
Terms and Conditions

Booking a private Rental Property is very different from booking a regular hotel room, especially regarding payments and cancellations. Please read the following conditions carefully.

Each time a Guest confirms a booking of Wantilan Lama by making full payment for the Rental Period, a Rental Contract is entered into between Wantilan Lama and The Guest for the agreed period ("Rental Period"). In doing so, The Guest is deemed to have agreed to be bound by these terms and conditions, and, furthermore, is deemed to have agreed for personal data to be processed by Wantilan Lama with regards to the Rental Contract. The Rental Contract is not effective until Wantilan Lama has confirmed the Guest's booking in writing.

"The Guest" is defined as the guest ultimately responsible for payment of any Rental Contract. The Guest is also ultimately responsible for the conduct of any other Guests or Visitors to Wantilan Lama.

"Guests" and/or "Visitors" are defined as any and all people who come onto Wantilan Lama property at the direct or indirect invitation of The Guest.

"Wantilan Lama" is defined as the entire property and/or the owners/management, as applicable. "Us", "We" and similar terms may be substituted for Wantilan Lama.

1. Payments and Cancellations

Full payment of the total rental amount is payable at the time of booking confirmation.

The Guest must cancel at least 90 days before check-in to receive a full refund.

If the Guest cancels between 90 days and 30 days before check-in, the Guest will be refunded 75% of the entire booking.

If The Guest cancels between 14 and 30 days inclusive before check-in, The Guest will be refunded 50% of the entire booking.

If The Guest cancels less than 14 days before check-in, no refund will be given.

The Guest may also receive a full refund if they cancel within 48 hours of booking confirmation, and if the cancellation also occurs at least 14 days before check-in.

	Full Refund	75% Refund	50% Refund	No Refund
Cancellation received	at least 90 days before check-in	between 90 days and 30 days before check-in	between 14 and 30 days inclusive before check-in	less than 14 days before check-in
	within 48 hours of booking confirmation AND at least 14 days before check-in			

If, in accordance with Sections **8. Amendments** and **10. Disclaimers**, any compensation or refund is agreed with Wantilan Lama, it shall not exceed the value of any unforfeited remainder of the Rental Period.

IDR 2,000,000 (Two Million) of grocery money per villa is requested from the Guest at the time of check-in, meals are charged according to the cost of groceries and beverages bought from the local supermarket, with receipts retained for reference. We will charge 20% of the shopping bill as service fee. Wantilan Lama will ask for additional grocery money if it needs to be replenished during the Guest's stay. Wantilan Lama will return the remainder of the grocery money, if any, at the time of the Guest's check out.

2. Arrival / Departure times

Standard check-in and check-out times are **15:00** and **12:00 noon** respectively. Wantilan Lama will try to accommodate Guests' actual arrival and departure times, subject to availability. Please notify us of a change in any Guest's schedule for us to be able to accommodate a change where possible.

3. Security Deposit

A security deposit of 600 USD per Rental Contract is payable upon arrival at Wantilan Lama. It is suggested that security deposits are paid in cash (either IDR or USD) in order to minimise losses in bank transfers and conversion rates.

The security deposit will be refunded at the end of the Rental Period, after deducting:

- all additional expenses incurred on the Guest's behalf (e.g., additional charges for goods, services and staff which have not been paid by the Guest, and telephone and internet charges, if applicable); and
- the cost of replacement or repair for any loss or damage to the Property or its surrounds or contents caused during the Rental Period. If this cost cannot be reasonably determined prior to The Guest's departure, Wantilan Lama is entitled to withhold a reasonable estimate from The Guest's security deposit, and will return any balance to the Guest as soon as possible after the actual cost has been determined.

4. Use of the estate and property

In reference to section 'The Property and the Neighbourhood', no loud or outdoor music/noise may be played between 23:00 and 7:00.

It is forbidden for guests to smoke or eat in bed.

Any person who is not a registered staying guest may only enter Wantilan Lama by prior arrangement.

Young Guests or Visitors who are under 18 years old should have adult supervision at all times when they are on Wantilan Lama grounds. Parents should be present with their children or specific arrangement with child-sitters should be made in advance.

All bookings are assumed to be for normal holiday purposes only, and The Guest agrees that the use of Wantilan Lama will be limited to this purpose unless otherwise confirmed in writing.

If The Guest is planning to use Wantilan Lama for a purpose other than holiday, please communicate this to us at the time of booking, as special approval or arrangements may be required.

The number of persons (adults and children) staying at Wantilan Lama must not exceed the maximum number of sleeping places indicated in the booking confirmation. Entry or access to the Rental Property may be refused or limited where the number of guests exceeds the stated confirmation. No pets are allowed unless agreed in writing in advance.

