

BEOCEAN KRUI

Booking Terms & Conditions

Designed to ensure a transparent, fair and enjoyable experience for both our guests and our team.

Last Updated: July 2026

Issued by

PT Coral Samudra Indonesia

Walur, Krui – South Sumatra, Indonesia

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As a **family-owned boutique surf lodge**, our philosophy is built on **transparency, flexibility and mutual respect**. These Booking Terms & Conditions have been designed to clearly explain how we operate and what you can expect before, during and after your stay with us.

Our aim is to provide every guest with an unforgettable experience in one of Indonesia's most unique surf destinations while ensuring a clear understanding between both parties from the moment a reservation is made.

Please read these Booking Terms & Conditions carefully before making your reservation.

By making a reservation and paying the required deposit, you confirm that you have read, understood and accepted these Booking Terms & Conditions.

1. Definitions

Throughout these Terms & Conditions, the following definitions apply:

BeOcean Krui, BeOcean, the Company, we, our, or us refers to **PT Coral Samudra Indonesia**, including its directors, employees, representatives, contractors and authorised agents.

Guest, Client, you, or your refers to the person making the reservation together with every person included within that booking.

The person making the reservation accepts these Terms & Conditions on behalf of every guest included within the booking and is responsible for ensuring that all members of the travelling party are aware of them.

Booking means any reservation made through our official website, booking engine, email, WhatsApp, social media or any other sales channel authorised by BeOcean Krui.

Arrival Date means the first day of the confirmed reservation.

Property refers to BeOcean Krui, including its accommodation, facilities, common areas, vehicles, boats, equipment and all services operated directly by the Company.

2. Booking Process

Reservations may be requested through our official website, online booking engine or by contacting BeOcean directly.

Following your enquiry, we may provide:

- a personalised Booking Offer;
- a Reservation Confirmation;
- or direct access to complete your reservation through our online booking system.

A reservation becomes **confirmed** once the required deposit has been successfully received by BeOcean.

From that moment, a legally binding agreement exists between the Guest and BeOcean under these Terms & Conditions.

Until the required deposit has been received, accommodation availability, room allocation and quoted prices cannot be guaranteed.

3. Deposit

To secure your reservation, a **30% non-refundable deposit** is required.

Unless otherwise agreed in writing, this deposit must be paid within the timeframe specified in your Booking Offer or payment request.

Should the deposit not be received within the stated period, BeOcean reserves the right to release the accommodation and cancel the provisional reservation without further notice.

Payment of the deposit confirms your acceptance of these Terms & Conditions.

4. Balance Payment

The remaining balance must be paid no later than **45 days before the Arrival Date**.

Reservations made within 45 days of arrival require full payment at the time of booking.

Failure to pay the remaining balance by the due date may result in the cancellation of the reservation, with any payments already received being treated in accordance with our Cancellation Policy.

Should you experience difficulties meeting the payment deadline, we encourage you to contact us as early as possible. Wherever reasonably possible, we will always endeavour to find a fair and practical solution.

5. Prices

All published prices are based on information available at the time of publication.

As the majority of BeOcean's operational costs are incurred in **Indonesian Rupiah (IDR)**, prices displayed in other currencies are indicative only and may vary according to exchange rate fluctuations.

Quoted prices remain valid until the payment deadline stated in your Booking Offer.

Once the required deposit has been received, the accommodation rate confirmed in your reservation will remain unchanged except where adjustments become necessary due to:

- changes in government taxes or regulations;
- significant currency fluctuations;
- Force Majeure events;
- or circumstances beyond BeOcean's reasonable control.

Should an exceptional adjustment become necessary, BeOcean will always notify the Guest before requesting any additional payment.

6. Payment Methods

Payments may be made using the methods available through our official booking platform.

These may include:

- Credit or Debit Card
- International Bank Transfer
- Wise (or similar international transfer services)
- Other payment methods approved by BeOcean

Applicable transaction or processing fees will always be shown before payment is completed.

