

Secluded Bali Villas/Kid Friendly Villas Terms and Conditions (as of 01/05/22)

Table of Contents

Table of Contents	1
Overview	2
Booking and Payment Process	3
Payments for Bookings More than 30 Days Away	4
Payments for Bookings within 30 Days	5
Failure to Pay	5
Payment For Long Term Bookings	5
Cancellation and Amendment Policy	5
Cooling Off Period Cancellation	5
Standard Guest Cancellation	5
Guest Amendment	6
Owner Cancellation Policy	6
Special COVID-19 Arrangements	6
COVID – 19 Guest Cancellation and Deferral Policy	7
COVID Additional Safety Measures	7
COVID Check-In and Check-Out Times	8
Rate Inclusions and Services	8
Rate Inclusions	8
Rate Inclusions - Long Term Stays	9
Food and Drink at the Villa	9
Overview	9
Breakfast	10
Staff Services at the Villa	10
Villa Provided Car & Driver	11
Standard Policies and Rules	11
Minimum Stay (All Villas except Villa Wiljoba and Villa Rosita)	11
Minimum Stay (Villa Wiljoba and Villa Rosita)	12
Children and Infants	12
Extra Guests and Extra Guest Fees	12
Cleaning Fees	13
Events	13
Guest Behaviour – House Rules	13
Damage Deposit	14

Special Cleaning Fees	14
Personal Baggage and Effects	14
Smoking	14
Travel Insurance	14
Liabilities and Responsibility	15
Responsibility	15
Privacy Policy	15
Complaints Procedure	15

Overview

Below are the standard Terms & Conditions for all villas marketed by Secluded Bali Villas and Kid Friendly Villas and balifamily.villas (trading names for Secluded Bali Villas CV and previously Talia Vashti Limited) on behalf of the villa owners, namely:

- Villa Amanie
- Villa Anjani
- Bougain Villa
- Villa Champa
- Istana Semer Villa
- Villa Kalisha
- Villa Leana
- Villa Matahari Terbit
- Munduk Mountain Estate
- The Orchard House
- Villa Rene (temporarily closed to guests)
- Villa Rosita
- Villa Rusa Biru
- Villa Srengenge (temporarily closed to guests)
- Villa Talia Vashti
- Villa Wiljoba

Such Terms and Conditions shall apply to all direct guest bookings at the above villas, unless specific amendments and exceptions to these Terms and Conditions are stated in writing to guests.

For guests that make a booking through an Online Travel Agent (OTA) such as AirBnB, TripAdvisor, Homeaway, VRBO, Booking.com, Agoda or similar the following sections shall be determined and set by the OTA and the relevant sections here shall not apply:

- Booking and Payment Process
- Cancellation and Booking Amendment

Booking and Payment Process

Upon receipt of an enquiry we will contact you (normally within 24 hours if your enquiry is via email or WhatsApp), to confirm villa availability, villa rate (including applicable tax) and details of the deposit required to confirm the booking.

Upon receiving confirmation that the booking details are correct and that you wish to confirm your booking, we will then hold the relevant dates for you for 48 hours pending payment (24 hours if booking is within next 7 days or if there is another pending enquiry) and send you an invoice for the amount due and details of your stay.

If another enquiry is received for those same dates during such 48 hour period, then we shall inform you immediately and request that evidence of payment is provided within the next 12 hours. Should you fail to provide such evidence we reserve the right to unblock the dates and offer the dates to the other guests.

Payments for Bookings More than 30 Days Away

For all bookings, we require a deposit of at least 50% of the total amount due to confirm the booking.

A booking is only confirmed once the deposit amount has reached our bank account or we have been notified by our credit card processor that payment has been received, and we have responded

to you via email that your booking is confirmed, which we shall normally do within 24 hours of having received notice. Payments are to be made in IDR or USD via local bank transfer or IMT (International Money Transfer) net of all bank charges to the specified bank account. For IMT we recommend TransferWise, as it is quicker, more accurate and cheaper. There are no fees for local bank transfers in IDR.

Alternatively, we also accept payment using a credit card or debit card through an international card processor. All card payments have to use MasterCard/Visa and be in either IDR (when they shall be processed through MCPayment, for which there is a card processing fee of 3%) or in USD (when they shall be processed through TAB, for which there is a card processing fee of 3.5%).

