



OWN VILLA BOOKING TERMS & CONDITIONS

GENERAL BOOKING TERMS & CONDITIONS

Own villa hereinafter referred to as "The Property Owner". The holiday maker hereinafter referred to as "The Hirer". The rental agreement entered between The Property Owner and The Hirer hereinafter referred to as "The Contract". The contract is not effective until The Property Owner has received the required payment and written confirmation has been sent to The Hirer.

SEASONS

Low Season:

- From the 2nd week of January (first Monday) to June 30th (included)
- From September 1st to December 19th (included)

High Season:

- From July 1st to July 31st
- Easter Week
- Chinese New Year week

Peak Season:

- From August 1st to August 31st
- From December 20th to the end of the first week of January



BOOKINGS

- Booking will be accepted by writing and will be confirmed at receipt of deposit payment as follows:
- 50% of total rental amount as deposit payment within 7 working days from the day the booking request is accepted
- Balance of total rental amount within 30 days prior check-in date. 60 days in advance in case of High or peak season, including Easter week and Chinese New Year.
- Presence of children and infants in The Hirer has to be communicated before the reservation confirmation.

PAYMENTS

- The Property Owner must receive a deposit payment of 50% of the rental amount within 7 working days from the day the booking request is accepted. Payment instructions will be given to The Hirer at the of booking. If the deposit is not received within this time, the reservation will be cancelled.
- Final payment is required 30 days prior to arrival (60 days for High/Peak Season bookings) or immediately if the booking is made less than 30 days prior to arrival (or 60 days in case of High/Peak Season bookings). If the balance payment is not received by the due date, The Property Owner reserves the right to cancel the booking and retain The Hirer's deposit.
- In case of bookings made 30 days prior to arrival, full payment is required within 7 working days from booking. For last minute bookings (less than 7 days prior to check-in date) the full payment is required on arrival.



- All payments must be made via bank transfer following the instructions given at the time of booking.
- Payments by Traveller's Cheque, other Cheque currencies or personal will not be accepted.
- All clients will be asked to sign a Waiver of Liability and a credit card authorization form, which will allow Own Villa to charge the card any charges that clients incur while at the villa.
- Security deposit will be required. A deposit may be requested by the villa manager on arrival and will be refunded in full on the day of departure, unless damages/repairs need to be performed, in which case refunds will be made, less the cost of damages.
- In case of last minute bookings, where it is impractical or very difficult for The Hirer to make a deposit by bank transfer, we will accept cash or card payment on arrival. However, a credit card authorization form will need to be used to ensure deposit requirements are met. This form will need to be accompanied by photocopies of both sides of the credit card, a photocopy of holder's passport, and written authorization.

CANCELLATIONS

Reservations cancelled are subject to compensate The Property Owner for the loss of other potential bookings that have been turned down.

- Booking cancellation within 90 days before arrival is subjected to 20% of cancellation fee from the total amount of the booking
- Booking cancellation less than 90 days before arrival is subjected to 50% of cancellation fee from the total amount of the booking



- Booking cancellation less than 30 days before arrival (60 days in case of High or Peak season, including Easter Week and Chinese New Year) is subjected to 100% of cancellation fee from the total amount of the booking.
- The Property Owner must receive notice of cancellation in writing by mail, fax or email.
- Final payments are non-refundable.

EVENTS AND PARTIES

Normal bookings are for vacation purposes and special permissions must be obtained for events/functions where the number of people in attendance exceeds 150% of the capacity of the villa (events, parties, weddings and others).

- If The Hirer is planning to hold an event such as a wedding, dinner, party, or any large congregation of people at the villa it would be best to bring this to The Property Owner's attention as soon as possible.
- Please be aware that normally The Property Owner will not accept a booking involving a function without prior confirmation that a function coordinator has been employed. The Property Owner can recommend a suitable coordinator when required.
- The Property Owner reserves the right to apply a surcharge of an amount up to the equivalent of one night's rental rate in case of these sort of events, in addition to a local community ('Banjar') fee. Everything is to be agreed in advance in writing and varies depending on the event's details.

DAMAGE OR LOSSES

The Hirer is responsible for leaving the property in good order and in a clean condition. The Hirer further undertakes to pay for any damages or losses incurred



during occupation. The Property Owner reserves the right to repossess the property if The Hirer or a member of the party has caused excessive damage.

IMPORTANT: For safety reasons smoking is not allowed in the bedrooms.

NUMBERS IN PARTY AND SUITABILITY

The number of persons occupying the villa property must not exceed the maximum number stated in the booking confirmation. The Property Owner reserves the right to refuse any booking, which is in its opinion unsuitable for the property concerned.

LIABILITY / INSURANCE

The Property Owner will not accept responsibility for any injury, sickness, loss, damage, additional expense or inconvenience, directly or indirectly caused by or arising out of the use of the property, plumbing, gas, electrical or otherwise, and exceptional weather conditions. Further, no responsibility is accepted for the personal belongings, valuable items, and its contents of The Hirer or any member of the party during the holiday. The Property Owner strongly recommends the use of Safety boxes present in each bedroom for any valuable item.

During Events involving Third Parties:

In case of previously agreed events with third parties participating, The Property Owner must receive written documents ensuring that all liability for damage or injuries towards the third party guests participating the event and damage towards the villa and its premises will be at the guests' responsibility.

- The Property Owner requires a deposit payment (by cash or card) as a security deposit for any potential damages of minor entity to the villa and its content, equal to the USD amount previously agreed. This caution money will be returned at the end of the event day or at check-out, only if no damage has been caused. This is referred to minor damage that can affect Own Villa's original conditions, such as



the buildings, the garden, the pool and other contents. This does not substitute the insurance cover for major entity damage which could be caused by or happen to third party guests that are attending the event (outside the booking guests number).

PETS

No pets are allowed unless agreed in writing in advance.

COMPLAINTS

If The Hirer considers that he/she has cause for complaints concerning the property, the matter should be taken up with the Villa Manager, who in turn will notify the management on behalf of The Property Owner. In such cases, if The Property Owner considers the complaint is valid, a partial refund may be offered. This will have to be discussed and approved by the relevant personnel and departments and may take several days or weeks to finalize. No liability shall arise beyond the refund of the monies paid. The Property Owner will not entertain claims lodged by The Hirer upon departure or after return home when it is no longer possible to investigate the complaint effectively.

RATE INCLUSIONS

Precise Rate Inclusions will be explained at the time of booking and will be confirmed in the booking confirmation details.

Rate inclusions are subjected to change and can be agreed in detail in accordance with the Hirer.

For more information about Own villa please visit us at www.ownvilla.com

Please do not hesitate contacting us for any further enquiries and bookings at info@ownvilla.com

