

## **GENERAL TERMS:**

- ++ All our bookings are charged based on the package selected and per bungalow type
- ++ Bookings will not exceed the number of people established in our bungalows description and in our agreement
- ++ Single travellers have a fixed single occupancy rate in our appointed single occupancy bungalows
- ++ Rates are advertised in IDR (Indonesian Rupiah) and are handled in our local currency, **however we have different payment methods available to ease payment procedure in the following currencies (USD / AUD / € / £ / NZD) all fees excluded for this service and detailed within payment methods**
- ++ **Rates listed and advertised are based on existing labor, fuel and current IDR exchange rate**  
**Should any of these parameters vary we reserve the right to alter rates or quotations at any time with or without prior notice**
- ++ **LOCAL TAX (11%) is included within accommodation rates during 2022**
- ++ Mandatory travel insurance is necessary for all guests staying at BeOcean Krui
- ++ We reserve the right to alter any of our advertised rates during, before or after a bookings is made
- ++ We reserve the right to alter and reschedule your reservation due to situations out of our control and other force-major circumstances

## **PAYMENT:**

- ++ When a trip quote is accepted we will generate a provisional booking and dates will be locked in our online calendar as 'provisional' until deposit is settled **based on the due date**
- ++ **There is a 50% (credit-refundable)\* deposit payment** to secure your booking and lock in the provisional reservation otherwise we reserve the right to withdraw your booking and offer the spot to someone else
- ++ Provisional bookings are confirmed as 'booked' after deposit payment has been received
- \*Our credit-refundable deposits are made in the form of 'Credit Trip Vouchers' with the possibility of rescheduling free of charge (one time) to a new trip based on our availability within 2 years after a potential cancellation and transferable to someone else in case of having to cancel the trip under your name**
- ++ Final payment for your reservation is due 15 days prior to arrival within 2022  
We reserve the right to cancel your booking and sell the spot to someone else *if full payment is not made 15 days prior to arrival*

## **++ Payments methods - PLEASE INFORM WHICH PAYMENT METHOD YOU WOULD LIKE TO USE**

- Wise Transactions ([www.wise.com](http://www.wise.com)) providing our WISE details **WISE TO WISE ACCOUNTS DO NOT HAVE ANY FEES ADDED**
- Regular Bank Transfer within the following regions/countries: Australia (AUD) + USA (USD) + Europe (€) + UK (£) + New Zealand (NZD) providing bank account details linked to our virtual

payment methods using our partner WISE services **THIS SERVICE HAS ADDED FEES BASED ON THE COUNTRY, YOU WILL SEE THEM DETAILED ON THE ATTACHED PAYMENT METHOD PDF**

- Debit/Credit card link (payment link sent separately) - ACCEPTED VISA & MASTERCARD, link can be sent by WhatsApp or Email **THIS SERVICE HAS ADDED FEES FOR CC LINK AT 1,8%**
- Internet Banking **(ONLY WITHIN INDONESIA) NO ADDED FEES**

### **CANCELLATIONS:**

++ Cancellations are made in writing and sent by email to [indo@beoceanrui.com](mailto:indo@beoceanrui.com)

#### **++ Within 2022: LAST MINUTE CANCELLATIONS DUE TO TRAVEL RESTRICTIONS**

Cancellations are accepted maximum of 72 hours (3 days) before arrival date given the following related reasons:

- Unable to travel to our destinations due to traveling restrictions
- Country shut down
- Airlines cancelling flights to destination (any other form of transportation unable to embark to South Sumatra)
- Unable to travel due to justified sickness related to a virus or physical incapacity

Otherwise we reserve the right to waive your credit trip voucher if notice is not given within this cancellation time frame

++ You can cancel a provisional booking **free of charge before deposit payment is due as specified within this quote**

++ If you cancel your trip after paying the deposit payment you will be able to re-schedule your trip (free of charge one time) based on availability and using our BeOcean **'Credit Trip Voucher'** which can be used within 2 years after cancelling your trip  
'Trip Vouchers' are also transferable to someone else in case you cannot make the trip \*(terms & conditions apply to the use of our 'Credit Trip Vouchers')

