



TERMS & CONDITIONS

Important announcement

***** COVID-19 Policy as of 18th March 2020 *****

As a result of the unforeseen CoVid19 contagion sweeping the planet, tourism travel at the moment is prohibited until further notice.

As a consequence of such, we at Freedom Villa Bali will be offering :

- **A full “ Like for like” credit note for your accommodation booking**
- **The Credit note to used within a 24 month period from the time of original booking**

Until such time that governments determine that travel is possible to Bali, this condition will remain.

Given the complexities of the situation in Bali, and the non-existence of governmental public safety nets, this assistance, moral as it maybe, rests with individual operators. We choose to look after our staff throughout this period, therefor as such, there will **NO CASH REFUNDS** option available, only the aforementioned credit note. This way, No one loses, and no one gains. We know you Love Bali and its people and with your understanding and support on this matter, we will defeat this nasty pandemic, and you'll celebrate this better than ever before at our Villa.

From all of us at Freedom Villa. Namaste



Booking procedure

Freedom Villa welcomes your booking on a "first come, first served Basis" The minimum stays are as follows

Low season	3 Days (non weekend)
High season	5 days
Peak Season	7 days

To view available dates, defining seasons, please visit our Rate page

Once you have viewed desired dates on our calendar, you are encouraged to fill out a booking enquiry form inclusive of any special requirements. We will confirm the availability of these dates in writing by way of an invoice.

If you are booking dates 60+ days from arrival, we require a minimum **50% deposit** with the remaining balance falling due at the 60th Day

If you are booking within 60 days from arrival, we require the full amount as confirmation

Once your deposit is received, we will block our calendar for your confirmed stay period

Should we not receive payment for invoices issued within the timeframes mentioned herein, we reserve the right to sell these dates to others.



Payment Procedure

Once dates have been tentatively booked, you will receive an invoice from Freedom villa electronically

The invoice will stipulate all information for the booking and the sum for payment. at this point, Payment can be made using visa or mastercard, or alternatively, a bank transfer.

Using Visa and mastercard will attract a fee of 3.0% of the total sum.

All rates are outlined in USD.

Due to Indonesian law requirements. Invoices issued by Freedom villa may be converted to Indonesian Rupiah (IDR)

Conversion from USD to IDR will be at market rates at the time invoice is raised.

All payments must be made and received within 3 business days from the date of invoice or the booking shall be deemed void and or cancelled.

Once a booking is made and paid for, rate is fixed and will not rise.

Cancellation and amendment Policy

Any amendments made to bookings may incur additional fees.

These fees may be attributed and not limited to

Rates discrepancies between seasons, any loss by freedom villa incurred as a result of changes and or administration charges, depending on time frames

Cancellations by the guest 60 days + shall be returned in the form of a credit note to be used in within a year on a "like for like" basis

Cancellations by guest shall treated in the following manner

number of days before booking	% deducted from total sum
60 days +	20%
0 - 60 days	100%

Cancellation by Freedom villa can also occur if the following conditions are breached

If an amendment is sought by the guests and Freedom villa cannot fulfil due to previous bookings

Failure by all guests to assist us in providing registration to local police and village authorities

Breaching our acceptable use conduct policy

Check in / Check out

Check in is 2.00pm

Check out is 10.00am

Should check in or check out times vary from the above, additional fees may apply

These fees will vary depending on the additional time required and will need to be confirmed at the time of booking



Security Deposit

A security deposit will be required for the following.

Any damage caused by guests or their visitors to the property of freedom villa

If this occurs, a reasonable sum shall be withheld to make good the damage that occurred

Any costs incurred by freedom villa for consumption by guests and not paid for.

Any fines/penalties by authorities as a consequence of guests inappropriate behaviour

Acceptable use of the Villa and conduct policy

Freedom Villa is a beautiful villa to be enjoyed by family and friends. There are adjoining properties and respect must be shown to same during your booking period.

It is law that any desired functions/party that exceed 50% of guest maximum stay must be approved by local authorities including police prior to the event taking place. Please let us know if you require a permit as we can seek this on your behalf (depending on the function) we will let you know the fees and conditions (if any) in a timely manner.

Any illegal activities such as and not limited to narcotics, fireworks, gambling, weapons, hazardous goods, criminal conduct, is strictly prohibited and will end the booking immediately, as will Loud boisterous disrespectful conduct.

Smoking is prohibited in bedrooms and bathroom suites of the property

Number of guests

Freedom villa has a designated capacity of max 10 adults to 5 bedrooms



Guest registration

Upon arrival, Our villa manager will be required to register all guests with local village authorities and police. This involves taking a copy of all passports, completing and signing a simple registration form

Freedom villa management will cover the costs of this

Insurance

We strongly suggest all guests take out an all-encompassing comprehensive travel insurance policy with a reputable company at the time you make your booking with us. If you cancel your booking, for whatever reason. We shall refer you to this clause.

Responsibility/disclaimer

Freedom villa, its owners, management and staff shall bear no responsibility whatsoever for any injuries sustained inside or outside the villa. It is also not responsible for any loss or damage directly or indirectly to its, guests or visitors regardless of costs

Any loss or damage as a consequence of third party engagement, travel arrangements, hiring of bikes, motorbikes, cars.

Any loss or damage as a consequence of inclement or tempest weather, acts of god, terrorists, civil disturbances, earth quakes, delayed cancelled flights airport closures, contagions, government policy or decisions.

Mechanical failure or failure of the property in "force majeure"

Freedom villa, its owners, management and staff shall bear no responsibility or cost whatsoever for any guests opting to not carry a comprehensive travel insurance policy during their travels