



THE PRIVATE WORLD
VILLAS & HOMES

VILLA MELISSA – TERMS & CONDITIONS

Revised September 2018

RATES

All rates for accommodation in Bali are quoted in US dollars for any booking received from outside Indonesia. Within the country of Indonesia all quotes and invoices will be in IDR related to the exchange rate of the dollar. All published prices are subject to local and government taxes as published. All amounts need to be transferred to the account mentioned on the invoice.

All payments should be received in net full, including all the bank charges plus the fees of the corresponding bank. All these costs are for the sender.

OCCUPANCY

Rates quoted refer to the maximum occupancies of the villa, as shown in the provided publication and invoice. The number of guests staying in a property cannot exceed the maximum number of guests published and or agreed in the bookings confirmation. TLS Travel Group Ltd reserves the right to refuse any bookings if not suitable for accommodation.

INCLUDED/EXCLUDED

Rates include salaries of all household staff, cost of electricity, mains water, cleaning & gardening supplies and local taxes.

All homes offered by TLS Travel Group Ltd are fully equipped with linen, crockery, utensils, drinking water, initial supply of soap & toiletries and a welcome drink.

Rates do not include baggage handling, gratuities for domestic staff, telephone, car rental, food, soft drinks/ liquor, personal items & expenses and any excessive cleaning required upon departure.

WATER, ELECTRICITY AND INTERNET

Interruptions to water, electricity supplies and internet connection are not uncommon in some countries. For various reasons local and/or regional authorities and/or companies may, for various reasons and/or failure to decide temporary closure and/or reduce distribution. Neither your accommodation provider nor our organization can be held liable for any inconvenience or damage incurred through such circumstances.



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RESERVATION & PAYMENTS

Bookings can be made via the internet, in writing, by telephone, by e-mail or personally with a booking agent. Payments of 50 % rental deposit must be received to guarantee the reservation. Within 5 working days after receiving the invoice, the deposit should be received. A scanned and email copy of bank transfer is required. Final (remaining) payment must be received by TLS Travel Group Ltd at least 30 days prior to check in.

Bookings done within 60 days prior arrival need full payment.

All payments and bank transfers must be done under full amount guaranty received by TLS Travel Group Ltd. All bank costs and administration fees are for the account of the transmitter.

If payments are not done according the above; the owner or TLS Travel Group Ltd, may cancel the booking. Cancellation charges may apply as detailed below

All payments must be made in US Dollars, Unless the payments are within the country borders of Indonesia they will be in IDR. Payments must follow the instructions as set on the invoice.

CANCELLATIONS

If the guest wishes to cancel a confirmed booking, written notice of cancellation must be sent to TLS Travel Group Ltd. All cancellation notices received by TLS Travel Group Ltd will be acknowledged in writing. It is strongly recommended that the Guest and all members of the guest's party purchase trip cancellation insurance.

Cancellation of a booking includes but is not limited to:

- Cancellation of one or more days of a booking;
- An amendment of a booking so that none of the dates of the booking once amended fall within the same dates that originally constituted the booking;
- Failure of all Guests to provide the required documentation on arrival (eg. Passports or suitable identification); and
- Attempt by the Guest, their party or visitors to hold an event at the Property in breach of these Terms and Conditions or breach of any rules applicable to the Guest's chosen Property.

In the event that the Guest cancels a confirmed booking, the following cancellation fees will generally apply:

- 20% of the total rental amount will be forfeited if the cancellation is made more than 60 days before the start of the rental period.
- 50% of the total rental amount will be forfeited if the cancellation is made between 30 and 60 days before the start of the rental period.



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- 100% of the total rental amount will be forfeited if the cancellation is made between 1 and 29 days before the start of the rental period.

The applicable amount will be deducted from the deposit and moneys paid, and TLS Travel Group Ltd will refund any remaining balance.

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

CHECK IN & CHECK OUT

Check in time is between 12.00 until 15.00

Check out time is between 10.00 until 12.00

If any request for late check out or early check in, depending on occupancy and surcharges will apply.

BOOKING CHANGES

An admin fee of IDR 700.000 or 50 US dollar will be charged by TLS Travel Group Ltd for any change of booking after a reservation has been confirmed. Acceptance of any change is subject to approval by TLS Travel Group Ltd and the villa owner.

PRICE FLUCTUATION

Once the Guest's booking is confirmed, the price of the Guest's reservation is fully guaranteed, even if TLS Travel Group Ltd changes the price on its website after the Guest's booking has been confirmed. In return for this commitment, no refunds will be made for any exchange rate fluctuations that would otherwise reduce the rental cost.

