



Kembali Villas -Terms & Conditions - 2008

INDEX

- **Introduction**
- **Seasons**
- **Selecting a villa**
- **Tentative confirmation**
- **Reservation confirmation**
- **Payments**
- **Cancellations, changes to bookings**
- **Check in**
- **Check out**
- **Billing procedures**
- **Office hours**
- **Provisions and staff**
- **Transfers, transport**
- **Events and parties**
- **Damage or losses**
- **Numbers in party / suitability**
- **Liability waiver**
- **Complaints**

Kembali Villas

Jl. Saridewi 14, Seminyak, Bali, Indonesia.

T: +62 361 737300 F: +62 361 737299 E: info@kembali villas.com

www.kembali villas.com

A tranquil hideaway in the heart of Seminyak.



INTRODUCTION

P.T. Nuansa Villa Kembali hereinafter referred to as "Kembali Villas" acts on behalf of the Villa owners, which it represents. The contract entered into is between the owner of the holiday accommodation and the holidaymaker, hereinafter referred to as "the hirer". The contract is not effective until required payment has been received and confirmation has been sent to the hirer.

SEASONS

Kembali Villas categorizes the year into three (3) seasons defined as:

Low: January 9th to July 14th (excluding Easter), September 16th to December 19th

High: July 15th to September 15th, Chinese New Year & Easter Period.

Peak:, December 20th to January 8th (Christmas & New Year period)

SELECTING A VILLA

Make sure you choose a 2 bedroom (2BR) or 3 bedroom (3BR) villa based on the number of beds required, that way you & your guests will be properly accommodated.

Each 2BR villa bedroom has a queen size bed & for 3BR villa bedrooms, 1 bedroom has a king bed, the other 2 bedrooms have a queen bed.

However in one 3BR villa bedroom the 3rd bedroom has 2 single beds, which can be joined to make a double bed. This villa also has a separate TV room.

One extra single bed for an additional guest can be added to any villa if required @ US\$35/night.

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TENTATIVE CONFIRMATION

On receipt of your reservation enquiry form, we will contact you (email or fax) and provide you with confirmation of availability, an invoice with the villa rate (including any applicable taxes & service charges), the amount of deposit required (50% of total rental) and deposit payment information.

RESERVATION CONFIRMATION

Due to high demand our villas are often booked in advance. To confirm your reservation you will need to make a credit card payment or forward a deposit by Bank Transfer for the deposit amount requested to our bank account. When your deposit is verified as received by us, your reservation is confirmed. If paying to our bank account, please email the details after your transfer has been made. Reservations are handled on "first come, first served" basis.

PAYMENTS

A deposit of 50% of the rental amount must be received by Kembali Villas within four (4) working days after the relevant invoice and payment instructions have been given to the hirer. If a deposit is not received within this time, it is within the discretion of Kembali Villas to cancel the booking.

Final payment is required 28 days prior to arrival (48 days for Christmas/New Year bookings) or immediately if booking is made less than 42 days prior to arrival (or 56 days in the case of Peak Season bookings). If the balance payment is not received by the due date, Kembali Villas reserves the right to cancel the booking and retain the hirer's deposit.

In the case of bookings made less than 42 days prior to arrival, full payment is required within four (4) working days, or on arrival, if less than four (4) working days, whichever comes first.

All payments must be made in US\$. Payments options are:

1. Telegraphic Transfer - All charges incurred for such bank transfer transactions will be borne by the hirer. Please note that in addition to the sending bank, fees may also be levied by the correspondent and receiving

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banks

2. Credit Card - Payments can be made by credit card (American Express, Visa and MasterCard only). A 3% fee for credit card use is applicable.

To avoid any confusion all correspondence should be between Kembali Villas and the main booking contact. To avoid a booking being cancelled, all relevant payment plus documentation needs to be received by the due date on the invoice.

Traveller's Cheques, personal cheques and some other currencies, will not be accepted (check with office). In the case of last minute bookings, where it is impractical or very difficult for the hirer to make a deposit by TT, we will accept cash (post 2000, unmarked US\$ banknotes, above US\$20 denomination - F series only) on arrival. However, a credit card pre-authorization form will need to be used to ensure deposit requirements are met. This form will need to be accompanied by photocopies of both sides of the credit card, a photocopy of holder's passport, and the completed Kembali written authorization form. The funds will be held as security and that transaction will only be reversed upon receipt of alternative payment as agreed with Kembali Villas.

Be aware that a Waiver of Liability and a credit card authorization form, (security deposit) is required. This deposit will be requested by the villa manager on arrival and will be refunded in full on the day of departure, less any charges for extra items, services requested by the hirer during their stay or unless losses/damages/repairs are incurred, in which case any refund will be made, less these costs.

CANCELLATIONS, CHANGES TO BOOKINGS

Deposits and final payments are non-refundable, however, subject only to availability, bookings can be moved out to anywhere within 12 months of the original booking dates. **Only one change of dates is allowed and if within 6 weeks (8 weeks Christmas New Year) of check-in a 25% penalty will apply.**

Changes cannot necessarily be accommodated in all cases.

