

## Booking Terms & Conditions

Please read carefully the following Terms & Conditions. Fully understanding and acceptance is required before proceeding with any Booking.

Rumah Matisse is a 1.000 m<sup>2</sup> land property a few steps from the beach with 800 m<sup>2</sup> building facilities, including 5 suites, swimming pool, and 8 staff members.

### Maximum Occupancy

Rates quoted allow for a maximum occupancy of 10 guests unless differently agreed previously. The number of guests staying in Rumah Matisse cannot exceed the maximum number of guests mentioned and/or agreed in the Proforma Invoice and the Booking Confirmation.

On request, we can provide with a free baby cradle and with 2 Junior extra beds for an additional fee. We reserve the right to refuse any bookings if not suitable for accommodation.

### Inclusions

Rates include salaries of all household staff, cost of electricity, water, cleaning & gardening supplies, local taxes, and so on. The house is fully equipped with linen, crockery, utensils, drinking water, and initial supply of soap, toiletries and amenities.

We also offer to our guests:

Transfer from the airport to the villa and from the villa to the airport

Welcome flowers in house facilities

Welcome drinks and cold towels on arrival to the villa

Welcome meal (breakfast, lunch, or dinner) with our chef

Daily replenished mineral water

Free WIFI Internet Connection

Air Conditioning in every suite

Once the guests are in the villa, the guests can order any suggested dish from the cook's menu. If needed, the staff can make the shopping and later hand the bills and the change from the supermarket with no extra charge.

Not Included

Rates do not include baggage handling, gratuities, telephone, fax & telegram charges, car rental, food, soft drinks/liquor, personal items & expenses. Personal laundry service and spa services are not included but can be arranged by the staff on request by a small charge.

Staff Members

General Manager

Assistant Manager

Villa Manager

Cook

Housekeepers

Engineering/Maintenance

Gardener/Pool Attendant

Security guard

Staff Overtime Work

The staff will try to adjust their schedule as much as possible to the guest's needs, but one leave day per week per staff member and some religious holidays must always be respected. An additional fee could be charged for any overtime working hours or any additional staff requested from the guests.

## Special Events

On Rumah Matisse, there is a very strict policy about Special Events like parties, celebrations, or weddings. The villa is located in the Village of Seseh, a very tranquil community, and we are enforced by the local government and our neighbors to respect this way of living.

Because of this, if you plan to do any Special Event in the house, the Manager must be informed previously in order to ask permission to the owners, apply for the necessary permits and assist you on the organization of the event.

It will be considered a Special Event, those involving more than 15 guests in the villa (including the guests registered at the villa).

There are some Permits to be obtained and some fees to be paid to the Desa (Village), to the Banjar of Seseh, to the Police (POLRES) and to the Villa owners. For this kind of events, a refundable Security Deposit will be required and special terms and conditions will be applied.

If you are interested to celebrate a Special Event while you stay in the villa, please check Rumah Matisse Event Terms and Conditions where you will find complete information about this matter. If you have any doubts or any questions about this matter please do not hesitate to contact us.

## Music

Guests should be respectful at all time with other neighbors and don't put loud music or make hard noise after 22:00 hours.

In case a Special Event is organized in Rumah Matisse with the permission of the Banjar of Seseh, Desa Cemagi authorities, the Police, and the General Manager, loud music or noise would only be allowed until 23:00 hours and at a lower level until midnight.

## Reservations Procedure

Booking request is received by email in our office.

We check availability on the Bookings Calendar.

We send a Proforma Invoice by email.

The Reservation will be put on hold in our booking calendar for one week.

A 50% Deposit should be transferred during this period.

Once the transfer is confirmed, we will send you a Booking Confirmation.

Final payment should be done at least 30 days before check-in.

Failure to fulfill any of the payments on the agreed dates will make the reservation subject to automatic cancellation unless the booking is made less than 30 days before check-in, or a new due date is agreed by written.

All Transfer Fees, Bank Commissions and Inward remittance fees should be paid by the remitter.

#### Cancellations

When a cancellation occurs, the Cancellation Fee will be equal to the quantities already paid.

#### Booking Changes

A 50 USD administration fee could be charged for any change in a booking after a reservation has been confirmed. Acceptance of any change is subject to approval.

#### Check-In and Check Out time

Check In time is 14:00 hours.

Check Out time is 12:00 hours.

Late check out until 18:00 is charged 50% from the existing contract rate and after 18:00 consider a full night charge applied.

Early Check In and late Check Out are subject to space availability and prior notification is requested.

### Complaints

If during the stay in the villa guests encounter any challenge, problem, or consider they have a cause for complaint, the matter should first be taken up to the General Manager.

After a settlement and solution is accepted, there is no option to re-open the case again in a later stage. No liability shall arise if the problem is due to external providers or suppliers which are out of the range or control of the Villa Management.

The Management will not honor complaints from a guest upon departure or after returning home when it is no longer possible to investigate the complaint effectively.

### Guests Registration

All guests staying at any legal villa in Indonesia must be registered at the local Police Station (POLRES) upon arrival.

It is forbidden to every unregistered guest(s) to stay (sleep) at the villa. Failing to do so will suppose the immediate termination of the contract; the guests will be invited to leave the villa, and no money will be returned. The House Manager will ask for the passport to every guest, as well as 20.000 IDR per passport (less than 2 USD) to pay the Registration Fee to the Authorities. (Please, don't expect a receipt for this matter). One day later, after the registrations are done, all passports will be returned.

### Illegal Drugs

It is strictly forbidden the use of illegal drugs inside Rumah Matisse. Any incidence related to this matter, will be reported with no hesitation to the police.

### Liability

Under no circumstances shall Rumah Matisse be held responsible for any illegal action of their guests while staying at the villa, or for any loss, expense, damage, claim or injury either

directly or indirectly, due to their stay at the villa, especially when incurred directly or indirectly by any agents, employees, subcontractors, servants or third parties.

The guests will stay on their own risk and personal (travel) insurance and all visa arrangements to enter and stay in Indonesia are of the sole responsibility of the guests.

The villa will also not be held responsible and will not attend any complain regarding the eventual blackouts in the service from of third parties or suppliers, like the Electricity (PLN), Telephone and Internet connection suppliers (TELKOM).

The owners and staff of Rumah Matisse will act at all times in good faith and use its best efforts to give accommodation and/or service.

Rumah Matisse Management at its sole and unfettered discretion reserves the right to refuse or discontinue service to any guest(s) not following local regulations, basic moral codes, or the Terms and Conditions mentioned in this document.