For international bank transfers:

- the sender is responsible for all transfer fees charged by their bank;
- payment is considered received only once funds have cleared into BeOcean's account;
- proof of payment should be emailed to our Reservations Team.

Outstanding balances relating to services booked during your stay—including bar purchases, massages, transport, laundry, surf photography, excursions or other additional services—must be settled before departure using one of the payment methods available at Reception.

7. Services, Packages & Inclusions

At BeOcean, we continuously review and improve our accommodation, facilities, guest experience and services.

As a result, we reserve the right to modify, replace, add or discontinue any package inclusion, facility, activity or service advertised on our website, social media or other promotional material.

Such changes may include, but are not limited to:

- accommodation inclusions;
- meal plans;
- surf guiding arrangements;
- transport services;
- activities and excursions;
- facilities available for guest use;
- equipment provided;

- operating hours;
- additional services.

Unless otherwise required for safety, legal or operational reasons, these changes will apply only to **new reservations** made after the updated information has been published.

For existing confirmed bookings, BeOcean will honour the package and inclusions confirmed at the time the reservation was made.

Where a significant operational change affects an existing confirmed reservation, BeOcean will always endeavour to provide a suitable alternative of comparable value whenever reasonably possible.

8. Operational Flexibility

BeOcean is located in a remote coastal region where daily operations are influenced by weather conditions, tides, surf forecasts, road conditions and local circumstances.

For this reason, certain services or schedules may occasionally need to be adjusted.

This may include:

- meal service times;
- surf guiding schedules;
- transport arrangements;
- boat departures;
- excursion timing;
- activity availability;
- maintenance works;
- or other operational matters.

Whenever reasonably possible, guests will be informed in advance of any changes.

These adjustments form part of operating safely and responsibly in a remote destination and do not constitute a breach of contract.

9. Cancellation Policy

At BeOcean Krui, every reservation represents a commitment from both our guests and our team.

When you book with us, we reserve accommodation, allocate resources, schedule staff and often decline other booking requests for the same dates. For this reason, the following cancellation policy applies.

9.1 DEPOSIT

The booking deposit is non-refundable.

Once received, the deposit secures your reservation and removes the accommodation from availability for other guests.

9.2 GUEST CANCELLATION

Should you decide to cancel your reservation, notification must be made in writing by email.

The effective cancellation date will be the date on which BeOcean receives your written notification.

More than 45 days before arrival

Your deposit remains non-refundable.

However, where the cancellation meets the conditions described under our **Rescheduling Policy**, BeOcean may approve the conversion of payments already received into a Credit Voucher.

45 days or less before arrival

All payments received become non-refundable.

At this stage, accommodation and services have been specifically reserved for your stay and it is often no longer possible for us to resell the booking.

For this reason, we strongly recommend purchasing comprehensive travel insurance that covers cancellation costs.

9.3 NO SHOW

Failure to arrive on the confirmed Arrival Date without prior written notice will be treated as a cancellation.

No refund or Credit Voucher will apply.

9.4 EARLY DEPARTURE

Should you decide to shorten your stay after arrival for personal reasons, no refund will be provided for any unused accommodation, meals, transport or other prepaid services.

9.5 UNUSED SERVICES

No refunds are available for services voluntarily not used during your stay.

This includes, but is not limited to:

- Accommodation
 - Meals
 - Airport transfers
 - Surf guiding
 - Activities
 - Boat trips
 - Photography
 - Laundry
 - Massages
 - Rental equipment
 - Any other prepaid service
-

10. Rescheduling

We understand that unexpected situations can arise before travel.

Whenever reasonably possible, BeOcean will always try to assist guests who are genuinely unable to travel.

Requests to reschedule must be submitted in writing by email as soon as reasonably possible.

Approval of any rescheduling request remains entirely at the discretion of BeOcean.