5. Damage or Losses

Any damage or losses caused during the Rental Period, as well as any special cleaning requirements will be The Guest's responsibility and may be charged to The Guest's account and deducted from the Guest's security deposit. In cases of excessive or unacceptable loss or damage at any time during the Rental Period, Wantilan Lama may require The Guest and their party, including visitors, to vacate the Properties immediately, without compensation or refund.

6. Conduct and Due Care

It is The Guest's responsibility to ensure that all Guests and Visitors to Wantilan Lama behave appropriately, in accordance with the definition of "The Guest". Illegal or immoral activities including gambling, prostitution, prohibited drugs, possession or use of pyrotechnics or dangerous goods, and possession or use of firearms and other weapons are all strictly prohibited.

Should any Guest(s) or Visitor(s) not behave in a suitable manner, we may, at our absolute discretion, require The Guest, their party and/or visitor(s) to leave the premises and/or vacate the Property immediately, without compensation or refund.

In the interests of safety, due care should be taken at the Rental Property at all times, especially with children. Suitable supervision should be given around pools, beaches and roads, and when using any of Wantilan Lama's facilities.

7. Valuables and Security

Any valuables or property belonging to Guests or Visitors' left or used at Wantilan Lama are done so at their own risk. Wantilan Lama does not accept any responsibility for loss of or damage to Guests' or Visitors' property.

8. Amendments

Wantilan Lama will do its best to accommodate any reasonable amendments, however, The Guest should be aware that some changes may not be possible. Charges may also apply.

Note: a shortening of stay for any reason on the part of The Guest is considered a cancellation.

In the unlikely event that Wantilan Lama is unable for any reason (including the sale of a property or force majeure) to provide The Guest with the Rental Property booked by the Guest, Wantilan Lama reserves the right to transfer The Guest and their party to an alternative Rental Property of a similar type and value, in consultation with The Guest. In such circumstance, if the price of the substituted Rental Property is less than the original booking, the difference will be reimbursed to The Guest. If the price of the substituted Rental Property is higher than the original booking, the difference may be charged to The Guest. If, however, after considerable effort by Wantilan Lama, no alternative of similar type and value is available and / or no agreement can be reached between The Guest and Wantilan Lama, then either Wantilan Lama or The Guest may opt to cancel the booking and this Rental Contract. In that event, Wantilan Lama will refund The Guest all monies paid, without further compensation.

9. Complaints

Every attempt will be made for The Guest to have an enjoyable stay. If The Guest should have a problem during the Rental Period, please inform Wantilan Lama's on-site team who will endeavour to put things right. In order for The Guest's complaint to be addressed, The Guest must communicate any problem whilst on location. If no complaint is reported during the Rental Period, Wantilan Lama will assume that everything was to The Guest's satisfaction, and no subsequent complaint will be entertained.

If The Guest feels as though their complaints are not being appropriately addressed after repeated communication attempts with on-site staff, The Guest may directly contact the representative of the owners at:
amywenwenyuan@gmail.com.

10. Disclaimers

Wantilan Lama, does not accept any responsibility or liability for:

- any physical injury, sickness, death, loss, damage, inconvenience or additional expenses incurred by The Guest, their party or visitors regardless of the cause;
- any vehicle or the contents of any vehicle used, hired or engaged by The Guest or their party during the Rental Period;
- inability of The Guest or any member of The Guest's party to enter the location of or stay at Wantilan Lama for all or part of the Rental Period as a result of failure to obtain appropriate travel or visa documentation, cancellation, delay of or amendments to any travel arrangements, or the missing of flights or travel connections, whether before, after or during the Rental Period;
- strike, demonstration, terrorist activity (threatened or actual), natural disaster, fire, sickness, weather conditions, action at an airport or port by any government or public authority or similar events;
- the behaviour, conduct or success of any service provided by any third party, including transportation, whether arranged by Wantilan Lama or otherwise;
- problems relating to transport caused by technical, mechanical or electrical breakdowns or airport regulations;
- any other circumstances which amount to force majeure or Acts of God.

Except where in conflict with Section 8. Amendments, and/or where legally required, in no case will Wantilan Lama be liable to make any payment or give any refund or compensation of any amount over and above the total rental amount paid.

11. Jurisdiction

The Rental Contract will be governed by the laws of Indonesia. In the event of controversy arising from Rental Contract that cannot be resolved amicably between the parties, both parties agree to refer the matter exclusively to the Indonesia International Arbitration Centre to be resolved finally by arbitration in the English language.

By making a booking request, The Guest agrees that these terms and conditions have been read, understood and have been accepted and agreed to by The Guest without reservation and without exception.

If any of the conditions of the Rental Contract are, or become, or are deemed to be invalid, or if there is any omission from any terms and conditions, the remaining terms and conditions will remain valid and enforceable and cannot be contested.