We are unable to accept American Express, however we are able to accept payment by PayPal (which allows for payment by American Express), but the processing fee is 5.4%. Our email address for payments by PayPal is info@secludedbalivillas.com

Payment of the final outstanding amount due is required at least 30 days prior to the date of your arrival. We will send you an invoice for final payment prior to this date. Once the invoice has been paid, we will provide you with all the final details for your stay. A guest's booking is at risk if the guest fails to make payment within 5 working days of having been sent the final payment invoice.

Payments for Bookings within 30 Days

If your booking is within 30 days of your date of arrival, we shall issue an invoice and shall require payment of the full amount to confirm the booking. Booking is only confirmed once the full amount has reached our bank account, or our credit card processor has notified Secluded Bali Villas that a payment has been received, and we have then informed you that your booking is confirmed, which we shall normally do within 24 hours of having received payment.

For bookings made within 7 days of the date of arrival at the villa, we require payment in full prior to commencing your stay by credit card or local bank transfer in IDR, and reserve the right to refuse payment by other means, including international bank transfer, and payment in cash upon arrival at the villa.

For bookings made within 24 hours of the date of your arrival at the villa, we require payment in full prior to commencing your stay by credit card or, by specific agreement from Secluded Bali Villas in writing only, payment in rupiah (IDR) upon arrival at the villa, either by means of local bank transfer, or in cash.

Failure to Pay

Where guests, or agents representing guests, have failed to pay an invoice in accordance with the above notice periods, then Secluded Bali Villas shall have the right to treat such booking as being cancelled, and such booking shall then be subject to our cancellation policy.

Where guests, or agents representing guests, have failed to make full and final payment prior to the guests commencing their stay, then we reserve the right to refuse the guests entry to the villa, and to continue to refuse entry until such point as payment has been made.

Where guests wish to extend their current stay at a villa, then they are required to make full payment of the amount due for such additional nights within 24 hours or latest by 5pm on the day before their original stay ends. Where guests fail to make such payment, or only make a partial payment, then we reserve the right to either

- i) Require the guests to check-out of the villa after the last night the guests have paid for;
or
- ii) To add a penalty of 10% per day to the amount that is due and outstanding to be paid by the guests.

Payment For Long Term Bookings

Where a guest is staying for a period of more than one month (thirty days) then the payment terms, and penalties for a failure to pay, will be specified in the contract entered into between the guest, the Owner and Secluded Bali Villas, and such terms shall supersede the Standard Terms and Conditions listed here.

Cancellation and Amendment Policy

Standard Guest Cancellation

For guest cancellations requests more than 60 days before the check-in date in low and mid season, and 90 days before the check-in date in high or peak season, we will refund the full deposit amount (50% of the total amount) less a IDR 750,000 administration fee, and less any relevant bank charges or exchange rate differences where applicable.

For guest cancellations more than 30 days prior to arrival we will waive the obligation to pay the second payment (50% of the total amount).

For guest cancellations within 30 days of arrival, payments are non-refundable unless agreed otherwise by Secluded Bali Villas.

Guest Amendment

Guests can extend their stay to dates either side of their original dates at any time without limitation.

Guests can also change the dates and the villa for their booking, and put the deposit already paid towards such different dates and different villas looked after by Secluded Bali Villas, provided that:

- We receive notice of such change more than 60 days before original check-in; and
- Such revised stay dates are within the next 13 months; and
- Such stay is for the same or greater amount as the original booking; and
- Guests have not already amended their booking previously.

Where the amended stay is of less value than the value of the original stay booked, then the amount carried forward to the future booking payment shall be prorated down accordingly (i.e. if the future booking is only of 40% of the value of the original booking, then only 40% of the deposit amount will be able to be set against the future booking).

For bookings that were provided free of charge (for example competition winners in charity auctions) there is no right of cancellation or amendment, nor any right to any refund or any option to defer stay to another time.

For the avoidance of doubt, any changes to optional extras, such as extra guests, pre-payment for meals and drinks or car-hire or transfers can be changed or cancelled without penalty provided at least 48 hours notice is given.

All amendments are subject to availability.

