

Terms & Conditions

GENERAL All prices in our web site are in American dollar & already included of 11% government tax & 10% service. Price of accommodation shown in our web site is per room per night.

RESERVATION POLICY

1. Room reservation can be done by filling in your data according to our reservation form. 2. Your reservation is considered as definite if we have received your credit card or payment details. We will proceed to check the availability of the room to hotel and if the room is available finally reservation confirmation sent to you by e-mail. Reservation without credit card/payment details will consider as an inquiry we will send you the availability & price of the room according to your reservation request.

3. We will charge additional fee (to be advise) according to the hotel policy for modification, changes for shortening of stay and/or downgrading of room type for reservation with confirmed status after arrival.

4. We/The Hotel won't charge any fee for modification, changes for extension of stay and / or upgrading of room type.

PAYMENT POLICY

We received major credit card such as visa, master card, dinner club, American express and bank transfer or transfer through western union.

1. After you have received our confirmation, we will charged your credit card or you can transfer the money through bank or western union 14 days in a low season & 30 days in high & peak season (during month of July, August & December until 10th of January).

2. above term of payment is for normal booking, the term of payment can be vary depends on the hotel or villa you booked. Especially for villa has different terms of payment, we will advise you the term of payment after you've determined which villa/hotel you booked.

CANCELLATION POLICY The cancellation policy may be vary determined by hotel or villa it's self, we will advise you before you are going to cancel the booking or after the booking have been made for your reference incase unexpected situation happen. Below is for normal booking cancellation policy for hotel & not valid for villa type as follows:

1. Cancel within or after 14 days prior to the arrival date in low season we will charge cancellation fee from one room night to the whole nights reserved depends on the hotel cancellation policy applied.

2. Cancel within or after 30 nights prior to the arrival date in high or peak season (during July, August & December to 15 of January) we will charge cancellation fee from one room night to the whole nights reserved depends on the hotel cancellation policy applied.

Make sure that you have given us a fixed date of travel, to avoid any cancellation fee occurred during reservation process.