



**Complimentary inclusions:**

- Chauffeur-driven airport transfers
- Welcome drinks (signature cocktail/beer/fruit juice..Shirley Temples for children)
- Evening canapés (a charge will apply for non-resident guests)
- Chefs
- Daily full breakfasts (à la carte)
- [All other meals charged at cost of ingredients only]
- Unlimited bottled water in bedrooms and all dining areas
- Acqua di Parma bathroom products
- Rooms serviced twice daily
- Laundry and pressing (excludes drycleaning)
- 24 hr butler service
- Night staff offering bar/dining and housekeeping services
- Pre-arrival guest preference and booking/planning service
- All-day imported teas and Nespresso coffees (cappuccino, latte, espresso, machiato, etc..)
- Concierge service to arrange all bookings, tours, cruises, etc.
- 8-seater vehicle
- Driver/tour guide with excellent knowledge of the island for up to 8 hrs per day, thereafter USD30 per 4hrs or part thereof. The vehicle will have a full tank of petrol as it leaves for the airport and guests will be charged for refills during their stay
- Wireless (WiFi) broadband internet (a nominal flat fee applies).
- Late check-out to suit flights unless there is a new check-in on that day (when an 11am check-out is required).
- A late check-out to 6pm can be guaranteed by payment of 50% of the daily published rate if the date is available (75% for late-night flights).

**Some examples of incidental charges:**

Food from menu:	At cost
Massages and spa services at the villa:	From US\$30 per hour
Baby sitting	Prices on request
Staff gratuities/tips	At guests' discretion as a reflection of extraordinary service. The standard 5% service tax has been added to the accommodation charge.
Petrol:	At cost
Luggage vehicle for airport transfers (4+guests)	US\$25
Extra 8-seater vehicle incl. petrol and driver:	US\$55
Driver over 8hrs per day:	US\$30 per 4hrs or part thereof
Golf and tennis at Pan Pacific Nirwana Resort	Prices on application
Bike hire:	Prices on request
VIP airport butler service (per guest incl. children and babies):	USD25 arrival

	USD35 outgoing
Yoga and Pilates:	Prices on application
Full traditional dance performances:	1,500,000Rp (USD165 approx)
Wireless (WiFi) broadband internet	One-off USD30 nominal charge for unlimited access per villa

**Note:**

All incidentals bills must be paid on check-out in local currency, USD, SGD, AUD or credit card (Visa, Mastercard). A deposit of US\$175 (or equivalent) per adult must be given to the manager on arrival and topped up as necessary to cover incidentals. Alternately a credit card imprint can be taken.

**Booking Conditions:**

1. To guarantee a reservation a deposit of 50 per cent of the rental amount must be received by Villa Sungai Bali management within five working days of the confirmation of reservation being provided. All bank fees (usually for international transfers) are to be covered by the guest. They will be added to the villa account.
2. For non-Peak Season bookings, final payment is required 60 days prior to check-in, or immediately if the booking is made less than 60 days prior to check-in.
3. For Peak Season bookings, final payment is required 90 days prior to check-in, or immediately if the booking is made less than 90 days prior to check-in.
4. Payments can be made in AUD, via Electronic Transfer.
5. As changes to your reservation or cancellations affect us greatly, the following policies apply.

Deposits and final payments are non-refundable, however, bookings can be moved out to anywhere within 12 months of the original booking dates, subject only to availability (prices will change if there is a change of season or rate increase). One change of dates is allowed only and if within 8 weeks of check-in a 50% penalty will apply (75% for Peak Season bookings).

We encourage you to consider comprehensive travel insurance in the event that circumstances outside of your control cause late cancellation of your booking:

6. Rates and taxes are subject to change without notice.
7. US\$ rates are converted to local currency at time of final billing.
8. Please note that all accommodation rates attract a 5% service charge/tax (based on the published rate) to go to the staff.
9. **DAMAGE OR LOSS:** If the property suffers from damage or loss as a result of a member of the booking party or one its guests the cost to repair or purchase new items will be added to the final account.
10. **LIABILITY:** The 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 incl. exceptional weather conditions. No responsibility is accepted for the personal belongings of the guest or any member of his or her party during the holiday.

Variations to any of the above conditions may be considered on a case-by-case basis.