Owner Cancellation Policy

In rare circumstances an owner may inform Secluded Bali Villas prior to your arrival that the villa is no longer available for rent. This may occur due to a requirement by the owner to carry out essential emergency maintenance; or due to the sale of the villa to a new owner that does not wish to, or is unable to continue to, rent out the villa; or due to staff illness and quarantine or due to the closure of the villa due to the impact of COVID or other unforeseen circumstances outside of our control.

In such circumstances, we shall offer to defer your stay, or if your dates are fixed and you already have flight tickets, to relocate you to similar or better accommodation at another of our villas at no

additional cost to you, or where that is not possible to another villa not managed by Secluded Bali Villas that is local to the villa that is no longer available of similar or better standard. If none of these options is possible, then we shall provide to you a refund of any monies that have already been received.

Special COVID-19 Arrangements

While there are travel restrictions to Indonesia due to COVID-19, we have introduced temporary cancellation rights that are additional to, or override our standard terms and conditions stated here.

These only apply to short term stays of three (3) weeks or less and do not apply to bookings by domestic guests already in Indonesia, nor to guests that book at a special last minute rate.

Currently this policy excludes bookings for 2023 as well, except for bookings deferred from 2022 or previous years.

COVID – 19 Guest Cancellation and Deferral Policy

Our standard cancellation policy applies to all stays, however where a guest is unable to travel to the location of our properties due to travel restrictions put in place as a result of COVID-19, including:

- A requirement to carry out compulsory hotel quarantine of three (3) nights or more; or
- No visa being available for tourists to enter Indonesia;
- Cancellation of flights between guest home location and Indonesia

then we do offer the following additional rights for cancellation, deferral of stay and refund.

Other COVID travel obligations are excluded as a reason for being unable to travel including any Indonesian obligations on guests to have compulsory medical insurance, PCR tests and to be fully vaccinated.

For all bookings for 2022 made after 19th December 2021 guests shall be entitled to:

- Cancel their stay any time up until 30 days before check-in date and receive a full refund less an admin fee of IDR 750,000 and less any relevant bank charges or exchange rate differences where applicable.
- Defer their stay any time up until 30 days before check-in date and transfer 100% of what they have paid towards another stay at the same villa for any dates within the next 13 months. Failure to notify us in time will mean that all remaining payments shall be due and payable in full.
- Defer their stay with us any time up until 14 days before check-in date and transfer 100% of what they have paid towards another stay at the same villa within the next 13 months of the same or greater value.
- Receive a full refund by 31st December 2023 if guests have not managed to complete their stay, less an admin fee of IDR 750,000 and less any relevant bank charges or exchange rate differences.

If guests fail to request deferral of their dates at least 30 days before original arrival date, or fail to make the second payment as requested, then we shall do our best to work with the guests, but reserve the right to cancel the booking and retain up to 50% of the total amount due and payable.

For all bookings made for 2022 prior to 19th December 2021, the same policy as above shall apply, however refunds shall be offered by 31st December 2022, if guests are unable to complete their stay by that time.

COVID Additional Safety Measures

While the continued risk of COVID-19 exists, we are taking additional measures at all of our villas to protect the safety of our guests including:

