

## **GENERAL TERMS:**

++ All our bookings are charged per bungalow type per night

++ All bookings made on any channel will not exceed the number of people established in our bungalows descriptions, we reserve the right to void and reject a booking confirmed and paid if on arrival at our premises do not meet these requirements

++ Single travellers have a fixed single occupancy rate

++ 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 your currency

++ LOCAL TAX (10%) for accommodation is **NOT INCLUDED** in the advertised rate

++ 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

## **ARRIVAL & DEPARTURE:**

++Check in time to our premises is possible from 12pm

++ Check in time to bungalows from 14.00hrs

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 6pm this will be based on availability and a supplement will be charged.

++ Departures after 6pm are considered as another days booking

## **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 from 13 y/o are considered adults

## **PAYMENT & CANCELLATION**

### **GENERAL TERMS APPLIED TO ALL OUR RATE PACKAGES UNLESS OTHERWISE ESTABLISHED**

#### **PAYMENTS**

++ Deposit payment are required within 3 days after receiving our trip quote in order to lock in the room/s you have selected otherwise we reserve the right to withdraw this provisional booking and offer the room/s to someone else

- Breakfast package 50% deposit required
- Comfort Package 30% deposit required

++ Your deposit will guarantee the selected accommodation and all inclusions within the specific rate plan

++ All deposits are credit refundable\*\*

**\*\*Our 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**

#### **++ Final payment**

○ **Breakfast Package:** outstanding amount will be paid on site on arrival

○ **Comfort Package:** outstanding payment is due 30 days prior to arrival, If full payment is not made 30 days prior to arrival, we reserve the right to cancel your booking and sell the spot to someone else

#### **++ Payments methods**

- Directly online through our website paid by card (Visa / MasterCard) provided by our payment gateway AsiaPay (Paydollar)
- Payment link sent separately (Visa / MasterCard) + fee applied at 1,5% provided by our payment gateway AsiaPay (Paydollar)
- Wise Transfers (payments accepted in the following currencies: USD / AUD / € / £ / NZD) + fees at 1,5%
- Pay Pal + fees at 5%
- Internet Banking (**only within Indonesia**)

#### **Trip Vouchers**

++ Credit Trip Vouchers are not tied in to any specific dates and/or rate plans and/or conditions from your initial booking

++ Credit Trip Vouchers can be used one time to re-schedule your trip within two years of having to make a change to your initial dates

++ Credit Trip vouchers are transferable in case of having to cancel permanently your trip under your name, same conditions apply to new traveller/s

### **FOR BREAKFAST PACKAGE MIN STAY ONE NIGHT**

++ There will be a security deposit payment in cash equal to Rp 500.000 per booking at the time of check-in, this deposit will be refunded at check-out giving there are no problems within the bungalow related to breakages and/or items missing that have been legitimately caused by the guests

++ All our bungalows are revised before any guests check-in and are again revised at check-out before guests depart

### **FOR COMFORT SURFERS PACKAGE**

++ Trip quotes are sent to potential guests based on their preferences, those who have asked **to hold the spot** will be provisionally booked and locked in our online system for a maximum of 3 days until you accept the trip quote and pay the relevant deposit otherwise we reserve the right to cancel the trip quote and sell the spot to someone else

++ All provisional bookings under Trip quote status will appear as confirmed after deposit payment is made

### **CANCELLATIONS:**

++ Cancellations are made in writing and sent by email to [info@beoceankrui.com](mailto:info@beoceankrui.com) or contacting our admin WA number on +62 853-8075-5165

++ **BASED ON TRIP QUOTES ONLY:** You can cancel a provisional booking completely free of charge before deposit payment is due based on your trip quote information

++ 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 30 days prior to arrival and 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

++ **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

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

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 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

### **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 advise 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