



TERMS & CONDITIONS

DEFINITION:

Own villa hereinafter referred to as "The Property Owner"

The holidaymaker hereinafter referred to as "The Hirer"

The rental agreement entered between The Property Owner and

The Hirer hereinafter referred to as "The Contract".

The contract is not effective until The Property Owner has received the required payment and confirmation has been sent to The Hirer.

SEASONS

Low Season: From January 11 to June 30 inclusive (Excluding CNY and Easter)
From September 1 to December 19 inclusive

High Season: CNY (2017: January 25-31), Easter (2017: April 13-19)
July (July 1-31)

Peak Season: August (Aug 01-31)
Christmas / New Years Eve (December 20 to January 10) inclusive

BOOKINGS

Booking by writing will be accepted within two working days by writing and will be confirmed on receiving of deposit payment as follows:

-50% of total rental amount within 7 working days from accepted booking as deposit

-Balance of total rental amount within 30 days prior check-in date(60 days in case of high or peak season)

Presence of children and infants in your group has to be communicated before confirming your reservation.

PAYMENTS

-The Property Owner must receive a deposit of 50% of the rental amount within 7 working days from accepted booking and payment instructions have been given to The Hirer. If a deposit is not received within this time, the booking could be cancelled.

-Final payment is required 30 days prior to arrival (60 days for Christmas/New Year bookings) or immediately if booking is made less than 30 days prior to arrival (or 60 days in the case of Christmas/New Years bookings). If the balance payment is not received by the due date, The Property Owner reserves the right to cancel the booking and retain The Hirer's deposit.

-In the case of bookings made 30 days prior to arrival, full payment is required within 7 working days from booking . For last minute booking full payment is required on arrival.

-All payments must be made in USD. Bank transfer. Some conditions apply and full details will be given at the time of booking.

-Payments by Traveller's Cheque, other Cheque currencies or personal will not be accepted.

-All clients will be asked to sign a Waiver of Liability and a credit card authorization form, which will allow Own Villa to charge the card any charges that clients incur while at the villa.

-Security deposit is required. A deposit may be requested by the villa manager on arrival and will be refunded in full on the day of departure, unless damages/repairs need to be performed, in which case refunds will be made, less the cost of damages.

-In the case of last minute bookings, where is it impractical or very difficult for The Hirer to make a deposit by bank transfer, we will accept cash in US dollar on arrival. However, a credit card authorization form will need to be used to ensure deposit requirements are met. This form will need to be accompanied by photocopies of both sides of the credit card, a photocopy of holder's passport, and written authorization.



CANCELLATIONS

Reservations cancelled are subject to compensate The Property Owner for the loss of other potential bookings that have been turned down.

- Booking cancellation within 90 days before arrival is subjected to 20% of cancellation fee from the total amount of the booking
- Booking cancellation less than 90 days before arrival is subjected to 50% of cancellation fee from the total amount of the booking
- Booking cancellation less than 30 days before arrival (60 days in case of high or peak season) is subjected to 100% of cancellation fee from the total amount of the booking
- The Property Owner must receive notice of cancellation in writing by mail, fax or email.
- Final payments are non-refundable.

EVENTS AND PARTIES

Normal bookings are for vacation purposes and special permissions must be obtained for functions where the number of people in attendance exceeds 150% of the capacity of the villa.

- If The Hirer is planning to hold an event such as a wedding or any large congregation of people at the villa it would be best to bring this to The Property Owner's attention as soon as possible. The Property Owner's attention to provide booking for Event, e.g. wedding or birthday party.
- Please be aware that normally The Property Owner will not accept a booking involving a function without prior confirmation that a function coordinator has been employed. For different Event The Property Owner can recommend a suitable coordinator when required.
- The Property Owner have rules governing villa usage for events and parties and a surcharge of up to the equivalent of a night's rental price is applicable, in addition to a local community ('Banjar') fee.

DAMAGE OR LOSSES

The Hirer is responsible for leaving the property in good order and in a clean condition. The Hirer further undertakes to pay for any damages or losses incurred during occupation. The Property Owner reserves the right to repossess the property if The Hirer or a member of the party has caused excessive damage. For safety reason smoking is not allowed in the bedrooms

NUMBERS IN PARTY AND SUITABILITY

The number of persons occupying the villa property must not exceed the maximum number stated in the booking confirmation. The Property Owner reserves the right to refuse any booking, which, in its opinion, is unsuitable for the property concerned.

LIABILITY

The Property 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, and exceptional weather conditions. Further, no responsibility is accepted for the personal belongings, valuable items, and its contents of The Hirer or any member of the party during the holiday.

PETS

No pets are allowed unless agreed in writing in advance



COMPLAINTS

If The Hirer considers that he/she has cause for complaint concerning the property, the matter should be taken up with the Villa Manager who in turn will notify the management on behalf of The Property Owner. In such cases, if The Property Owner considers the complaint valid, a partial refund may be offered. This will have to be discussed and approved by the relevant personnel and departments and may take several weeks to finalize. No liability shall arise beyond the refund of the monies paid. The Property Owner will not entertain claims lodged by The Hirer upon departure or after return home when it is no longer possible to investigate the complaint effectively.

For more information about Own villa please visit us at www.ownvilla.com
Please do not hesitate to contact us for any further enquiries and booking at info@ownvilla.com