



VILLA RENTAL TERMS AND CONDITIONS

1. Rates:

The rates include the taxes, the staff in the villa responsible for the daily house chores and the household linen. We will welcome you at the villa and will assist you during your stay.

2. Payments:

A reservation will be confirmed only after the reception of the deposit of 50% of the total rental invoice. This payment should be done within 3 working days following the rental agreement. Otherwise, if the deposit is not paid as required, the booking will not be finalized and will be deemed void.

The balance payment should be paid 30 days prior to the guests arrival. Otherwise, the booking will be cancelled and the down payment will not be refund.

Full payment is required at the reservation if the check in date occurs less than 30 days after the booking date or if the total amount due is less than 1000 USD.

Once guest's booking is confirmed, the price of the guest's reservation is fully guaranteed to remain the same, even in the event that Optimum Bali increases the price over the website or any other source after the guest's booking has been confirmed. At the same time no

refund will be made under any circumstances that would reduce the rental cost (ie.due to exchange rate fluctuations, last minute discounts, force majeure conditions, etc).

3. Cancellations:

Full refund when a booking is cancelled more than 60 days before the arrival date*.

For cancellations made between 30 and 60 days prior to the arrival date:

- Once the guest has paid full amount, will be refunded 50% of the amount*.
- Once the guest has paid 50 % deposit, no payment will be refunded.

For cancellations made less than 30 days prior to the arrival date and for no-show, no payment will be refunded.

FULL REFUND IN CASE OF CLOSURE OF THE INTERNATIONAL BORDERS LESS THAN 30 DAYS BEFORE THE CHECK IN DATE*.

**Bank fees apply*

4. Arrival and departure times:

Check in time : 3 pm
Check out time : 12 pm

Check-in and check-out times can be changed upon availability case by case with an upfront agreement of the management company.

Late check out until 6 pm is chargeable 50% of the daily rate.
Late check out after 6 pm is chargeable 100% (additional night).

5. Number of people:

The number of people staying in the villa cannot exceed the number written on the reservation form. A prior agreement is mandatory in the case you would like to organize a dinner or a reception exceeding 150% of the villa's capacity. Any parties/events are prohibited in the villa as well as charcoal barbeque, and fireworks. In any case, you have to respect the neighborhood.

6. Inventory:

In Bali it is not usual to make an inventory or to ask for guarantee, living here is all about respect of the people and their belongings.

In that case, we cordially ask each guest to take care of the villa. In case of any damage occurs, please inform the manager and/or the owner right away.

The villa and all furniture, fittings, facilities and equipment should remain in the same condition as they were prior your arrival. Any damage/loss to the villa or its contents due to misuse during your stay, as well as any special cleaning requirements, will be your responsibility. The possible costs involved will have to be discussed with the manager and the owner before your departure.

7. Advice:

To enter Indonesia, your passport must be valid for more than 6 months.

An international driving license is required if you wish to rent a motorbike or a car without a driver.

8. Complaints:

Every attempt will be made for the guests to have an enjoyable stay. Should the guests have any problem during their stay, please inform Optimum Bali who will do the best to put things right. In order for the guests' complaint to be processed, the guests must communicate the problem whilst on the location. If no complaint is reported during their stay, Optimum Bali will assume that the villa was in the guests' satisfaction and no complaint will be received afterwards.

9. Responsibilities:

Please put all your valuable belongings in the safety box provided. For the valuable belongings that cannot fit in the safety box keep them in the bedrooms and lock the rooms while you are outside the villa or sleeping. We suggest to always lock the front door of the villa even when you are inside. The guests are responsible for their personal belongings during the stay in the villa and must ensure that all windows and doors are locked securely while not on the premises.

Guest should not allow unknown persons to get inside the villa without confirmation from the management or the maid. All Optimum Bali staff wear a name tag with their names and position. If you have planned to go outside, do not let the maid going home before her working hour is over.

The owner and the management company do not take responsibility or liability for any delay, additional expense or inconvenience which maybe caused directly or indirectly by events outside of their control such as late arrival of International flights, civil disturbances, fire, floods, unusually severe weather, acts of God, acts of Government, or the failure of any machinery or equipment. Under no circumstances the owner and the management company can be held liable for any physical injury, sickness, death, loss, damage, inconvenience involving the guests or any other outsider person.

Please note:

- Guests are responsible for their children in and around the villa including the swimming pool.
- No pets allowed in the villa.
- Strictly no party, events, fireworks and gathering.
- Quiet hours: 9 PM until 7 AM daily.