number of guests like, parties, birthday celebrations, or weddings. For all these events, special 'Event Terms and Conditions' apply.

If you plan to organize a Special Event in the property, we should be informed previously at the moment of formalizing the booking in order to ask permission to the owners, apply for the necessary permits, pay the corresponding fees, and assist you with the organization of the event.

It will be considered a Special Event, all events involving more than half of the guests registered in the villa (including the guests formally registered in the villas) or when external providers or vendors are involved.

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

## Complaints

If during the stay in the villa, the guests encounter any challenge, problem, or consider they have a cause for complaint, the matter should first be taken up to the Villa Manager/Butler and on a second step, 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.

**Villa Matahari** will not attend complaints regarding the eventual blackouts in the service of third parties or suppliers, like the Electricity (PLN), Telephone, and Internet connection suppliers (TELKOM).

**Villa Matahari** will also not attend complaints regarding any working project or noise started by third parties in the surroundings of the villa specially if it happens without previous notice after the guests' check-in. If this unfortunate incident happens, the staff will put all their efforts to convince the third party to postpone the works or the noise to a later date once the guests have checked-out of the villa, but whatever is the result of this conversations, it will never be a motive to cancel the booking of for compensation of any kind.



## 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 at their own risk and their personal (travel) insurance.

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 their best efforts to provide 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.