Circumstances normally considered

Rescheduling may be approved where appropriate supporting documentation is provided.

Examples include:

- Serious illness
- Significant injury
- Immediate family emergency
- Government travel restrictions
- Major transport disruption outside the guest's control
- Other exceptional circumstances accepted by BeOcean

Supporting documentation may be requested before approval is granted.

Circumstances normally not accepted

Rescheduling will generally not be approved for:

- Change of mind
- Work commitments
- Failure to obtain visas or travel documents
- Choosing to travel elsewhere
- Surf forecast expectations
- Weather preferences
- Personal convenience

Approved Rescheduling

Where BeOcean approves a rescheduling request, payments received may be converted into a **Credit Voucher** valid for **12 months** from the original Arrival Date.

The new reservation:

- remains subject to availability;
- will be charged according to the rates applicable at the time of the new booking;
- may require payment of any difference in price.

Credit Vouchers cannot be exchanged for cash.

11. Credit Vouchers

A Credit Voucher represents a booking credit only.

Unless otherwise stated in writing, Credit Vouchers:

- are valid for one future reservation only;
- cannot be redeemed for cash;
- cannot be split across multiple bookings;
- cannot be combined with another Credit Voucher unless expressly approved by BeOcean.

Any unused balance remaining after check-out will automatically expire.

Credit Vouchers issued under exceptional circumstances, including previous COVID-19 arrangements, remain subject to the specific conditions under which they were originally granted.

12. Guest Substitutions

If one or more guests included within a reservation are unable to travel, another person may take their place.

Guest substitutions are free of charge provided that:

- written notice is received before arrival;
- sufficient time exists to update reservation records;
- the new guest accepts these Terms & Conditions.

Where a Credit Voucher is transferred to another traveller, the original Guest must notify BeOcean in writing and provide the new guest's full name.

BeOcean reserves the right to request reasonable identification where necessary.

13. Changes Requested by the Guest

Following confirmation, any request to amend:

- travel dates;
- accommodation type;
- number of guests;
- room allocation;
- package selected;
- or any other reservation details;

will always be considered fairly and individually.

Approval depends upon:

- availability;
- operational requirements;
- seasonal demand.

Additional charges may apply where requested changes result in higher accommodation rates or additional services.

Wherever reasonably possible, BeOcean will always endeavour to accommodate reasonable requests.

14. Changes Made by BeOcean

Although changes are rarely necessary, BeOcean reserves the right to modify certain aspects of a reservation where operational requirements make this unavoidable.

Examples may include:

- changing room or bungalow allocation;
- replacing accommodation with an equivalent or higher category;
- adjusting transport arrangements;
- modifying activity schedules due to weather or safety;
- temporarily withdrawing facilities for maintenance;
- making reasonable operational adjustments.

Whenever possible, guests will be informed in advance.

Should BeOcean be unable to provide accommodation or services of a comparable standard, we will always endeavour to provide a fair and reasonable alternative.

Where this is not possible, an appropriate refund may be offered depending on the circumstances.

15. Travel Insurance

Travel insurance is **mandatory** for every guest staying at BeOcean Krui.

It is the Guest's responsibility to ensure that their insurance policy adequately covers the activities they intend to undertake during their stay.

We strongly recommend that every policy includes:

- Trip cancellation
- Medical expenses
- Emergency medical evacuation
- Personal accident
- Surfing and water sports
- Motorbike use (where applicable)
- Loss or theft of personal belongings
- Personal liability

Guests remain solely responsible for ensuring that their insurance policy provides appropriate cover for their individual circumstances.

BeOcean accepts no responsibility for costs arising from inadequate or unsuitable insurance.

16. Passports, Visas & Health Requirements

Each guest is solely responsible for complying with all entry requirements applicable to Indonesia.

This includes, where applicable:

- A passport valid for at least six months from the date of entry;
- Appropriate visas or permits;
- Vaccination or health requirements;
- Customs and immigration regulations;
- Any additional documentation required by Indonesian authorities.