TLS Travel Group Ltd reserves the right to impose any taxes or other charges which may be implemented by any government or other regulatory body, which were unknown at the time of publishing. TLS Travel Group Ltd will tell promptly in the unlikely event that it becomes aware that any taxes or charges will apply to the Guest's booking.



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NUMBER OF GUESTS

The number of persons (adults and children) staying at the Property must not exceed the maximum number of sleeping places indicated publication through general agent, unless authorized in writing. Exceeding this number may invalidate any insurance policy on the Property. Entry or access to the Property may be refused.

PETS

No pets are allowed.

USE OF PROPERTY

All bookings are assumed to be for normal holiday purpose only, and the guest agrees that the use of the property will be limited to this purpose unless otherwise confirmed in writing.

If the guest is planning to hold an event, such as a wedding or party, which involves having a large number of people at the property, or if the guest is planning to use the property for a purpose other than holiday, please communicate this to TLS Travel Group Ltd at the time of booking, as special approval or arrangement may be required. Depending on the nature of the event, a surcharge and/or additional security deposit may be required, which will be agreed and confirmed in writing prior to confirming the reservation. Note that some properties are in residential areas or estates, and some are subject to rules and regulations regarding their use. Therefore, it may not always be possible to grant permission for certain uses or activities due to these or other reasons beyond the control of TLS Travel Group Ltd and the owner.

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 the Owner or Owner's Representative immediately who will Endeavour to put things right. Should the Owner or Owner's Representative not address the Guest's problem satisfactorily, please contact TLS Travel Group Ltd promptly. 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, TLS Travel Group Ltd and the Owner will assume that the Property was to the Guest's satisfaction and no complaint will be entertained.

VALUABLE AND SECURITY

Any guest valuables or property left or used at the property are at the guest's own risk. Neither TLS Travel Group Ltd, the owner nor the owner's representative accepts any responsibility for loss of or damage to guest property. The guest is responsible for the property during the rental period, and must ensure that all windows and doors are locked securely when not on the premises. Any act or omission by the guest, their party and/or visitors which may negate or prejudice the property's insurance policy and/or results in loss or damage is the guest's responsibility.



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CONDUCT AND DUE CARE

Properties are generally located in quiet residential neighborhoods. The guest is asked to respect this, and ensure that all guests and visitors to the property behave appropriately. 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. Smoking is generally prohibited unless stated otherwise in the booking confirmation or reservation voucher.

The guest is responsible for the behavior of the guests staying at the property, as well as visitors to the property during the rental period. Should any guest (s) or visitor (s) not behave in a suitable manner, the owner or the owner's representative may, in their 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 property at all times, especially with children. Suitable supervision should be given around pools, beaches and roads, and when using all property's facilities.

SECURITY DEPOSIT

A security deposit may be payable directly to the owner or the owner's representative immediately upon arrival at the property. The standard security deposit required for each property is stated in the property description; however the owner has the right to impose different requirements on a case by case basis. Access to the property may be refused if security deposit is not paid in full. When the security deposit is required to be paid in cash, or when a non-standard security deposit applies, TLS Travel Group Ltd will inform the guest in advance of the amount payable and any other conditions. The security deposit will normally be refunded at the end of the rental period.

LIABILITY

TLS Travel Group Ltd acts only as an agent for the villa owners, suppliers and/or contractors who are providing the accommodation, transport and services. Under no circumstances shall TLS Travel Group Ltd be held responsible for any loss, expense, damage, claim or injury either directly or indirectly, consequential or otherwise whatsoever, however caused or incurred, whether arising in contract or otherwise in law or equity as a result of rendering of the services or accommodation as described or substituted and including, without restricting the generality of the foregoing as a result of any delay(s), substitution(s), rescheduling(s), or change(s) in the provision of services or land accommodation by TLS Travel Group Ltd or by reason military action, revolution or "acts of God", or by any agents, employees, subcontractors, servants or third parties whatsoever supplying any of the services or accommodations herein or as substituted. If any accommodations and/or services are substituted, TLS Travel Group Ltd at all times will act in good faith and use its best efforts to substitute with accommodations and/or services or a type comparable to those originally contracted. TLS Travel Group Ltd at their sole and unfettered discretion reserve the right to refuse or discontinue service to any person(s) and/or to second any contract for accommodations or guests services.



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DISCLAIMER

Neither TLS Travel Group Ltd, the owner nor the owner's representative 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.