1. Upon entering and arriving at property, all staff, guests, and contractors shall be required to:
 - Wash hands thoroughly with soap and water for at least 20 seconds. Dry hands properly.
 - Measure body temperature with the provided thermometer. Any signs of fever will result in the staff member being quarantined at home (until two successive days of negative lateral flow tests) and for the guest unable to stay at property / being isolated to have proper handling by COVID-19 task force.
 - Our Staff shall always wear masks while guests are staying and while working at the villa. When interacting in person, guests and staff must always wear a mask and keep a distance of 6 feet (2 meters) from each other.
 - While guests are staying, only staff and guests are allowed in the villa.
 - Hand Sanitizer is provided at the entry to all villas, and all staff, guests, and contractors entering the villa must use it.
2. Before and after each set of guests, the villa staff shall thoroughly clean the villa with the following steps:
 - Ventilate rooms before cleaning. Prepare the equipment and get the space ready for cleaning. Review the safety guidelines for the chemicals and always wear protective equipment.
 - Clean each surface by removing dust and debris. Dust, sweep or vacuum all floors, clean or mop hard surfaces with water and soap. Empty all rubbish bins and line with fresh bags.
 - Sanitize all high-touch areas, appliances, and electronics. Spray high-touch surfaces in each room with a disinfectant spray. Allow the surface to air-dry.
 - Check the space has been thoroughly cleaned and sanitized. Review the room-by-room guidelines. Double-check that all high-touch surfaces have been sanitized.
 - Reset the room for the next guest and restock the supplies. Wash hands and put on clean gloves before refilling any guest supplies, towels, or linen. Close the door and disinfect the doorknob. Once sanitized, do not re-enter the room.
3. To reduce the risk of cross-contamination, our staff shall:
 - Regularly clean all kitchen surfaces with an anti-bacterial detergent. All staff always wash hands prior to preparing any food and after going to the toilet or any other break. If a staff member has a cold or other illness, they must not prepare food.
 - Clean the dirtiest space first. Spend the most time cleaning the areas that are most prone to germs and bacteria. This means starting with the bathroom before moving on to the rest of the space.
 - After sanitizing a room, close the door. Finish sanitizing and resetting a room, close the door and disinfect the doorknob.
 - Replace the protective gear between steps, be sure to replace gloves and any gear that may have been contaminated.
 - End with the entrance. Complete the outdoor and interior spaces before sanitizing the entrance. Finishing cleaning process at the entrance means can lock up and leave as you clean.

We thank our guests for bearing with these additional measures

COVID Check-In and Check-Out Times

Due to the additional COVID Safety Measures above, the check-in time for guests shall be one hour later at 3pm, to allow villa staff adequate additional time to clean and prepare the villa for the next guests.

Check-Out time shall remain 11am, and we thank guests for ensuring that they do not stay at a villa later than 11am on check-out day unless specifically agreed with Secluded Bali Villas in advance.

Rate Inclusions and Services

Rate Inclusions

Our Standard Rates for short term stays of less than one month include all applicable taxes, and the exclusive use of the villa and all its facilities, including private swimming pool and the services of the dedicated villa staff for the duration of your stay including as a minimum daily housekeeping, staff on site 24 hours/day and , in-villa cook, and concierge service provided by our local villa manager unless otherwise specifically stated.

Standard Rates also include all utilities, including water, gas, electricity, any local village payments etc.

For the avoidance of doubt unless expressly stated below or during in the booking process our rates exclude the following, although all the following can be provided for an additional fee:

- Breakfast and other meals;
- Drinks other than water, tea and coffee;
- Airport Transfers;
- Car and Driver Hire and Fuel;
- Trips and Excursions;
- Additional services such as Massages, laundry etc.

For stays of one month or more and for last minute stays we offer special reduced rates, but some services are excluded from these special rate stays, including

- Car and driver are not included at any special rate stays at Villa Champa and Villa Wiljoba;
- Utilities such as electricity are not included for special rate bookings of a month or longer.

Rate Inclusions - Long Term Stays

For stays of one month or longer, the inclusions to the rate will be clearly specified in the contract, however it is usual for guests to be responsible for paying utilities and running costs during a long term stay.

Food and Drink at the Villa

Overview

All villas are fully catered and serviced and have an in-villa chef/cook and provide meals and drinks.

For Short Term stays of less than a month we operate a “Groceries” or “Menu” system for all our villas. For Long Term stays of a month or more, the system for food and drink will be as specified in the contract.

We do not aim to make any profit from providing food and drink at the villa, only to cover the costs of providing this additional service for guests.

The following villas charge prices that are based on the cost of groceries, and add a 20% villa service charge on top (“Menu System”):

- Villa Kalisha
- Villa Champa
- Munduk Mountain Villa

The following villas charge the actual cost of groceries, plus an additional 20% villa charge (“Grocery System”):

- Villa Amanie
- Villa Anjani
- Bougain Villa
- Istana Semer
- Villa Leana
- Villa Matahari Terbit
-
- Villa Rene
- Villa Rosita (minimum IDR 20,000/guest/day fee if 20% less than this)
- Villa Rusa Biru
- Villa Talia Vashti
- Villa Wiljoba

The villa charge goes to cover other costs in providing food and drink, including transport fuel and cooking gas, maintaining a stock of basic ingredients and refrigeration and ice, although some villa owners do decide to give part or all of this charge to the staff.