Information provided by BeOcean regarding visas, immigration or health requirements is offered in good faith but should not be regarded as legal or immigration advice.

Guests should always verify current requirements directly with the relevant authorities before travelling.

17. Arrival & Departure

Our standard check-in and check-out times are designed to allow sufficient time to prepare accommodation to the standard our guests expect.

Check-in

Standard check-in time is **from 2:00 pm**.

Guests are welcome to arrive from approximately **12:00 pm** to leave luggage, relax in our common areas and enjoy the facilities while their accommodation is being prepared.

Early access to rooms cannot be guaranteed and will always depend on occupancy and housekeeping schedules.

Check-out

Standard check-out time is **11:00 am**.

Late check-out may be available upon request and is always subject to availability.

Additional charges may apply.

Departures significantly later than the agreed check-out time may be charged as an additional night's accommodation.

18. Accommodation & Occupancy

Accommodation is provided exclusively for the number of guests confirmed in the reservation.

For safety, licensing and insurance purposes, additional overnight guests are not permitted unless previously authorised by BeOcean.

The Company reserves the right to refuse access or request additional payment where occupancy exceeds the confirmed reservation.

Guests are expected to treat all accommodation, furniture, fixtures and equipment with reasonable care throughout their stay.

Any damage resulting from negligence, misuse or intentional acts may be charged to the responsible guest.

19. Children

Families are always welcome at BeOcean Krui.

Parents or legal guardians remain fully responsible for supervising children at all times throughout the property.

Particular care should be taken around:

- The swimming pool
- Stairs and elevated decks
- Surfboards and sporting equipment
- Vehicles and motorbikes
- Boats
- The ocean

Children must never be left unattended in these areas.

Child Rates

The following child rates apply **when children share accommodation with their parent(s) or legal guardian(s)**:

- **Under 3 years of age:** Complimentary accommodation.
- **3–6 years:** Fixed child rate.
- **7–12 years:** Fixed child rate.
- **13 years and over:** Charged at the standard adult rate.

Where children occupy separate accommodation from their parent(s) or legal guardian(s), the standard adult rate may apply.

Applicable child rates will always be confirmed at the time of booking.

20. Group Bookings & Surf Coaching Events

Special conditions may apply to:

- Surf coaching groups
- Retreats
- Exclusive-use bookings
- Large group reservations

To secure accommodation for a group, the required deposit must be received within the period specified in the Booking Offer.

Accommodation cannot normally be held indefinitely without payment.

Final participant numbers must be confirmed no later than **60 days before arrival**, unless otherwise agreed in writing.

After this date, reductions in participant numbers may result in cancellation charges, as accommodation has been reserved specifically for the group.

Guest substitutions are encouraged whenever possible to avoid unnecessary cancellation costs.

21. Remote Destination

BeOcean is located in a remote region of South Sumatra.

Part of the experience of visiting this coastline is accepting that certain services and infrastructure may differ from those found in major cities or highly developed tourist destinations.

Guests should therefore understand that, on occasion:

- Internet service may be interrupted.
- Electricity supply may occasionally be unavailable.
- Road conditions may vary.
- Flight schedules may change.
- Weather conditions may affect activities or transport.

- Mobile phone coverage may be limited depending on the provider.
- Local supply chains may occasionally affect product availability.

These situations are generally beyond the reasonable control of BeOcean.

Our team will always make every reasonable effort to minimise inconvenience and assist guests whenever possible.

22. Respect for the Local Community

BeOcean is proud to operate within a traditional Indonesian coastal community.

We kindly ask all guests to respect local customs, traditions, religious practices and the surrounding environment throughout their stay.

Simple gestures such as dressing respectfully when visiting villages, behaving courteously towards local residents and supporting local businesses contribute positively to the relationship between tourism and the community.

Mutual respect is one of the values that defines the BeOcean experience.

