



Villa Tirta Indah

"The Sacred Water" Organic Farm Home

The Villa

Villa Tirta Indah
Ds.Sanding Br.Mancawarna
Tampaksiring, Gianyar
Bali, Indonesia 80552

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From Bali: 0361 901 807

www.balivillatirta.com

Contract

This contract entered into is between Villa Tirta Indah Management (here in after referred to as "The Villa Management") and the primary guest (the person who's name under the booking is made), (here in after referred to as "The Hirer" or "you") for the short-term hire of Villa Tirta Indah (located in Ubud, Bali, Indonesia), (here after referred to as "The Villa" or "The Property")

This contract is effective on written confirmation by The Villa Management of the receipt of the necessary deposit payment by The Hirer, for the specified rental period as confirmed by The Villa Management.

The contract entered into is between The Villa Management and The Hirer, and is not effective until required payment has been received and confirmation has been sent to the hirer.

Reservation and Payment Terms

The reservation in your name will be kept active for a period of 7 days, awaiting your confirmation instructions and payment of the Confirmation Deposit. After the 7-day period 50% of the rental fee must be received by The Management in order to hold the reservation.

Confirmation Deposits will be refunded, (less US\$ 250 administration fee), on reservations cancelled within the following dates: Low Season: 31 days notice | High Season: 61 days notice | Peak Season: 91 days notice.

Please note that all payments must be made to the account specified by The Villa Management in US Dollars. The final amount received by The Villa Management must be net of any banking, transfer, foreign exchange charges and the like, which must be borne by The Hirer. Until the specified Confirmation Deposit is received, The Villa Management, at its own discretion, may review the status of any reservation.

The final outstanding rental payment must be settled in full, at the specified bank account by the following dates: Low Season: 30 days of arrival | High Season: 60 days of arrival | Peak Season: 90 days of arrival. Final Outstanding Rental Payments are non-refundable.

On bookings made with less than 30 days' notice, the Total Rental Payment must be received no less than 7 days before the intended date of check-in. For last minute bookings (i.e. less than 7 days), the total rental payment must be received immediately, in order to Confirm the Reservation, and in all cases before arrival at the villa.

Cancellations & Changes

Deposits will be refunded, (less US\$ 250 administration fee), on reservations cancelled within the following dates: Low Season: 31 days notice | High Season: 61 days notice | Peak Season: 91 days notes Final Outstanding Rental Payments are non-refundable.

We will always endeavor, at The Villa Management's discretion, to accommodate minor shifts to your plans. If possible, we will try and shift your reservation dates by a day or two, however this may not always be possible. If you cancel after you have made your final outstanding payment. If we can rebook the Villa we may refund part of your final payment.

Check In/Check Out

Check In time is 2:00 p.m. Check out time is 11:00 a.m. Early check In between 8:00 a.m. – 2:00 p.m., and late check out between 11:00 a.m. – 5:00 p.m. can

be arranged for half the daily rate of that season.

Security Deposit

Upon arrival you will be required to leave a cash deposit with The Villa Management. If your stay is less than 1 week: \$100 | 1-3 weeks: \$250|more than 3 weeks: \$500. The Villa Staff will attend to daily cleaning and regular maintenance of The Villa, The Hirer agrees to be personally responsible for ensuring that the property is left in good order and condition. Any damages or loss, caused to The Villa and/or any of its contents, and/or the Staff by The Hirer, or their Party, or their Guests remains the responsibility of The Hirer, and the resulting costs must be settled as and when the damages are identified, and in all cases prior to the departure of The Hirer and/or their Party from the villa. As long as The Villa is left in good order and condition, the security deposit is fully refundable.

Villa Staff will be more than happy to do your daily grocery shopping, book local attractions, provide postal service, arrange for Spa services, etc. The Villa staff will keep a tally of these additional expenditures made on your behalf payable upon checkout. You only pay what has been spent on your behalf, on your request, and when possible, our staff will provide you with the actual receipts/bills, However, in some instances a formal receipt may not always be available. Please do not ask the staff to purchase items for commercial/export purposes, and/or to buy large/bulky items such as furniture and the like. If you have some very specific shopping requirements (such as a certain type of medicine, or very specific nutritional requirements), please ensure that you purchase these items, as our staff are not liable for any damage/loss caused by any third party groceries/items purchased on your behalf.

At the Villa there is a lunch and dinner menu with price list available. If you would like to eat off-menu, you may request the Villa Staff to cook this special for you, please discuss the cost of your meal with them at that time to compensate our cooks for their time and grocery money.

Party Size

As the Hirer you are assured use of The Villa on an exclusive basis, including the staff and services. This use is limited to a maximum of 10 guests. Children under 18 months will not be charged for their stay. Please note that Villa Tirta Indah is located in a peaceful, and residential neighborhood. If you plan to hold commercial events, and/or large group events including (but not limited to), weddings, parties, functions, please bring this to the attention of The Villa management, in writing, before Confirmation of Reservation and we can discuss your requirements,

and if it is possible for The Villa Management to meet these.

Local Laws

It is a requirement of the Indonesian government, that all foreign guests arriving in hotels and villas are formally registered. Please ensure that all guests in your party arrive at the villa with their passports which they have used to enter Indonesia. The Villa Staff will handle this formality for you, which typically takes a couple of hours. Your passports will be returned to you as soon as the registration process has been completed.

Complaints If there is a cause for complaint by the Hirer, these should be brought to the attention of The Villa Staff and/or The Villa Management as soon as possible, and no later than prior to the check-out/departure. The Villa Management or The Villa Staff are not able to resolve complaints submitted by The Hirer after their departure from The Villa.

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Liability

The liability of The Villa Management and/or The Villa Staff is strictly limited to the monies paid by The Hirer as Rental Fees for that specific reservation period, or any portion of the fees thereof.

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