

## SAMA'S COTTAGES & VILLAS – UBUD BALI

### TERMS & CONDITIONS – CANCELLATION POLICY FOR ALL COTTAGES ONLY

#### High Season Dates:

- 1st July - 31st August inclusive
- 20th December - 10th January inclusive

#### Check In/Out Times

- **Check In:** 2pm Onwards
- **Check Out:** By 12pm (if you require a later check out time please go to our [Contact Us](#) page and place your query, we will be happy to try and assist in this matter.

**Rates include:** breakfast daily, 1 x mineral water per person daily, coffee and tea making facilities and free WiFi. Rates for the Deluxe and Executive cottages also include unlimited mineral water.

**PLEASE NOTE:** All goods, rates and services are subject to 10% Government Tax and 5% Service Fee.

#### Payment of Balance:

- Full payment of total stay is payable upon check in.
- For all payments we accept cash in Indonesian rupiah, US dollars and Australian dollars.
- Exchange rate will be determined by Sama's Cottages and Villas staff based on the local daily bank exchange rate. Our exchange rates are **NOT** negotiable.
- You are also welcome to pay using Mastercard or Visa.
- Please note that all credit card charges incur a 3% bank surcharge, and this charge is **NOT** negotiable.

**Child Policy** Sama's Cottages Ubud is a family friendly establishment. Children under 3 years of age are FREE sharing the existing bedding provided. Please contact us first though to check if the room/villa you intend to book is suitable for infants.

Supplying a cot is an extra Rp 50,000 ++ per night and breakfast will be an additional cost. Extra bed and breakfast is Rp 110 000++ per night and is subject to approval by the staff of Sama's Cottages & Villas.

#### Late Check Out:

Late check out by 6pm (50% of one night's nett stay) is available upon request and availability. Later check out after 6pm will incur 100% of one night's nett stay fee. Please contact us directly to enquire about this.

#### Airport Pickup/Drop Off and Other Transfers:

If you require airport pickup or drop off or any other transfers, please contact us directly. Airport pickup for arrivals between 6am and 9pm is Rp 300 000 ++, and for arrivals between 9pm and 6am it is Rp 350 000 ++. Airport drop off is Rp 300 000 ++.

For other transfers please contact us directly for a quote. We use honest, reliable and trustworthy freelance drivers. The above rates are per car, maximum 4 adult passengers and are subject to 10% Government Tax and 5% Service Fee. Please book a **minimum 48 hours prior to arrival**. All transfers are payable through our front office once you settle your bill.

### Payments and Securing Your Booking:

- For **ALL** cottage bookings we require your credit card details in order to hold your booking for you. Your credit card details can be safely entered using our online credit card payment system.
- We will **NOT** charge your credit except in the instance you do not show, do not check in, or cancel within 14 days or less prior to check in date.

### Cancellation Policy:

#### Low Season

- Cancellation more than 14 days prior to check in: no penalty, no charge to your credit card.
- Cancellation 14 days or less prior to check in, or no show: **one night's nett stay** will be charged to your credit card (PLUS 3% bank surcharge, NOT negotiable).

#### High Season

- Cancellation more than 14 days prior to check in: no penalty, no charge to your credit card.
- Cancellation 14 - 6 days prior to check in date, **one night's nett stay** will be charged to your credit card PLUS 3% bank surcharge (NOT negotiable).
- **PLEASE NOTE:** IF YOU CANCEL YOUR BOOKING **5 DAYS OR LESS** PRIOR TO CHECK IN, OR IN THE EVENT YOU DO NOT SHOW, DURING OUR HIGH SEASON DATES, YOU WILL BE CHARGED THE FULL AMOUNT OF YOUR BOOKED RESERVATION.
- Other online agents such as Booking.com require different deposits and have different Terms and Conditions.
- **PLEASE READ CAREFULLY** the Terms and Conditions plus the Cancellation Policy from where you made the booking.

Thankyou for your interest in Sama's Cottages & Villas. We will do our utmost to answer any queries you may have and to also endeavour to make your stay a comfortable, safe and enjoyable experience.

### DIRECTIONS:

Sama's Cottages and Villas is located in Bisma St (Jalan Bisma), which runs off the Ubud Main St (Jalan Raya Ubud). If you are coming from the centre of Ubud, turn left into Bisma St. Continue along Bisma St for about 150m, going past our cafe Kopi on Bisma, which is on the left hand side with brightly multicoloured tables. Then after another 30mtrs you will see the Sama's Cottages car park, also on the left hand side of the street. Please park in the car park and walk down to our front office where one of our staff will be waiting to greet you.

If you have any problems finding us please call our front office on +62 361973481 or 0361973481.

**Number of rooms: 10**

**Address:** Jalan Bisma

Ubud Gianyar 80571 Indonesia

**Office Phone:** +62 361 973 481

**Email address:** samascottagesubud@hotmail.com