

VILLA
JEWEL
BALI

Villa Jewel Bali

Terms and Conditions

These terms and conditions apply to bookings made at Villa Jewel Bali.

Each time an agent or a client books Villa Jewel Bali, the client (and the agent, if applicable) is deemed to have agreed to these terms and conditions. The Rental Contract is not binding on either party until Villa Jewel Bali has confirmed the client's booking in writing and a deposit has been received.

Definitions:

- **Acceptance:** These terms are accepted upon deposit payment for an invoice.
- **Banjar:** The local community authority.
- **Banjar Fee:** The fee paid to the local community authority to hold an event.
- **Contracted Date:** The date the deposit is received, as recorded on the invoice.
- **Check-in Date:** The first date that the client has booked the villa.
- **Client:** The person responsible for payment and acceptance of terms.
- **Date Hold:** Tentative hold of booking date for the client.
- **Effective Dates:** These terms apply to all bookings with a contracted date from 28th August 2024.
- **Event:** Any wedding, party, or celebration that hosts 20 or more people on the premises.
- **Guests:** People staying at the Villa at the time of the booking or attending the event.
- **VJB:** Villa Jewel Bali

Villa General

1. Bookings & Payment Terms

1.1 Bookings where the contracted date is more than 4 months prior to check-in date:

- Upon Booking: 50% of the full rental amount, payable no later than 7 days after the invoice date.
- 2 months prior to check-in: Full payment and balance.

1.3 Bookings where the contracted date is less than 4 months prior to check-in:

- Upon Booking: 100% of the full rental amount, payable no later than 7 days after the invoice date.

1.4 The Client accepts and agrees to these Terms and Conditions when they make payment of the first deposit.

2. Date Hold Requests

2.1 When the Client makes a date hold request, the Client or their agent must make the applicable deposit payment to Villa Jewel Bali within 7 days of confirmation of the villa's availability.

2.2 Villa Jewel Bali reserves the right to cancel the Client's date held without further notice.

3. Villa Rates

3.1 Villa rates are available online at Villa Jewel Bali Rates.

4. Inclusions

- Welcome drink, cold towel, and seasonal fruit basket upon arrival.
- Daily breakfast for 2 guests per room.
- Housekeeping and Butler Service available
- Concierge / villa manager service.
- In-house private chef
- Complimentary WIFI.
- Bathroom amenities.
- Pool table available for guest use.

5. Check-In & Check-Out Times

5.1 Check-in is at 3 PM and check-out is at 11 AM, unless otherwise agreed. Villa Jewel Bali will try to accommodate schedule changes, subject to availability.

6. Minimum & Maximum Nights

6.1 There are no minimum night stay requirements, apart from Christmas and New

6.2 Christmas & New Year bookings require a minimum booking of 4 nights. Dates are available online at Villa Jewel Bali Rates.

7. Security Deposit

7.1 A minimum security deposit of IDR 5,000,000 is required, with top-ups as needed. This can be paid in cash or by card. If the deposit is not brought, the Client's passports will be held upon check-in. The deposit is refundable in cash upon check-out.

7.2 The security deposit received by cash or credit card settlement on arrival is refundable in cash on check-out or within 3-5 days of check-out if paid by bank transfer. Cash is preferred as it can be returned during check-out, which avoids an unnecessary administrative burden for both parties.

8. Damage or Losses

8.1 Please treat the Property with respect and leave the Property and all its contents in good order and in an acceptably clean condition.

8.2 The client is liable for any damages, breakages, or losses caused during the Rental Period, as well as any special cleaning requirements that will be the Guest's responsibility and may be charged to the Client's account and deducted from the Client's security deposit.

8.3 In cases of excessive or unacceptable loss or damage caused by the Client during the Rental Period, the villa manager may require the Client and their party to vacate the Property immediately, without compensation or refund.

8.4 Villa Jewel Bali is not responsible for loss by Clients or guests of their personal belongings before, during, or after the event.