This penalty is to partly compensate Kembali Villas for the time and effort

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involved in making a booking and to compensate the owner for the loss of other potential bookings that have been turned down once a booking has been confirmed.

Subject to the 25% penalty, any remaining deposit or booking payments received by Kembali will be credited against the accommodation charges applicable to your new booking dates.

Notice of any cancellation must be received by Kembali Villas in writing, including email & fax.

All booking payments are non-refundable.

CHECK IN

Complete the registration card upon arrival and hand it to our staff.

The Indonesian government requires registration of all visitors within 24 hours of arrival, therefore we need a copy of your passport so we can register your arrival with the Tourist Police.

CHECK OUT

Check out time is 12.00 noon on date of departure.

If your departure time does not coincide with our official check out time, please contact the office.

Every effort will be made to assist with later check out times whenever possible.

BILLING PROCEDURES

Cash also accepted as payment for extra expenses (food, drinks, telephone, etc.) Credit Card facilities are available (+ 3% fee for paying extras with credit cards).

Accommodation is charged in US\$ and extra expenses are charged in Rupiah (Indonesian currency).

Should you wish to pay the accommodation bill in Rupiah, we will

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convert according to the Kembali bookkeeping exchange rate.

All extra expenses (food, drinks, telephone, laundry etc.) will be summarized on a single guest invoice per villa.

This guest invoice with a questionnaire form will normally be presented on the morning of departure.

Please kindly ensure that your invoice is correct.

Our cashier will collect the payment before departure time or at anytime that is convenient for the guest.

Please ensure that your account has been signed & stamped when settled.

OFFICE HOURS

Kembali Villas office is located on site. Office staff are in attendance from 8am – 9pm every day. They can also be contacted by internal telephone from any villa.

The office can arrange tours, taxis, restaurants, external money exchange etc.

An internet computer is available for free guest use.

PROVISIONS AND STAFF

All villas have domestic household and garden staff to attend to villa cleaning, breakfast cooking and maintenance requirements. If requested extra provisions & staff (babysitters, etc) can be arranged and charged to your account. All villas are fully equipped with bed linen, towels, cooking utensils, refrigerators, bottled water, etc.

TRANSFERS, TRANSPORT

Our policy is to provide complimentary single arrival pickups / drop offs for our guests during their stay. Multi arrival/departures will incur an extra charge.

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For local trips (shopping, restaurants, etc) we can arrange taxis. We also have arrangements with a local transport operator for local or longer distance tours. Alternatively, we can arrange a car rental or the use of a car and driver during your stay.

EVENTS AND PARTIES

Normal bookings are for vacation purposes and Kembali Villas should be notified for any functions where the number of people in attendance will exceed 15. Hirer's should be aware that our private villas are located in a residential neighborhood and, as such, not all functions or events can necessarily be accommodated. To ensure a quiet and enjoyable vacation by our other guests, no loud noises, party activities including loud music will be permitted after 11pm.

If during your stay, you are planning to hold an event such as a wedding or any large congregation of people at your villa you must bring this to Kembali Villas attention in advance of the intended event.

Kembali Villas will charge the hirer for additional staff, provisions and any damages incurred at these events and parties.

DAMAGE OR LOSSES

The hirer is responsible for leaving the Villa in good order. The hirer further undertakes to pay for any damages or losses incurred during occupation. A price list for cost of item replacement is available on request.

Kembali Villas reserves the right to repossess the Villa if the hirer or a member of the hirer's party has caused excessive damage.

NUMBERS IN PARTY / SUITABILITY

The numbers of persons occupying a Villa must not exceed the maximum number stated in the booking confirmation. Kembali Villas reserves the right to refuse any booking, which, in its opinion, is unsuitable for the Villa concerned.

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LIABILITY WAIVER

Please be advised that neither Kembali Villas or the owners they represent are responsible to the hirer or any guests staying in or visiting the villas, for any personal injury, sickness, loss or damage to any personal equipment and property, including hirer's car and contents, incurred whilst in transit or use of the Villa, any plumbing, gas, electrical, mechanical equipment, appliances or otherwise during the hirer's stay at Kembali Villas, or whilst participating in any activities during their visit to Bali. We will not accept responsibility for any delay, loss, additional expense or inconvenience which may be caused directly or indirectly by events outside of our control such as late arrival of transport, flights, civil disturbances, fire, floods, weather, acts of God, acts of any government, or the failure of any machinery or equipment.

For your convenience, each villa bedroom is fitted with a combination security box. Should you forget your code, a nominal charge will be incurred to arrange for the box to be opened.

COMPLAINTS

Kembali Villas is proud of having a virtually zero complaint record.

However if the hirer considers that he/she has cause for complaint concerning their stay at a Kembali Villa, the matter should be taken up with the Duty Manager who in turn may need to notify Kembali Villas' senior management or the villa owner. In such cases, if Kembali Villas considers the complaint valid, a partial refund may be offered. This will have to be discussed and approved by the relevant villa owner and may take several weeks to finalize. No liability shall arise beyond the refund of the monies paid. Kembali Villas will not recognize any claims lodged by the hirer upon departure or after return home when it is no longer possible to investigate the complaint effectively.

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