

The Surga Villa Estate – 7 Days/6 Nights Package

Terms and Conditions

Payment

Full payment (non-refundable & non-transferable in any circumstances) must be paid to confirm the booked dates. We will not reserve any dates before payment is received. Payment can be made via Bank Transfer to the nominated account (available on the Invoice) in Full Amount Guarantee. – Payment by Credit Card can be processed via Wise.

Size of Party

Only the persons shown on the booking form are permitted to stay overnight in the property, guest/agent should confirm and finalize the name list of all overnight guests prior to arrival. Please understand this is to adhere to Police registrations over this period for the area.

- Maximum occupancy for Villa Surga One is 12 persons (6 bedrooms).
- Maximum occupancy for Villa Surga Two is 14 persons (7 bedrooms).
- Maximum occupancy for Villa Surga Estate – Combined Villas is 26 persons (13 Bedrooms).

Above maximum occupancy, Extra persons are acceptable with additional cost USD 80.00, per night per person including breakfast and rollaway bed (maximum 8 extra beds).

- Baby cot and baby chair are available at free of charge (available one each).
- All persons under 18 years of age must be supervised by a responsible adult. Failure to comply will render the booking void and no compensation will be paid.

House Rules

- NO PETS are allowed on the property for any length of time or for any reason
- SMOKING – Due to safety regulations for the villas – smoking is not permitted in any of the indoor areas. For smoking outdoors, please take extra precaution to use ashtrays and dispose of cigarettes safely.
- STRICTLY NO ILLEGAL DRUGS are permitted on the villa premises.
- EVENTS/FUNCTIONS/PARTIES must have Management approval and subject to the Function T&Cs.

– MAIN KITCHEN located at Villa Surga One area is a STAFF ONLY area. Guests are NOT ALLOWED to use any equipment and refrigeration in the main kitchen. Guests can use the kitchen and refrigerator inside their own villa.

Amendment and Cancellation Policy

- Deposit payments are non-refundable & non-transferable under any circumstances.
- In the case that it is impossible to make the trip due to natural disaster, political instability, disease epidemic, family matters, sickness, flight matters, etc. (supporting documents required), changes to period of stay require management approval and are subject to availability.
- Any change of date due to the above causes should be made at least 30 days before the arrival date. Any change date made less than 30 days before initial date will be charged 10% of the total invoice amount as administration fee.
- Any date changes due to above causes, the balance of payment due date will still remain the same, 30 days before the original dates.
- The Surga management has the right to void any booking, and/or add 3% of the total balance in the event of late payment.

Check-in Policy

- Check-in time is between 15:00 and 18:00
- Please provide us your flight schedule or arrival time.
- Early check-in is only by prior arrangement, subject to the previous day's occupancy.
- Delayed or late check-in caused by transport disruption, or other causes, is not the responsibility of The Surga Villa Estate and will not affect the total nights billed and paid in advance (No Refund).

Check-out Policy

- Check-out time is between 10:00 and 12:00.
- Early check-out caused by transport changes and/or other causes is not the responsibility of The Surga Villa Estate and will not affect the total of nights paid in advance (No Refund).
- Late check-out, later than 15:00, will be charged at 50% room rate. Late check-out, later than 18:00 will be charged as one complete extra night.

Security Deposit

- Security Deposit must be paid upon check-in, either using CASH or CARDVER. Amount of security deposit required will be stated on the Booking Confirmation.
- Security Deposit will be refunded as part of the check-out process, providing there is no loss or damage. The villa will be inspected by the Villa Manager/Supervisor.

Shared Facilities

- Tennis Court and Gym
- Private Stairs to Melasti Beach
- Spa Room (Available inside Villa Surga One area)
- If both villas are occupied by different bookings, the Spa Room becomes unavailable for guests at Villa Surga Two

Functions and Events

- Short notice dinner parties, special functions, and other events can be arranged and should be communicated with the villa manager/supervisor at least one day prior to the date of the event. The Surga Villa Estate reserves the right to reject last minute event requests without any notice.
- Drinks for the Event, if 'The Surga Beverage Package' is used for the party, The Surga will provide an all-purpose bar set up including equipment and bar staff
- Food for the Event should be organized by The Caterer. Should the Client choose to provide their own alcohol through The Caterer, The Surga Villa Estate will charge a corkage fee of IDR 15,000,000++/Event. In this instance The Surga Villa will not provide an all-purpose bar set up, so all the equipment needed during the Event must be provided by Client / Event Coordinator.
- The Surga Villa is not responsible for bottles of beverages brought by the Client. Client's Guests may not bring their own alcohol onto the property.
- Additional costs may be incurred for approved functions and events needing a local banjar permit.
- The Villa Manager/Supervisor is obliged to notify the duration of any special events (that may generate more noise than usual) to neighbors and the local banjar.
- Please understand that although we encourage our guests to enjoy the villa and have a great time, we are situated in a residential area and we must respect our neighbors.

- Total guest numbers for any special event must be communicated to the Villa Manager/supervisor for approval prior to the day of the event.
- Additional arrangements to support special events, such as casual entertainment, decorations, and setups will be charged separately and in accordance with client requests.
- Special Event Terms & Conditions are required to be agreed upon and observed by the event host.

Responsibilities

- A loss and damage deposit will be collected from guests upon check in.
- All persons listed on the Booking Form are responsible for the care of the property. At the end of the rental period, the Villa Manager/Supervisor will inspect the property to ensure that there is no damage or loss that needs to be repaired /replaced.
- All damages will be charged to the guest account. The loss and damage deposit will be fully refunded upon clearance by the Villa Manager/Supervisor.

Liability

Surga Villa One and Surga Villa Two, at The Surga Villa Estate, have been designed with safety and security in mind. However, the presence of water features, other outdoor elements, and jurisdictional considerations require that the Owner and Management expressly disclaim any and all liability. We do maintain insurance cover as required by law, but strongly recommend that guests have comprehensive Travel Insurance of their own choice.

The Surga Villa Estate does our utmost to ensure our guests total privacy and security, for them and their possessions.

The Owners and Management of The Surga Villa Estate cannot accept responsibility or liability for any loss of money, valuables or personal belongings. Guests are encouraged to secure all valuables in the Room Safe in each bedroom.

The Surga Villas Estate has full-time security staff on site, and maintains 24/7 security camera recording all around the Estate. However, The Surga Villa Estate cannot be held liable for any acts of negligence by guests, or for claims of loss or injury, which may be reported without any proof, or without full transparency. Failure to comply with the above-mentioned Terms and Conditions will render the booking void and no compensation will be paid.