23. Guest Responsibilities & Behaviour

At BeOcean Krui we strive to maintain a relaxed, friendly and respectful atmosphere for everyone.

By staying with us, guests agree to behave in a manner that respects:

- other guests;
- our team;
- local residents;
- the property;
- the surrounding environment.

Guests are expected to:

- Follow reasonable instructions given by BeOcean staff.
- Respect shared facilities.
- Use all equipment responsibly.
- Avoid behaviour that may disturb other guests.
- Respect Indonesian laws and regulations throughout their stay.

The following behaviour is considered unacceptable:

- Violence or threats of violence.
- Harassment or intimidation.
- Abusive language towards staff or guests.
- Discrimination of any kind.
- Wilful damage to property.
- Dangerous or reckless behaviour.
- Repeated disturbance of other guests.
- Illegal activities.
- Possession, use or distribution of illegal drugs.

Indonesia has strict laws regarding illegal drugs, and guests are solely responsible for complying with all applicable legislation.

BeOcean operates a **zero-tolerance policy** towards illegal drugs on its premises.

Alcohol

Alcohol may be consumed responsibly within the areas where it is served or permitted.

Guests remain fully responsible for their own behaviour while consuming alcoholic beverages.

Excessive intoxication that affects the comfort, safety or enjoyment of other guests may result in intervention by management.

Respect Towards Staff

Our team works hard to provide a friendly and memorable experience for every guest.

BeOcean has zero tolerance towards abusive, threatening, intimidating or discriminatory behaviour directed at any member of our staff.

We reserve the right to refuse service or terminate a guest's stay where behaviour places our team, other guests or the property at risk.

Such decisions remain entirely at the discretion of BeOcean Management.

24. Quiet Enjoyment

We ask all guests to respect the peaceful atmosphere of the property, particularly during the evening.

While we encourage everyone to enjoy their holiday, consideration should always be given to other guests who may be resting.

Noise levels should be kept to a reasonable level after **10:00 pm**.

This includes music, conversations in common areas and recreational activities.

Our aim is not to impose unnecessary rules, but simply to ensure that every guest enjoys a comfortable and relaxing stay.

25. Pool, Ocean & Recreational Facilities

Guests use all recreational facilities entirely at their own risk.

This includes, but is not limited to:

- Swimming pool
- Ocean
- Pool table
- SUP boards
- Surfboards
- Sporting equipment
- Fitness equipment
- Other recreational facilities

Children must always be supervised by a responsible adult.

Guests are expected to use all facilities carefully and respectfully.

The pool table should be used responsibly.

Please avoid placing drinks, sitting or leaning on the table and supervise young children while they are playing.

To respect guests staying nearby, we kindly ask that pool games finish by approximately **10:00 pm**, unless otherwise agreed by Management.

26. Activities & Risk Acknowledgement

BeOcean offers a variety of outdoor, adventure and water-based activities in a natural environment.

By choosing to participate in any activity during your stay, you acknowledge that certain risks are inherent and cannot be completely eliminated.

Activities may include, but are not limited to:

- Surfing
- Swimming
- Snorkelling
- Spearfishing
- Fishing
- Boat trips
- Stand-Up Paddleboarding (SUP)
- Jungle trekking
- Waterfalls
- Motorbike rental
- Road transport
- General recreational activities

Participation in all activities is voluntary.

Each guest remains responsible for assessing their own physical condition, ability, experience and personal comfort before participating.

If you are uncertain whether an activity is suitable for you, we strongly encourage you to speak with our team beforehand.

27. Surfing & Ocean Conditions

Surfing and ocean activities form an important part of the BeOcean experience.

The Indian Ocean is a dynamic natural environment where conditions may change rapidly due to tides, currents, wind, swell direction and weather.

Although our guides and staff provide recommendations based on local knowledge and daily conditions, every surfer remains entirely responsible for their own decisions once entering the water.

