

# The Cali

## TERMS & CONDITIONS

### DEPOSIT POLICY

No deposit is required when booking a flexible rate on our website (ie. any booking that does not require payment at time of booking). Rates that contain restrictions must be paid at the time of making the reservation on the booking platform it is advertised on.

### RATES AND CHARGES

You agree that you will pay to us the room rate for each day of your stay and any additional charges up until the time you advise us that you have departed from our hotel.

All prices are quoted in Indonesian Rupiah (unless otherwise specified) per room per night and are inclusive of taxes. Prices are subject to availability and can change without notification due to fluctuations in charges and currency.

Blackout/special event periods may apply.

### CANCELLATION POLICY

Please refer to each individual room rate/plan for their cancellation policies. Some rooms are non refundable, and some are refundable, please carefully select the room type you would prefer prior to booking to eliminate any issues. Each booking platform being The Cali Villas website, booking.com or Air bnb each have their own cancellation conditions, please be guided by this and adhere to the standards set.

### CHECK-IN

Standard check-in time is 2.00 pm\*

You agree that we may apply a charge if your required check-in time requires us to keep the room empty on the previous day.

There are no extra adults per villa, charges will apply if you are found to be hosting more than the head count per villa.

### CHECK-OUT

Check-out time is 11.00 am on the date shown for your departure unless we agree to another time.

Departure after that time may incur additional room charge.

You are and remain personally liable to pay the total amount due on departure unless prior settlement arrangements have been accepted by us. If the settlement arrangements have not been met within 30 days of departure you agree to pay the total amount due on the receipt of our invoice.

You must return the key for the room at the time of your departure and agree to pay a charge for replacement of keys you lose or fail to return same.

### MINOR

Persons under the age of 16 must be accompanied by a parent or legal guardian.

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### FACILITIES AND SERVICES

Whilst care is taken to ensure that the description of our facilities and services is accurate, these are continually being changed, upgraded, and on occasion taken out of service. If any feature or facility is essential to you in choosing a particular property, it is your responsibility to confirm with the property prior to making your reservation that the feature or facility will be available during your stay.

To the extent permitted by law, The Cali Villas is not liable for omissions, errors or changes to the facilities and services at a property, whether temporary or permanent. Accommodation facilities listed may not apply to all room types.

### RELEASES AND INDEMNITY

Any monies or other valuables, goods or vehicles that belong to you, brought in or on to the room, grounds or car park remain your responsibility and we are not responsible for their safekeeping.

To the extent permitted by law, you agree to release and hold harmless The Cali Villas and its current and former officers, employees and agents against and from all expenses, costs, liabilities, claims, actions, proceedings, damages, judgments and losses of any kind whatsoever (including consequential and economic losses, property loss/damage and damage for injury, including personal injury and death) arising out of, caused by, attributable to or resulting from your reservation or your stay.

You agree to indemnify The Cali Villas and its current and former officers, employees and agents for all expenses, costs, liabilities, claims, actions, proceedings, damages, judgments and losses of any kind whatsoever (including consequential and economic losses, property loss/damage and damage for injury, including personal injury and death) incurred or suffered by The Cali Villas or its current or former officers, employees or agents arising out of, caused by, attributable to or resulting from your reservation or your stay.

You agree that regardless of your length of stay there is no tenancy or other proprietary rights created under any laws. We grant you a licence to stay in our hotel and we reserve the right to terminate the licence at any time.

### PHOTOGRAPHY AND VIDEO

Any activity (including photography and videography) of a commercial or promotional nature is not permitted anywhere within the hotel without the prior written approval of The Cali Villas. Unauthorised imagery or video must not be published on any media and must be immediately removed from the public domain upon request from hotel management