If guests request staff to purchase specific groceries or drinks for them, then we shall charge guests the actual cost plus the villa charge for providing this service.

When guests buy their own groceries and prepare their own meals, or order meals from outside of the villa, but still request the staff to prepare, or clean up after, the meal, then we reserve the right to charge an additional fee of IDR 20.000/guest/day which will be added to your bill at the villa. This will go to the staff for the extra work involved.

When guests bring drinks from outside of the villa, then we reserve the right to charge a corkage fee of IDR 2000/bottle of beer and IDR 30,000/bottle of wine and to add that to your bill at the villa.

In practice we very rarely insist on the corkage charge and the additional fee for guests bringing their own food, however we have had guests that have bought their own food and left an astonishing mess for the staff to clear up afterwards, and so to protect our staff we reserve this right.

Breakfast

A full breakfast is able to be provided at all of our villas, and includes:

- Unlimited tea, coffee and water
- Up to 2 slices of Toast and jams/spreads
- Fresh fruit juice
- Selection of fresh fruit
- Main breakfast:
 - British Breakfast (Choice of eggs plus bacon); or
 - American Breakfast (Pancakes with fruit/syrup/chocolate sauce); or
 - Asian Breakfast (Fried Rice/Fried Noodles).
 - Healthy Breakfast (Granola, Yoghurt and Fruit Salad)
 - Continental Breakfast (Croissant, Pain au Chocolat)
 - Children’s Breakfast (Breakfast Cereal, with fresh milk (where available))

Villas with Groceries system, may charge a small fixed price without a receipt for certain items (such as jams, spreads, sauces) are not available locally and have to be bought in Denpasar or even overseas.

For villas with a menu system, the Standard Charge is IDR 60,000/guest (and IDR 35,000/child under 10 (with infants 2 and under free) and the relevant villa service charge shall be added to these amounts. There is a surcharge for the Continental Breakfast of IDR 10,000 to cover the greater costs.

Staff Services at the Villa

Rates for our villas do not include service charges, and tips and gratuities for good service by the staff are appreciated but are not obligatory.

Staff at our villas finish their standard working hours no later than 7pm, and after that time while staff are happy to help if you need it after this time for services such as babysitting, we do recommend a standard tip of IDR 50,000/hour or part of hour, for the extra hours worked, and this will be added to your bill.

Villa Provided Car & Driver

For Standard Rate Bookings, a 7 seater car and driver are included for the duration of your stay for the following villas (except for last minute bookings at special rates):

- Villa Champa – Toyota Avanza (car and driver included)
- Villa Wiljoba – Mitsubishi Xpander (car and driver included)
- Villa Amanie (Suzuki APV – Optional – Additional Fee Applies)

Fuel, parking fees and attraction/airport entrance fees are not included however, and these costs, together with driver overtime of IDR 50,000/hour or part of an hour after 8 consecutive hours in a day will be automatically added to your bill at the villa.

The duration of car and driver use for the day shall be calculated from the time that the driver was requested by the guests to stand-by at the villa, until the expected time that the driver will return to the villa after completing the final drop-off for the day.

For the avoidance of doubt, if guests ask the driver to standby, and then do not actually use the car and driver until a later time, then the duration of car and driver use is calculated from the time that the driver first stood by, not the time that the guests first make use of the car and driver. Similarly if guests ask a driver to leave, and then to come back later, the time shall be calculated from the time that the driver is first asked to standby, and shall include any “gaps” when the driver was not required.

Airport transfers using the provided car and driver are included, provided that:

- Check-In: Pickup or transfer occurs after the standard 3pm check-in time. Driver overtime will be due and payable after 4 hours, which shall be determined based on the time that the driver leaves the villa to go to the location of the guests to be picked up, until when the driver returns to the villa, and is released by the guests;
- Check-Out: Drop-off or transfer is completed before agreed and paid for check-out time, plus 30 minutes. Driver overtime will be due and payable after 4 hours (for standard check-out time, proportionally longer for later check out times);
- Costs for the use of the villa car and driver outside of these times (for example for early pick-up or late drop-off) and for the hire of additional cars, drivers or taxis for airport transfer are extra and have to be paid by the guests.