8.5 The client acknowledges that food left on-site post-checkout is not the responsibility of Villa Jewel Bali; therefore, loss and storage policies will apply.

9. Number of Guests

9.1 The villa rental includes 10 guests (adults and children).

9.2 Additional children (2 and under) can stay in baby cots for an additional charge, subject to availability.

10. Use of Property

10.1 All bookings are assumed to be for normal holiday purposes only, and the Client agrees that the use of the Property will be limited to this purpose unless otherwise confirmed in writing.

10.2 If the Client is planning to hold an Event, such as a wedding or party, which involves having more than 20 people on the premises, or if the Client is planning to use the Property for a purpose other than a holiday, please communicate this to the villa at the time of booking, as special approval or arrangements will be required.

11. Additional Nights

11.1 If the Client wishes to add nights to an existing booking, the booking can be amended subject to availability, and updated invoices will be issued. Additional nights will be confirmed when the deposit for that additional night is received.

12. Conduct and Due Care

12.1 The Client is asked to behave appropriately. Illegal or immoral activities including gambling, prostitution, prohibited drugs, possession or use of pyrotechnics

or dangerous goods, and possession or use of firearms and other weapons are all strictly prohibited.

12.2 The Client is responsible for the behavior of their guests staying at the property, as well as visitors to the property during the Rental Period. Should any guest(s) or visitor(s) not behave in a suitable manner, the villa may, in its absolute but reasonable discretion, require the Client, their party, and/or visitor(s) to vacate the Property immediately, without compensation or refund.

13. Valuables and Security

13.1 Any guest valuables or property left or used at the Property are at the guest's own risk. The villa provides a safe for valuables, however, the villa accepts no responsibility for loss of, or damage to, guest property. The Client is responsible for the property during the Rental Period.

13.2 Any act or omission by the Client, their party, and/or visitors which may negate or prejudice the property's insurance policy and/or result in loss or damage is the Client's responsibility. Any guest belongings found at the venue on the night after an Event or check-out will be collected by staff and photographed for proof of item.

14. Price Confirmation & Fluctuation

14.1 Once the Client's booking is confirmed by deposit payment and confirmation from the villa, the price of the Client's reservation and the currency exchange rate of the booking is confirmed.

14.2 The villa reserves the right to impose any taxes or other charges which may be implemented by the banjar, or by any government or other regulatory body of Indonesia, which were unknown at the time of publishing. The villa will inform the Client promptly in the unlikely event that it becomes aware that a tax or charge will apply to the Client's booking.

15. Cancellations & Amendments to Reservations

15.1 Any cancellation by the Client must be received in writing.

15.2 The following cancellation charges apply depending on when the notification of the cancellation is received in writing:

- More than 12 months before the check-in date: 50% of the villa rental amount will be forfeited by the Client.
- Within 2 months of the check-in date: 100% of the full rental amount will be forfeited by the Client.

15.3 If the booking is canceled within 7 days of the date of the booking, a full refund will be given if the client can show that their credit card provider does not cover this amount. Otherwise, the above will apply.

15.4 The villa will, wherever possible, assist in finding alternative dates for the booking. This may be subject to an additional fee.

16. General Terms

16.1 The Client is responsible for all payments in full as per the schedule and has read, understands, and agrees to these terms and conditions.

16.2 Payments will be made according to the payment schedule and in the currency specified in the invoice issued by the villa. Villa Jewel Bali's bank details for payment are as follows:

- Bank name:
- Bank Address:
- Account Name:
- Account Number:
- SWIFT Code:

16.3 Villa Jewel Bali reserves the right to change these terms and conditions without notice and any updated version will be applicable to all bookings made after the terms are updated.

Please note that by making any payment, the Client and any associated agent accept these terms and conditions.

If you require any clarification or further details, please do not hesitate to contact us at hello@villajewelbali.com.