

VILLA SANTAI SORGA – TERMS & CONDITIONS

Revised April 2026

All bookings are made with The Management of the Villa ("The Management") acting as a wholesaler on behalf of the owners of the properties featured on the company website or elsewhere. The payment of any deposit for the rental rate shall be taken as confirmation of acceptance of the following conditions.

1. RATES AND TAXES

- Upon reservation, with confirmation from The Management, the Guest will receive one invoice.
- Government taxes and service charges equivalent to 21% of rates are included in the invoice.
- The Management reserves the right to adjust the contract rates, considering any government taxes or fluctuations as imposed by the Indonesian government.
- Rates are indicative and valid once a copy of this contract has been signed and executed by both parties and returned to The Management.

2. RESERVATIONS

- Reservations are on a "by request" basis only, subject to availability.
- Reservations will not be considered as confirmed until the Agent receives confirmation in writing from The Management.
- In case no prior reservations are made, regular published rates shall apply and will be charged to the guest's personal account.
- Telephone availability checks are not considered a commitment to reservation.
- The Management is not required to provide verbal confirmation of availability.

3. LATE CHECKOUT POLICY

Late checkout cannot be booked in advance. Guest can request with the villa upon check-in and will be required to pay the applicable rate directly to the villa if confirmed.

Please note that **all Rates and Terms of Conditions are subject to change at any time.**

4. ARRIVAL AND DEPARTURE TIME

Check-in time is 2:00 pm (1400 hrs) and check out time is 11:00 am (1100 hrs) local standard time.

5. MINIMUM STAY POLICY

All villa stays have a 2 room nights minimum policy. Minimum stay may be adjusted for peak periods.

6. PAYMENT POLICY

In case the Guest does not have existing credit facilities with The Management, reservations for individuals can only be accepted with pre-payment of 50% deposit, and for groups, as indicated in the group contract.

Pre-payment is required prior to arrival of guests without credit facilities. Corporate credit cards are also accepted as a form of payment.

Please take note that if the Guest has arranged credit facilities with The Management payment has to be settled in full within 30 days upon receipt of the invoice. For payment exceeding 30 days, The Management reserves the right to add a penalty fee of 2% to the invoice for every 10 days of late payment.

All payments have to be settled in the currency indicated on the invoice by bank transfer to the bank references stipulated, net of any bank charge.

Credit cards such as Visa, Mastercard, and American Express are acceptable for payment. Travellers' cheques are not accepted. Settlements made in US Dollars or any currency will be converted to Indonesian Rupiah using the current valid exchange rate.

7. BANK CHARGES AND TRANSFER FEES

The Management does not accept responsibility for the payment of bank charges or fees resulting from the transfer of money from the Guest's account. Any such fees or charges are the Guest's responsibilities and cannot be deducted from payments.

8. PROPERTY CANCELLATION POLICY

A 50% deposit is required to confirm the booking. Cancellation policies are as follows:

- 30 days or more prior to arrival: A fee equal to one (1) night's room rate will apply.
- Less than 30 days prior to arrival: The 50% deposit is non-refundable.

No Show Policy

For all bookings, 100% of the total deposit charge is payable for no-shows.

9. FORCE MAJEURE POLICY

In the event of Force Majeure, The Management will not issue refunds outside of its normal cancellation policy but may, at its discretion, reschedule bookings within 12 months of the original date.

10. AMENDMENTS

Policy for contract amendments is as follows:

- Amendments requested for more than 31 days before arrival: No charge
- Amendments requested between 30-15 days before arrival: subject to availability, but will incur an amendment fee of 100% deposit for amended nights/rooms that were amended or cancelled
- Amendments requested within 14 days or less: subject to availability, 100% cancellation charges are applied to amended nights/rooms that were unused or cancelled

11. CONTRACT AMENDMENTS

Amendments to the contract shall only be valid if made in writing and signed by an approved signatory of The Management. Verbal or telephone changes are not accepted.

The waiver of any terms and conditions for one occasion shall not be deemed a waiver of such terms and conditions on any future occasion.

12. UNDERTAKING BY THE VILLA

Subject to the provisions of the reservation, The Management will undertake to provide the facilities to the Guest(s) at the villa upon the terms detailed in the booking Terms & Conditions and subject to the following:

- The guest shall be responsible for any damage, missing villa property, or destruction of the Resort and its property.
- The guest will not affix or display in any part of the villa any signs, posters, or promotional material without the prior consent of The Management.
- The guest will comply with all reasonable requests and directions from The Management.

13. GOVERNING LAW AND JURISDICTION

This Agreement is made in the Republic of Indonesia and shall be governed by and construed in accordance with the laws of the Republic of Indonesia and all Parties irrevocably submit to the non-exclusive jurisdiction of the courts of Indonesia.