Guests should never feel obliged to surf conditions beyond their personal ability or confidence.

BeOcean cannot guarantee:

- wave quality;
- wave size;
- surf conditions;
- weather conditions;
- uncrowded surf;
- progression in surfing ability.

Surf forecasts are only predictions and conditions may vary considerably.

Safety must always take priority over expectations.

28. Boat Trips & Weather Conditions

Guest safety is always our highest priority.

Boat departures, fishing trips, snorkelling excursions and other marine activities are always subject to:

- weather;
- sea state;
- swell;
- tides;
- visibility;
- safety considerations.

The final decision regarding whether a trip operates always rests with BeOcean or the boat captain.

Activities cancelled or modified for safety reasons shall not constitute a breach of these Terms & Conditions.

Whenever reasonably possible, alternative arrangements will be offered.

29. Motorbike Rental

Guests renting motorbikes supplied or arranged by BeOcean agree to use them responsibly and in accordance with Indonesian law.

Guests are responsible for ensuring they:

- hold any licence required under Indonesian law;
- wear an appropriate helmet;
- ride responsibly;
- obey traffic regulations;
- secure the motorbike whenever unattended.

Guests remain responsible for:

- traffic fines;
- accidents caused through negligence;
- damage caused during the rental period;
- loss of keys;
- loss of helmets where supplied.

Nothing within these Terms & Conditions limits the conditions contained within BeOcean's separate Motorbike Rental Agreement, where applicable.

30. Third-Party Services

Certain services available during your stay may be provided by carefully selected independent operators.

Examples include:

- Massage therapists
- Surf photographers
- External transport providers
- Boat operators
- Fishing charters
- Local guides
- Other specialist services

Although BeOcean only works with providers we reasonably believe to be reliable and professional, these services remain the responsibility of the independent provider.

BeOcean accepts no liability for the acts, omissions or negligence of third-party operators.

31. Force Majeure

BeOcean shall not be considered in breach of these Terms & Conditions where performance of its obligations is prevented, delayed or significantly affected by circumstances beyond its reasonable control.

Such circumstances include, but are not limited to:

- earthquakes;
- tsunamis;
- volcanic eruptions;
- floods;
- severe weather;
- fire;
- epidemics or pandemics;
- government restrictions;
- airport closures;
- transport disruption;
- civil unrest;
- terrorism;
- war;

- labour disputes;
- utility failures;
- natural disasters;
- or any other event beyond the reasonable control of BeOcean.

Whenever reasonably possible, BeOcean will always endeavour to offer an appropriate alternative, including rescheduling where practical.

Compensation shall not be payable where services cannot reasonably be provided due to Force Majeure.

32. Limitation of Liability

Nothing contained within these Terms & Conditions excludes liability where such exclusion is prohibited by applicable law.

Subject to this, BeOcean's total liability shall never exceed the value of the services purchased directly from BeOcean.

BeOcean shall not be liable for:

- indirect losses;
- consequential losses;
- loss of enjoyment;
- missed travel connections;
- airline delays;
- baggage delays;
- surfboard transport delays;
- currency fluctuations;
- additional travel expenses;
- loss of income;
- circumstances beyond our reasonable control.

Guests remain responsible for arranging appropriate travel insurance and ensuring that their travel arrangements are suitable for their intended trip.

33. Personal Property

Guests remain responsible for their personal belongings throughout their stay.

Where available, safety boxes are provided for guest convenience.

BeOcean recommends that passports, cash, jewellery, cameras, drones, computers and other valuables are securely stored whenever possible.

BeOcean accepts no responsibility for loss, theft or damage to personal belongings unless directly caused by proven negligence on the part of the Company.

Lost property found after departure will be retained for a reasonable period.

Where requested, items may be returned at the guest's expense.

34. Damage to Property

Guests are expected to treat BeOcean's accommodation, facilities and equipment with reasonable care.

Guests accept responsibility for any damage caused through negligence, misuse or intentional acts.