Where guests request the in-villa driver to work after 10pm, then an additional fee of IDR 50,000/hour shall be payable and added to your bill, even if it is within the standard number of hours worked by the driver that day.

Standard Policies and Rules

Minimum Stay (All Villas except Villa Wiljoba and Villa Rosita)

Subject to the exceptions below, minimum stay for all our villas is 4 nights for the Christmas / New Year holidays and 3 nights for high season, and 2 nights at all other times of the year for reservations made more than 30 days prior to the day of travel unless the stay is for dates adjacent to an existing booking when no minimum stay restrictions apply.

There is no minimum stay period for bookings made within 30 days prior to the day of travel.

Minimum Stay (Villa Wiljoba and Villa Rosita)

Minimum stay for Villa Wiljoba and Villa Rosita is 5 nights for the Christmas / New Year holidays and 3 nights at all other times of the year for reservations made more than 30 days prior to the day of travel unless the stay is for dates adjacent to an existing booking when no minimum stay restrictions apply.

Standard and Maximum Number of Guests

Each of our villas has a Standard Number of guests which are included in the Standard Rate and a Maximum Number of guests, which is the maximum number of guests able to be accommodated comfortably in beds at each villa. Extra fees will apply to guests staying above the Standard Number of Guests. Details for each villa are as follows:

- Villa Amanie – Standard 8 guests in 4 bedrooms (Max 10 adults / 10 guests in 4 bedrooms);
- Villa Anjani – Standard 8 guests in 4 bedrooms (Max: 12 adults / 14 guests in 5 bedrooms);
- Bougain Villa – Standard 10 guests in 5 bedrooms (Max 12 adults / 12 guests in 5 bedrooms);
- Villa Champa – Standard 6 guests in 3 bedrooms (Max: 7 adults / 7 guests in 3 bedrooms);
- Villa Kalisha – Standard 4 guests in 2 bedrooms (Max: 6 adults / 7 guests in 3 bedrooms);
- Villa Leana – Standard 8 guests in 4 bedrooms (Max: 10 adults/ 12 guests in 5 bedrooms);
- Villa Matahari Terbit - Standard 6 guests in 3 bedrooms (Max: 7 adults/7 guests in 3 bedrooms)
- Munduk Mountain Estate - Standard 8 guests in 3 bedrooms (Max: 12 adults / 12 guests in 3 bedrooms and Media Room.
- The Orchard House - Standard 11 guests in 6 bedrooms (Max: 15 adults/15 guests in 8 bedrooms).
- Villa Rene – Standard 8 guests in 4 bedrooms (Max: 8 adults / 10 guests in 4 bedrooms);
- Villa Rosita – Standard 10 guests in 5 bedrooms (Max 16 adults / 16 guests in 7 bedrooms);
- Villa Rusa Biru – Standard 6 guests in 3 bedrooms (Max 8 adults / 9 guests in 3 bedrooms);
- Villa Talia Vashti – Standard 4 guests in 2 bedrooms (Max: 6 adults / 8 guests in 3 bedrooms);
- Villa Wiljoba – 10 guests in 5 bedrooms (Max – 18 adults / 19 guests in 6 bedrooms/4 lounges).

On exception it may be possible to accommodate more than Maximum Number of Guests for a specific villa, but any extra guests have to be agreed in advance.

Children and Infants

Children aged 0 to 4 years old are able to share their parents' bed without additional charge.

One cot bed shall be provided free of charge for infants at each villa, but there is an additional fee for any further cot beds and bedding of between IDR 50,000 and IDR 100,000/night (or £6.00/night) per each extra cot bed provided depending on location.

Infants sharing their parents' beds or sleeping in cot beds do not count towards the Standard or Maximum Number of Guests.

Children can also be accommodated by means of an extra bed, or upon request a floor mattress, however in such case they shall be considered as a guest, and extra guest fees shall apply to cover the additional costs such as laundry.

Extra Guests and Extra Guest Fees

We can accept more guests than the standard number of guests provided it is agreed in advance.

For all villas except Villa Wiljoba and Villa Rosita, there is an additional charge of USD 30/person/night for each additional guest above the standard number of guests.

