



## Resort Policies – Effective March 2020

### **Gaia-Oasis Resort Policies**

#### **Check in / Check out**

- Check in: 2:00pm
- Check out: 11:00am

We can accommodate early arrivals and late check outs as follows:

- For early check in at 7:00am or late departure beyond 2:00pm, a charge of 50% will be added to the room rate.
- For early check in before 7:00am or late departure after 6:00pm, a charge of 100% will be added to the room rate.

If your party happens to arrive earlier and the room is not available at the time of arrival, our front desk will be happy to store your bags so you can enjoy your day at Gaia-Oasis.

#### **Guarantee Rules**

- For reservations guaranteed with a form of payment at the time of booking, rooms are held until check-out time of the day following arrival.
- For reservations not guaranteed with a form of payment at the time of booking, rooms are held until 6:00pm.
- We reserve the right to provide substitute rooms or services, except if such a request is clearly unreasonable and obviously too inconvenient for the guest. In the latter case, the guest has the right to cancel with immediate effect. If the hotel saves money by providing substitute rooms, the guest is entitled to the amount saved. Beyond that the hotel shall never be obliged to pay any compensation.
- In case of circumstances beyond Gaia-Oasis's control, which lead to unsatisfactory or non-existent services, both parties may cancel the contract with no further liability.
- We reserve the right to cancel reservations and to shorten stays at no notice, should anything happen that could threaten staff or guests, especially where there is a risk of physical harm to the guest themselves, staff or other guests.

#### **Visitors**

- Guests may receive visitors in public areas and in their rooms until 11pm local time. Thereafter your visitors may register as a guest and stay on in your room at an extra charge.

#### **Maximum Occupancy and Fire Code**

- The Hotel fire code permits 2-4 adults in a room, depending on room category.
- No smoking is allowed in any of the rooms.



## Resort Policies – Effective March 2020

### **Age Requirement & Children**

- There must be at least 1 adult, 18 years or over, present in the room.
- Children below 3 years of age can be accommodated free in the same room.
- Children between 3-14 years will be subject to an “Extra Bed” charge at 50% discount to the adult rate, whether they share a bed or sleep separately.

### **Alcohol Policy**

- By Indonesian law, alcohol purchased through the hotel must be consumed on the premises, and the sale of alcohol is prohibited to people aged under 21 years.
- Any liquor brought into the hotel by guests will be kept at the front desk until departure. No hard alcohol is allowed at any time on the premises.

### **Pet Policy**

- Pets are not permitted at Gaia-Oasis; however guide dogs are accepted.

### **Exchange Rate & Foreign Currency**

- We only accept payment in Rupiah at our resort, in keeping with Bank of Indonesia regulations. Rates confirmed in Euro or AUD will be converted to local currency by Gaia-Oasis during your stay, based on the exchange rate used by the resort, and are subject to exchange rate fluctuations.
- Credit card charges are subject to additional currency conversions by banks or credit card companies, which are not in our control and may impact the amount charged to your credit card. Please contact your bank if you have any queries.

### **Medical conditions**

- If you or any member of your party has a medical problem or disability which may affect your stay, please inform us so that we can make provision for your particular needs, or advise you if we are unable to do so. If details are not provided at the time of booking, we reserve the right to cancel should we be unable to provide appropriately for your specific need(s).

### **Travel Insurance**

- We suggest that all of our guests purchase Travel Insurance, which is generally inexpensive and can save a lot of emotional distress if an unforeseen event occurs. We recommend your travel insurance cover you for airline flight and accommodation cancellation, accident, illness, medical evacuation and theft.



## Resort Policies – Effective March 2020

### Liability

Gaia-Oasis and its employees shall not be liable for any losses or damages caused mentally or physically as a result of, or in connection with:

- Any delays or cancellations.
- Absence of travel documents, visas, passports, health certificates where required.
- In the event of a traveler becoming ill during a vacation, or having to cut their vacation short, all hospital and medical expenses are the traveler's responsibility.
- Losses incurred where there is no sign of forced entry or rooms are unlocked.
- Unforeseen circumstances beyond our control including but not limited to utility outages, adverse weather conditions, socio-political or labour unrest, economic changes, terrorism, war, diseases or epidemics, novel or unexpected conditions.

### Reservation – Individual Bookings

- A 50% deposit of the total room cost including taxes is required to secure your reservation, payable within 5 days from the date of the pro-forma invoice.
- Securing your reservation with a deposit means you accept our Resort Policies including our reservation and cancellation terms. Please review these terms and policies carefully.
- Once the booking has been processed, you will receive a Reservation Confirmation email summarizing your booking. Please review the information carefully and contact us immediately at [info@gaia-oasis.com](mailto:info@gaia-oasis.com) if you have any questions or require any changes.
- The remaining balance of your total room cost including taxes is due upon check-in at the hotel. Gaia-Oasis accepts cash (Indonesian Rupiah) and credit card (Visa, Master Card). Travelers' cheques and foreign currency are not accepted.
- You may also pay your hotel room balance via bank transfer or PayPal prior to your arrival. Payments must be received no less than one week prior to your arrival date. Please ensure you confirm your payment with us via email.
- In the case that your room is to be paid by another party's credit card who will not be attending the hotel, we require a pre-authorization form to be filled out by the credit card holder. Our front desk can fax or e-mail you this form at your request.
- Electronic reservation confirmations are provided solely for your convenience. We retain official records of our reservation transactions, including details of dates of stay and room rates, which shall hold in the event of any discrepancy.
- By making a booking you accept responsibility for any damage or loss caused by yourself or a member of your party, to any part of the hotel or the equipment thereon. Full payment for any such damage or loss, once proven, must be paid to the hotel owner or manager upon demand.



## Resort Policies – Effective March 2020

### Cancellation – Individual Bookings

- Cancellations made one week or more (low season) or 30 days or more (normal season) from check-in date will receive a 90% refund of the deposit paid or the option of a credit, which is valid for one year from cancellation date.
- Cancellations made less than one week (low season) or 30 days (normal season) from check-in date will forfeit the deposit paid.
- If the room you are booking is labeled as *non refundable, non cancellable* or similar, all cancellations will incur a 100% charge, regardless of the date at which the cancellation is requested.
- Group and Conference reservations are subject to separate cancellation and deposit policies outlined at time of booking.
- All refunds are payable by bank transfer and are subject to bank fees.
- There are no refunds or credits issued for early checkouts and “no shows”.
- There are no refunds or credits issued due to bad weather or Acts of God.
- A credit can be used for hotel reservations and services, and can be transferred to our sister hotel. A credit can be transferred to another person provided we have written authorization from you.