

HOUSE RULES FOR VILLA CEMPAKA FONTAINE LA RIVIERE

Booking Process

Upon receipt of an enquiry we will contact you (normally within 24 hours if your enquiry is via email), to confirm villa availability, villa rate (including applicable tax) and details of the deposit required to confirm the booking. Upon receiving a confirmation from you that the booking details are correct and a statement that you wish to confirm your booking, we will then hold the relevant dates for you for 7 days pending payment. In the event that another enquiry is received for those same dates during such 7 day period, then we shall inform you immediately and request that evidence of payment is provided within 48 hours.

Deposit Payment

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

A booking is only confirmed once the deposit amount has reached our bank account and we have responded to you via email that your booking is confirmed which we shall normally do within 24 hours of having received payment. Payment can be made via IMT (International Money Transfer) net of all bank charges to our relevant bank account. We accept payment in euro or IDR.

In the event that your date of travel is within 30 days, we will require payment of the full amount due to confirm the booking.

For last minute bookings that are made within 48 hours of the date of your intended arrival at the villa, we require payment in full prior to commencing your stay in cash in Indonesian Rupiah upon arrival at the villa.

Final Payment

Payment of the final outstanding amount due is required at least 30 days prior to the date of your arrival. We will contact you just over 1 month prior to the date of your arrival for payment of the full outstanding amount due. Once payment has been made we will provide you with all the final details for your stay.

Rates

Our quoted rates include Indonesian sales tax and local tourism taxes breakfast, unlimited tea, coffee and water, and the exclusive use of the villa facilities.

Cancellation Policy

For cancellations made more than 6 months before arrival we will refund 100% of the amount paid, less all relevant bank charges and exchange rate differences where applicable. For cancellations made more than 3 months prior to arrival we will refund 50% of the amount paid, less all relevant bank charges and exchange rate differences where applicable.

For cancellations within 3 months of arrival we offer no guaranteed refund, however where a cancellation is unavoidable and for good reason we will make all reasonable efforts to re-book the relevant dates with other guests.

If we are successful, and guests have already paid 100% of the amount owed for their stay, then we shall return any amounts received less all relevant bank charges and exchange rate differences where applicable less a flat fee of US\$50 to cover our administration costs. Where guests have already paid the 50% deposit, but have not yet paid the remaining 50% final payment, then we shall return any amount received greater than the amount still owed and due for the final payment, less all relevant bank charges and exchange rate differences where applicable and less a flat fee of US\$50 to cover our administration costs.

We can accept more guests than the standard number of guests provided it is agreed with the owner in advance. There is however an additional charge of GBP20 per adult/night [GBP10 3-9 year old] to cover our additional costs for extra food, bedding, laundry etc.

HOUSE RULES FOR VILLA CEMPAKA FONTAINE LA RIVIERE

Only the number of guests agreed with the owner 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 normally accommodated by the villa is not exceeded. Where there is a requirement for more than the maximum number of guests to visit the villa during the day (for example for wedding or other party) then normally that can be arranged provided that the prior permission of the owner is received. The owner 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.

Damage Deposit

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.

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 also provide a key for each bedroom to the guests of that bedroom.

Insurance

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

Responsibility

Please be advised that we 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 Indonesia. 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 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 us 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 us and ask us not to.