

Villa Umah Duri



TERMS & CONDITIONS

The contract entered into is between the owner of the holiday accommodation, hereinafter referred to as "The Owner", and the holidaymaker, hereinafter referred to as "The hirer". The contract is not effective until required payment has been received and confirmation has been sent to the hirer.

PAYMENTS & CANCELLATIONS

A deposit of 50% of the rental amount must be received by The Owner within five (5) working days after the relevant invoice and payment instructions have been given to the hirer. If a deposit is not received within this time, the booking will be cancelled.

Final payment is required 45 days prior to arrival (60 days for Christmas/New Year bookings) or immediately if booking is made less than 45 days prior to arrival (or 60 days in the case of Christmas/New Years bookings).

In the case of bookings made 45 days prior to arrival, full payment is required within two (2) working days, or on arrival, if less than two (2) working days, whichever comes first.

All payments must be made in USD. Payments should be made by Direct Bank Transfer. Bank account details will be provided later. All charges incurred for Transfer transactions will be borne by the hirer (all local charges and overseas charges)

Payments by Traveller's Cheques, or personal cheques, will not be accepted.

In the case of last minute bookings, where it is impractical or very difficult for the hirer to make a deposit by Bank Transfer, The Owner will accept cash on arrival. The funds will be held as security and that the transaction will be reversed only upon receipt of alternative payment as agreed with The Owner.

Deposits will be refunded in full less US\$500.00, if the reservation is cancelled 61 days or more prior to arrival (91 days for peak season bookings).

Reservations cancelled less than 61 days prior to arrival are subject to a complete forfeiture of deposit to compensate The Owner for the time and effort involved in making a booking and to compensate the owner for the loss of other potential bookings that have been turned down once a booking has been confirmed.

Notice of cancellation must be received by The Owner in writing.

Final payments are non-refundable.

CHANGES TO BOOKINGS

A US\$50.00 administration fee will apply to each change after a booking has been confirmed. Changes cannot necessarily be accommodated in all cases.

PROVISIONS AND STAFF

The villa will have a minimum of two domestic household staff. The villa is fully equipped with bed linens, towels, cooking utensils, etc.

AIRPORT TRANSFERS

Our policy for bookings in which the value of the villa rental is over US\$1,000 is to provide complimentary airport pickups/drop offs for our direct guests. Under that value we unfortunately have to charge for this service. Bookings from a third party: the third party will provide airport transfers.

EVENTS AND PARTIES

Normal bookings are for vacation purposes and special permissions must be obtained for functions where the number of people in attendance exceeds 150% of the capacity of the villa. Also clients should be aware that these are private villas located in residential neighbourhoods and, as such, not all functions or events can necessarily be accommodated. Much depends on the vagaries of the neighbourhood's residents.

If you are planning to hold an event such as a wedding or any large congregation of people at your villa it would be best to bring this to The Owner's attention as soon as possible.

Please be aware that normally The Owner will not accept a booking involving a function without prior confirmation that a function coordinator has been employed. The Owner can recommend a suitable coordinator where required.

The Owner has rules governing villa usage for events and parties and a surcharge of up to the equivalent of a night's rental price is applicable, in addition to a local community ('Banjar') fee.

DAMAGE OR LOSSES

The hirer is responsible for leaving the property in good order and in a clean condition. The hirer further undertakes to pay for any damages or losses incurred during occupation. The Owner reserves the right to repossess the property if the hirer or a member of the party has caused excessive damage.

BOOKING SIZE / SUITABILITY

The numbers of persons occupying Villa Umah Duri must not exceed the maximum number stated in the booking confirmation. The Owner reserves the right to refuse any booking, which, in his opinion, is unsuitable for the property.

LIABILITY

The Owner will not accept responsibility for any injury, sickness, loss, damage, additional expense or inconvenience, directly or indirectly caused by or arising out of the use of the property, plumbing, gas, electrical or otherwise, and exceptional weather conditions. Further, no responsibility is accepted for the personal belongings, car, and its contents of the hirer or any member of the party during the holiday.

COMPLAINTS

If the hirer considers that he/she has cause for complaint concerning a property, the matter should be taken up with the Villa Manager who in turn will notify The Owner. In such cases, if The Owner considers the complaint valid, a partial refund may be offered. This will have to be discussed and approved by the relevant villa owner and may take several weeks to finalize. No liability shall arise beyond the refund of the monies paid. The Owner will not entertain claims lodged by the hirer upon departure or after return home when it is no longer possible to investigate the complaint effectively.