

Villa True Colors, Terms & Conditions

Tentative Confirmation

On receipt of your booking request, we will contact you and provide you with a confirmation of availability, rate (including any applicable tax), and the 50% of deposit required.

Reservation Confirmation

To confirm your reservation 50% deposit is required for bookings 15 days or longer before your estimated arrival date. The balance of the total amount has to be paid 14 days before the date of arrival.

For booking 14 days or closer to your estimated arrival date or booking of the entire Villa, the deposit is 100% of the total invoice.

Changes to Bookings

All requests for changes to bookings must be made in written form. Villa True Colors will check your change and will try to find a good solution for you. Based on our availability, we will inform you if your change is possible or not.

Cancellation Policy

Villa True Colors requires that all cancellations are notified in writing. Where a booking is cancelled a minimum of three months before the booked arrival date will incur a 10% charge of the total invoice amount. Cancellations made less than three months prior to the arrival date forfeit all monies paid by the guest in relation to the booked stay. Final payments are non-refundable.

Any payment transaction costs for the return payment are charged to the party which cancel the booking.

Our Seasons

High Season: 15th June – 14th September, Chinese New Year, Eastern
Peak Season: 20th December – 10th January

Check-in and Check-out regulation

Check-in : 4pm

Check-out: 10am

Early Check-in: will be charged 50% of the daily rate

Late Check-out (till 6pm): 50% of the daily rate

Late Check-out (later than 6pm): 100% of the daily rate

Minimum Stays and Rental Rates

Unless noted otherwise, minimum night stays are as follows:

Low Season: 3 nights

High Season: 5 nights

Peak Season: 7 nights

Rental rates also vary according to the season and vary according to the number of Guests (Adults/Children). Rental rates are valid for the entire Villa per night and are subject to change without notice.

All rates are exclusive of tax and service charges and are quoted in Indonesian Rupiah (IDR). All taxes are in accordance with government regulations. Service charge is applied at the industry standard.

What is included in the Rate

The rate gives you the right to use all rooms and all public facilities the Villa offers. It includes a daily breakfast buffet, daily cleaning and housekeeping, airport pick-up service (min. stay 5 nights).

All other costs are at the expense of the Guest unless noted as inclusions on the written confirmation advice. Other expenses are especially the consumption of additional drinks and food, any tours, airport transfers or other ordered services.

General Guidelines for Events

An event is defined as a social gathering or celebration where the total number of guests exceeds the number of guests registered to stay, or exceeds the maximum sleeping capacity of the Villa (17 people), or if it's planned to play loud music, or when a significant amount of equipment (such as an external sound system) is brought onto a villa's premises, and outside suppliers are involved in event preparation. Commercial events (ticketed) are generally not permitted.

An event fee will be charged by the villa management company to host an event, which will be invoiced as part of the villa booking. In most cases, event fees include a function fee and the local village council fee (also known as the "banjar fee"). Any firework displays must have the requisite legal permits from the police and local authorities and are chargeable separately by a licensed fireworks organizer.

The event fee does not provide any additional services, but is to allow the villa owner to keep the property in top-notch condition before, during and after each event and during each guest holiday in the residence.

The minimum stay requirement depends on the season and is applicable for every booking for event purposes as well as for holiday accommodation.

Guests obviously want to enjoy their event and not have to worry about the villa or contractors providing service, so it is our requirement that the responsibility for this lies with an Event Organiser (EO). All events are required to have a licensed and qualified Events Organiser, who is responsible for all stages of preparations of the property for the event. They must be onsite for the entire event, including set up and clean up. The EA should personally meet the contractors and be fully responsible for their operations. The EA is responsible to clean the villa and surrounds after an event is complete and must do so on the same day as the event.

The event fee is IDR 3.500.000, (subject to 15% tax & service charge) for events up to a maximum of 50 people

Local village council fee is IDR 3.500.000 (as at July 2015) in most cases.

Curfew is 11.30pm.

Any event must be pre-approved by the management so please confirm before booking or paying for your reservation.

Damages, breakages or losses

Guests are responsible for looking after the property, leaving it in good order and in a clean condition. Guests also undertake to pay for damages, breakages or losses they may be responsible for during the period of their stay. Villa True Colors reserves the right to reclaim the hired property if the hirer, members of the guest party or guest visitors cause excessive damage or mess.

Security Deposit

All bookings for the entire Villa requires an additional refundable deposit payment of IDR 6.750.000. This payment must be paid at booking time or at least at the day of arrival by cash in IDR. The security deposit will be fully refunded, if there is no damages, breakages or losses. Otherwise it will be used to cover the damages, breakages or losses.

Insurance

We strongly recommend that you take out 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, including evacuation, injury, death, loss of baggage and personal items, theft, cancellation and other travel contingencies.

Responsibility

Please be advised that we are not responsible for any loss or damage to personal equipment and property during your stay with Villa True Colors, or during your participation in any activities during your visit to Bali. We will not accept responsibility for any delay, additional expense or inconvenience which maybe caused directly or indirectly by events outside of our 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.

Inventory

We ask each guest staying at the Villa to take care of the home and in case of damages to inform right away the Villa manager or the owner. 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 during your stay will be your responsibility. The possible costs involved will have to be discussed with the manager and the owner before your departure.

Bank Account, PayPal and Credit Card Transfers

Bank Account details, or details for making PayPal or credit card payments for transfer of rental funds will be sent at the same time as the tentative booking confirmation. Payment Transaction Fees are charged additionally as follows:

PayPal and Credit Card: 5% of the total invoice amount

Bank Transfer: IDR 405.000 per Transfer

Bali, July 2015

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