



## VILLA MATAHARI

### FAQ

- **What is the difference to stay in a private villa or in a hotel?**

Staying in a private villa with staff is like staying in your own private hotel with tailor made, customized service. You have your own private pool and there are no add-on bills with 21% Service and Taxes, as groceries are done at shopping price. You will enjoy the maximum on comfort and privacy and at the end you will notice that staying in a private villa is more economic as well.

- **How do we get to Villa Matahari?**

If you hand us your flight details, and request us to do so, a private car and driver holding your name in a banner will be waiting for you upon arrival at the airport to bring you to the villa.

- **Where is located Villa Matahari?**

**Villa Matahari** is located in Pantai Seseh, a tranquil fishermen village surrounded by a green belt of government protected rice fields. Pantai Seseh's beach is also called: Seseh Beach.

The villa is just a few steps away from the beach (around 50 meters); 15 minutes away from Tanah Lot (one of the most important temples in Bali); 30 minutes away from Seminyak; and 60 minutes away from Ngurah Rai International Airport in Denpasar.

- **Is there Internet connection?**

Yes, we offer a free WIFI Internet connection, but keep in mind that the Internet connection in Bali might not be as fast and as stable as the one you might have in your country.



- **If the house is open, there will be many "tropical species" visiting us?**

Yes, and no, for the simplicity of "what comes in, goes out". Of course, as in every tropical country you might encounter some ants, mosquitoes, frogs, butterflies, and geckos visiting you.

Geckos are small salamanders that you will find in every house in Bali and have become part of the Bali logo. They live in the roofs and contribute to clean the roofs by eating all kind of mosquitos and small bugs. They are not dangerous in any way and are part of the Bali experience.

Due to the full day employment of housekeeping staff; the rooms are very clean and will almost never show unpleasant bugs.

- **Do I have to do my own shopping?**

You can do your own shopping if you prefer to do so, but we recommend you to enjoy your time in other more interesting things and let the staff to do the groceries for you.

The Chef or the Butler can calculate the price of the groceries depending on your order. You can give them a deposit to do the shopping and later they will hand you the receipts and the change with no extra charge.

- **Do we "tip" the staff for everything they do?**

There is no need to. There are very used that there will be an appreciation tip at the end of your stay as it is customary in Bali.

During your stay, you will find that all the staff will work very hard and with a generous smile to make your stay at Villa Matahari an unforgettable experience.

We really encourage you gratifying the staff appropriately before your departure if you were happy with the service offered.



- Does the housekeeping staff speak another language?

Most of the head staff members, like the Butler, the Chef, the Engineer and the drivers, speak and understand English perfectly well. The rest of the staff, housekeepers, gardener/pool boy, and security officers, even if they do not speak perfect English, they know very well their job, and a little bit of body language can help and has its charm as well.

- Do we need to bring our own towels or sheets?

No, you don't need to. We provide bed linen and towels that the staff will change on a regular basis and/or on request. We also can provide with beach towels if needed.

- Is there any insurance for the house or do we stay on our own risk?

Yes, we have our own insurance but, under no circumstances shall **Villa Matahari** be responsible for any loss, expense, damage, claim, or injury, either directly or indirectly due to your stay in the villa.

You will stay on your risk and under your own personal travel insurance.

- And if...

Just call the Manager. He is there for your assistance and to make your stay in **Villa Matahari** an unforgettable & unique experience.