For Villa Rosita and Villa Wiljoba there is an additional charge of USD 40/person/night for each additional guest above the standard number of guests.

Only the number of guests agreed and paid for during the booking process shall be allowed to stay overnight at the villa. Additional guests are however able to visit during the day, provided that the maximum number of guests for the relevant villa is not exceeded.

Where more than the maximum number of guests visit the villa during the day (for example for wedding or other party) then that can only be arranged where prior permission has been given by Secluded Bali Villas and an event fee may be due and payable. The Secluded Bali Villas and staff at the villa however reserve the right to turn away guests from the villa if the above limits and permissions are not complied with.

Cleaning Fees

For all villas except Villa Wiljoba and Villa Rosita, there is an additional charge of USD 50/stay to cover the cleaning costs to be done at the end of the guest stay, before the next guests check in.

For Villa Wiljoba and Villa Rosita there is an additional charge of USD 80/stay to cover the cleaning costs to be done at the end of the guest stay, and before the next guests check in.

Changing of Linens

Sheets and towels shall be changed every 3 to 4 nights for short term bookings of less than 28 nights, and once per week for long term bookings of greater than 28 nights, or more frequently if obviously dirty.

Guests can request changes to this schedule for linens to be washed more or less frequently, . We strongly discourage guests from requiring that linens be cleaned every day, due to the environmental damage such frequent washes cause, as well as the additional costs and labour involved, and so we reserve the right to charge an additional fee if guests request this service.

Events

Any events have to be informed to Secluded Bali Villas (not just the local management at the villa) in advance, and for events involving guests from outside of the villa or external contractors, this has to occur during the booking process.

Please refer to our “Event and Guest Party Guidelines” for more details.

Guest Behaviour – House Rules

Throughout the stay at our properties, guests are required to abide by usual rules of acceptable behaviour, including:

- To obey all local laws and regulations including, but not limited to those for drugs, alcohol, lethal weapons and prostitution.
- Not to hold parties or gatherings of more persons than those agreed during the booking process.

- To keep noise to a reasonable level, such that it does not disturb neighbours and local communities, especially after midnight.
- To treat our staff with respect, and not to abuse them in any way, including verbal, sexual or physical abuse.
- Not to bring animals or pets to the villa, unless agreed in advance.
- Not to smoke inside the villa (although smoking in the outdoor areas is permitted).
- To pay the replacement cost for any damage, and any special cleaning fees, caused either by guests, or visitors brought to the villa by guests.

In the event that guests fail to abide by these rules, then we reserve the right to refuse entry to the villa to such guests and if relevant contact the local law enforcement to take further action.

Damage Deposit

Except for events involving guests from outside the villa, or external contractors, we do not ask for a damage deposit from guests, however where breakages or damage occur at the villa due to the action of guests, accidental or otherwise, then we ask that you please report them to the villa manager so that we can rectify the damage as soon as possible and we do reserve the right to add the cost of replacement or repair of the item to the bill of the guest upon check out.

For the avoidance of doubt breakage/damage includes, but is not limited to, permanent staining, cigarette burns, rips, scratches or other damage to furniture and soft furnishings.

Special Cleaning Fees

If staff are required to clean up vomit, excrement, urine, semen or blood (where such amounts or location are inappropriate), or any other unusual liquids or materials, then there shall be a fixed cleaning fee of IDR 500,000 per incident, or IDR 500,000 per room - if the cleaning is required in more than one room.

This shall be in addition to any costs for replacement of any items stained or damaged by such action, and in addition to the costs of any specialised cleaning required.

Personal Baggage and Effects

We are not responsible for guests' baggage and personal belongings which at all times remain the responsibility and risk of the guests during a stay at our villas. We do however provide lockable electronic safes in each bedroom for guest use, and provide a key for each bedroom to the guests of that bedroom.

Smoking

We have a strict no smoking policy at all our villas. This is not only because many of our guests are non-smokers, but also because our villas contain many soft furnishings and have wood and rattan roofing that are highly flammable, and so smoking inside provides a significant fire risk.

If you wish to smoke, then we do allow smoking in the outside areas of all our villas and the staff at the villas can provide ashtrays if requested.