++ If cancellation is made less than 15 days prior to arrival and/or after full payment we will use the same criteria based on our "BeOcean Trip Vouchers"  
Travel insurance will assist you further in case of having to cancel your trip permanently

++ Getting travel insurance will cover any potential travelling issues you may face due to unexpected cancellations or rescheduling of your trip

### **ARRIVAL & DEPARTURE:**

++ Check in time to bungalows from 14.00hrs

++ It's possible to check in our premises from 12pm and drop off your belongings while you wait for the bungalow to get ready for arrival

#### **Be advised that we don't offer discounts for late check-in**

++ Check out time from bungalow is at 11.00am

If you require a late check out between 11am and 4pm this will be based on availability and a supplement will be charged.

++ Departures after 4pm are counted as additional night booked

## **KIDS (sharing bungalow with parents)**

- Under 5 years old stay for free
- Ages 6 - 12 have a fixed kids rate based on the package selected
- Older kids Above 13 y/o are considered adults

### **++ COVID-19:**

All guests have gathered the relevant information and are aware of the current travelling situation to Indonesia and within the country as well as the travel advisory on return to the guests country of origin or state of origin within Indonesia.

All guests are liable to take the necessary travel advise and compulsory health documents to enter Indonesia and travel within Indonesia.

BeOcean Krui is not held responsible for the negligence of their guests during travel advisory and travel alerts.

BeOcean Krui takes the necessary health and cleanliness protocol to operate the business during COVID-19

### ***BeOcean Krui will not be held liable for the following:***

- Delays before or after arrival in terms of war, terrorism, civil unrest, natural disasters, situations beyond our will and control, however we will put all our diligence to assist you if we can in the best way possible without jeopardising our safety and other guests.
- If you incur any delays when traveling to our destination, in this case you have the responsibility of letting us know by telephone, text, WhatsApp or email.  
We won't be held responsible for extra costs incurred on your transport due to delays which have not been previously notified in case we have to re-schedule your transport services.
- Theft, illness, death, damage or loss of personal property, while traveling to/from or staying at BeOcean Krui
- Internet/Booking related problems with your reservation at the time of booking
- Legal matters related to drugs, crime, violence, or any unlawful behavior in and out of Indonesia.
- Excess baggage on any means of transportation, fees for visa on arrival, departure tax fees, domestic tax fees, charges applied on overstay, visa extensions, passport related issues such as the established 6 month legal validity already advised
- Extra expenses if you eat outside our premises, particularly if you become sick
- Sickness caused by eating out
- Extra expenses of any kind

## **GUESTS BEHAVIOUR**

BeOcean Krui will not be held responsible for illicit actions that may take place outside our premises, in addition we will not be liable for the consequences that may cause disrespectful behavior towards local customs. This will be entirely your own responsibility.

BeOcean Krui will assist you to the best of their knowledge given a situation beyond your scope and which has not been legitimately caused by one of our guests.

BeOcean Krui reserves the right to cancel your booking during your stay due to inappropriate and disrespectful behaviour. In this case you're also denied the right to a refund.

### ***Amendments:***

- BeOcean Krui can change the content or add to the content within our terms & conditions at any time before, during and after your booking as well as during your stay with us.
- Adjust prices at any time without previous notice
- BeOcean Krui can alter booking dates due to weather conditions, safety issues, or situation out of our control

### ***Awareness:***

- You have been informed about visa entry to Indonesia, and other visa related issues. Please refer to your country of origin if you intend to obtain a different visa.
- Passport minimum validity of 6 months on entry.
- You are aware of the importance of traveling with travel insurance
- You know that you're traveling to a remote destination.
- Medical issues should be treated accordingly as well as medical advice when traveling to tropical countries.
- You have been advised on local customs. Should you have further questions on this matter we will do our best to inform you correctly.
- Guests under the age of 18 must be accompanied by an adult.
- If you have unforeseen problems we will assist you in any way we can, provided it doesn't put any of the other guests or ourselves in a dangerous situation.

### **Privacy policy**

Any information shared during or after the course of your booking will not be mislead or forward to other parties