This includes, but is not limited to:

- accommodation;
- furniture;
- doors and windows;
- plumbing;
- electrical equipment;
- surfboards;
- SUP boards;
- motorbikes;
- boats;
- pool table;
- sporting equipment;
- fixtures and fittings.

BeOcean reserves the right to recover the reasonable cost of repair or replacement where necessary.

35. Guest Satisfaction, Complaints & Early Departure

At BeOcean, our goal is to provide every guest with a memorable and enjoyable stay.

If, at any point during your stay, something does not meet your expectations, we kindly ask that you inform Reception or Management as soon as reasonably possible.

Most concerns can be resolved quickly once we are made aware of them, and we are committed to finding fair and practical solutions whenever reasonably possible.

Guests are encouraged to give BeOcean a reasonable opportunity to resolve any issue before deciding to shorten or terminate their stay.

A difference between personal expectations and the services advertised or confirmed at the time of booking does not, by itself, constitute grounds for cancellation or refund.

Should a guest decide to shorten or terminate their stay for reasons unrelated to a material failure by BeOcean to provide the services confirmed at the time of booking, no refund shall be payable for any unused accommodation, meals or other prepaid services.

This includes, but is not limited to:

- Personal preferences.
- Weather conditions.
- Surf conditions.
- Changes to personal travel plans.
- Expectations regarding the destination.
- Circumstances beyond the reasonable control of BeOcean.

Where BeOcean determines that a significant failure has occurred in the delivery of the services confirmed at the time of booking, we will always endeavour to find a fair and reasonable solution.

Complaints first raised after departure may be significantly more difficult to investigate and may therefore limit our ability to provide an appropriate resolution

36. Photography & Marketing

From time to time, BeOcean may capture photographs or video footage of the property and guest activities for promotional purposes.

Where guests are clearly identifiable, we will always seek to respect their privacy.

Guests who prefer not to appear in photographs or marketing material are kindly requested to inform our team at any time before or during their stay.

We will gladly respect such requests whenever reasonably possible.

37. Privacy

BeOcean respects your privacy.

Personal information collected during the reservation process is used solely for:

- managing bookings;
- complying with Indonesian legal requirements;
- processing payments;
- communicating with guests;
- improving our services.

We do not sell or knowingly share personal information with third parties except where required by law or where necessary to provide the services requested by the guest.

38. Sustainability

At BeOcean, we believe that responsible tourism helps preserve this beautiful coastline for future generations.

We kindly encourage our guests to:

- respect marine life and coral reefs;
- reduce unnecessary plastic waste;
- conserve water and electricity whenever possible;
- avoid disturbing wildlife;
- support local businesses;
- respect local customs and traditions;
- help us keep our beaches and surrounding environment clean.

Small actions from every guest make a meaningful difference.

39. Governing Law

These Terms & Conditions shall be governed by and interpreted in accordance with the laws of the Republic of Indonesia.

Any dispute arising in connection with these Terms & Conditions shall be subject to the exclusive jurisdiction of the Indonesian courts.

40. Amendments

BeOcean may update these Terms & Conditions from time to time to reflect changes in legislation, operational practices, services or business requirements.

The version applicable to your reservation shall always be the version in force on the date your booking becomes confirmed.

Final Statement

Thank you for taking the time to read these Terms & Conditions.

They have been prepared to create a transparent understanding between BeOcean and our guests, ensuring a fair, respectful and enjoyable experience for everyone.

As a family-owned business, we believe that open communication, mutual respect and flexibility are the foundations of exceptional hospitality. Whenever possible, we will always strive to find practical and fair solutions while maintaining the high standards that define the BeOcean experience.

We look forward to welcoming you to BeOcean Krui and sharing with you everything that makes this special corner of Sumatra such a memorable destination.

We wish you safe travels and an unforgettable stay.

Warm regards,

The BeOcean Krui Team

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