

Jalan Bidadari III D 3
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TERMS & CONDITIONS

Minimum Stay Policy

Kindly indicate the number of days you will be staying with us. The minimum length of stay is two to seven days during the low season and a maximum of two weeks during high and peak season.

Last Minute Reservation

In the event of last minute booking, full payment is required to be made in our office via credit card before arrival.

Check-out

Kindly note the following :

Check-in 2 pm

Check-out 11 am

We will do our best to accommodate your arrival and departure time. Overstaying will result in additional charges.

For check-out after 11 am to 6 pm, a 50% villa charges will be applicable.

A full daily rate will be applied for check-out after 6 pm.

All additional charges will be reflected in the final invoice and payment can be made via credit card or cash at the time of departure.

Booking Amendments

We want to make sure you have a pleasant experience and will ensure every effort to assist you if you wish to alter your original booking. Request for an amendments must be made via email and will not be confirmed until a reply from us is made. Cancellation fees will be applicable in cases where reduction in total number of nights are made. Each amendments will be processed case by case basis, in a case where total amendments is required, our Cancellation Policy [below] shall apply.

Cancellation Policy

A cancellation fee of 50% of the total rental amount will be incurred on any full or partial booking cancellation made by guests 3 months before arrival date with applicable administration fee and relevant bank charges or exchange rate differences where applicable.

For any cancellation made within 2 months prior to arrival we are unable to offer any guaranteed refund of any amount paid. If payments are not received on or before the due dates as required, guests will be deemed to have cancelled the booking. In which case, the rental contract will therefore be terminated without further notice required.

Kindly note that we strongly advise that you take out a travel insurance policy at time of booking to protect you against any unforeseen circumstances that would assist in covering all due charges in the event of any cancellation.

In the event where we may be obliged to cancel your stay before your arrival date, we shall in our best endeavours offer you an alternative villa of equivalent, better or closely similar in standard and price. Where such is not possible, we shall provide to you every assistance for you to find other accommodation and will give you a full refund and all the monies paid, including bank charges that you incurred when making initial payment to us.

Damage Policy

We reserves the right and place a charge to your credit or debit card for any damages incurred to your villa during your stay [including without limitation when specialist cleaning is required] or for any items that are missing. All payment are to be made before departure.

Guest Registration

As part of government requirement, all villa and hotel guests in Indonesia are mandated to register with local authorities within 24 hours upon arrival.

The procedure are as follows:

A passport photocopy of each guests will be made upon arrival at the villa.

Each guests will need to fill out and sign a registration form.

All documents will be delivered to the nearest village registration office.

Travel and Health Insurance

We strongly recommend that you take out a comprehensive insurance to protect you and all those accompanying you for the whole time of your visit in Indonesia against illness, injury, death, loss of baggage and personal items, cancellation or other travel contingencies.

Personal Responsibility

Kindly be advised that we shall be held liable for any personal injury to you or your property during your stay at Villa Kamag. We will not accept responsibility for any delay, additional expense or inconvenience which may be caused directly or indirectly by events beyond our control such as delays of flights, disturbances to travel itinerary, traffic problems, electricity interruptions, and other force majeure not mentioned.