Travel Insurance

We strongly recommend that you take out comprehensive travel insurance at the time of booking, to protect you and all those accompanying you for the duration of your stay against travel delays, illness, injury, death, loss of baggage and personal items, cancellation and other travel contingencies.

We recommend that you ensure where possible that such travel insurance covers you for cancellation or additional costs in the event of travel delays (for example guests have in recent years been unable to fly to or from Bali because of nearby volcanic eruptions causing the airport to be

closed) and covers serious illness, injury or death of immediate family members, including those not travelling as part of your holiday.

Please also check whether there is also a minimum travel insurance requirement for COVID. As of the date of this update (1/10/2021) all guests to Indonesia are required to have USD 100,000 coverage for COVID.

Liabilities and Responsibility

The Service Provider and its contractors and staff and the relevant villa owner and villa staff are not liable or responsible to the Guest or to any other person for damage, theft or loss or injury to the Guest caused by the acts or omissions of a rental guest, staff member of the Service Provider, or any third party. The Guest agrees to indemnify, defend and hold harmless the Service Provider and its staff from any loss or damage or injury suffered by the Owner because of any breach of this Agreement or because of acts undertaken by Service Provider in good faith pursuant to its obligations under this Agreement. The obligations under this clause survive termination of this Agreement by either party. In no event will the Owner make a claim against Service Provider because of any alleged errors of judgment made by Service Provider in reasonable good faith in performance of Service Provider's duties under this Agreement.

The Owner is not liable or responsible to the Service Provider or to any other person for damage, theft or loss to property of the Service Provider, or injury to staff of the Service Provider caused by the acts or omissions of a rental guest, staff member of the Owner, or any third party. The Service Provider agrees to indemnify, defend and hold harmless the Owner from any loss or damage suffered by the Service Provider because of any breach of this Agreement or because of acts undertaken by Owner in good faith pursuant to its obligations under this Agreement. The obligations under this clause survive termination of this Agreement by either party. In no event will the Service Provider make a claim against the Owner because of any alleged errors of judgment made by the Owner in reasonable good faith in performance of Owner's duties under this Agreement.

Responsibility

Please be advised that neither Secluded Bali Villas, nor are not responsible for any personal injury to you or your property during your stay at our villa, or during your participation in any activities during your visit to Bali. We will not accept responsibility for any delay, additional expense or inconvenience which may be caused directly or indirectly by events outside of our control such as late arrival of international flights, extreme traffic problems and other travel delays, civil disturbances, fire, floods, unusually severe weather, acts of God, acts of government, or the failure of any machinery or equipment.

Privacy Policy

We understand that there is a large degree of trust in any transaction that takes place on the internet for both the buyer and the seller, and that privacy can be a major concern for some guests. We commit to you therefore that any personal information that you provide to Secluded Bali Villas in the course of a booking, such as your name, contact details or any other personal information, shall remain completely private and confidential, and in no way shall we share any such information with any third parties. Very occasionally, we may contact you to make you aware of upcoming special deals. However, we do respect your right to privacy and will not send you any notices if you contact Secluded Bali Villas and ask Secluded Bali Villas not to.

Complaints Procedure

We work hard to constantly improve the service and the standards at all our villas, and so we always welcome and indeed encourage feedback from guests on areas that we can improve on, and this has over the years led to many changes to our villas that we hope has made our guests stay at our villas even more enjoyable and memorable. If you have any feedback on our villas therefore, then please write to Secluded Bali Villas at info@kidfriendlyvillas.com or info@secludedbalivillas.com.

In any venture though there can be times where things do not happen as expected. Normally this can be due to circumstances outside of our own or your control, but very occasionally we ourselves or our staff can make mistakes or fail to do something that means that you feel you have not received the service that you expected. Our business is an internet based business, and therefore our reputation is very important and so in such circumstances we would ask that you please contact Secluded Bali Villas to allow Secluded Bali Villas so that we can try and address your complaint as best we can. It is best to send Secluded Bali Villas an email to info@secludedbalivillas.com or info@kidfriendlyvillas.com.

We take any complaints very seriously and commit to respond to you as soon as we can, and in any case within 24 hours. We undertake to work with you as best we can to address any complaints to your satisfaction within 48 hours of having received the complaint.