

KANVAZ

TERMS AND CONDITIONS

Please read these terms and conditions carefully as they incorporate the basis upon which reservations are accepted by Kanvaz Resort Seminyak (also referred to as “Hotel” “we” or “us” or “our” and other similar terms). By making a reservation, you accept all the terms and conditions outlined hereunder.

CHECK-IN & CHECK-OUT

Check-in is at 3 pm. Guests that arrive early may store their luggage until their room is ready. A request must be made if guests required early check-in, subject to availability.

Check-out is at 12 pm. Late check-out between 12 pm to 6 pm will require 50% charge of the room rate. Check-out after 6 pm will require a full day room rate.

CANCELLATIONS

Our standard cancellation policy requires cancellations or changes to be advised to us seven (7) days prior to arrival date during the low season (January 6th – June 30th, September 1st – December 23rd) or fourteen (14) days prior to arrival date during the high season (July 1st – August 31st, December 24th – January 5th). If the guest did not check-in on the arrival date without alerting the Hotel, the reservation would be released, and the first night of accommodation will be charged. Any pre-payments (if any) will also be forfeited. Over high demand, special event periods and group bookings, alternative cancellations policies may apply. The cancellation policy will be communicated during the reservation process and can be supplied in a confirmation email when requested.

CAR PARKING

You agree to enter and park your vehicle at your own risk. We do not accept any responsibility for damages or loss to your property or property belonging to someone else.

CHILD POLICY

Children under the age of twelve (12) years old may stay at no additional charge when using existing bedding. Refer to Maximum Capacity Per Room.

DEPOSIT

All reservation require a one (1) night deposit and is non-refundable. A Doku payment link will be sent together with the reservation confirmation and should be completed to secure the booking.

FORCE MAJEURE

The Hotel will not be held responsible for failure to perform if unanticipated circumstances beyond our control, including, but not limited to; weather conditions or any force majeure such as acts of God, strikes, epidemics, riots, flood, fire, sabotage, terrorist attacks in the city in which Hotel is located, order or restricted by any government authority, or declared war in the country in which Hotel is located, make it illegal or impossible for the Hotel to perform.

GROUP RESERVATIONS

A minimum of ten (10) rooms reserved on one night is considered a group reservation. Different terms and conditions apply for group reservations, as stated in the group accommodation proposal and/or agreement (if applicable). This policy also applies to a travel agent via their system.

Kanvaz Resort Seminyak

Jalan Petitenget No. 188, Kerobokan Kelod, Bali, 80361 Indonesia

Tel: +62-361-2090818 | **Fax:** +62-361-2090808 | **E:** reservation-seminyak@kanvazhotelbali.com

www.kanvazhotelbali.com

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GUEST COURTESY

For the comfort of all our guests, we ask that noise is kept to a minimum so everyone can enjoy a peaceful and comfortable stay. Please also extend this courtesy to our neighbours when entering and exiting the building or car park.

HOUSEKEEPING SERVICE

Housekeeping service is offered every day during your stay dates. Please make sure your 'Do Not Disturb' sign is switched off if you wish to receive this service.

INTERNET

Complimentary Wi-fi internet is available across the hotel premises.

LIMIT OF LIABILITY

We do our best to ensure your reservation arrangements are satisfactory; however, the Hotel does not accept any liability whatsoever for any injury damage, loss, delay, additional expenses or inconvenience caused directly or indirectly by any events, which are beyond our control including, but not limited to, war, civil disturbance, terrorism, fire, floods, acts of God, acts of Government or any other authorities, accident to or failure of machinery or equipment, maintenance requirements or industrial action.

MAXIMUM CAPACITY PER ROOM

Kanvaz Resort Seminyak adheres to the following maximum room capacities at all times:

- All Rooms & Suites: 2 Adults with 1 Child under twelve (12) years of age.

Extra bed and baby cot are available upon request. Only one (1) extra bed is allowed per room per night. Please be advised there is only limited availability, therefore cannot be guaranteed until check-in.

Extra Bed Daily Cost: IDR 605,000 net (including breakfast daily)

MINIMUM LENGTH OF STAY

A minimum length of stay may apply during specific periods, as determined by the Hotel. If you reserve a room over such dates (as per the reservation terms and conditions), you agree to stay for the required minimum nights. Any changes or cancellations (within the cancellation period) are subject to a penalty and may result in forfeiting of any pre-payments and/or deposits.

PAYMENT

Payment for entire stay plus any incidentals is required during check-in. During high demand periods, special events and group bookings, different payment policies that require pre-payment may apply. The payment policy will be confirmed at time of reservation. If the payment policy does not adhere, the reservation may be cancelled. We accept electronic funds transfer at Visa, MasterCard, Amex, Diners and JCB. Any credit cards being used for payments (including incidentals) must be present at check-in by the cardholder. All transactions are processed in Indonesian Rupiah. The Hotel does not consider differences due to currency exchange rates or fees imposed by your bank to accept IDR.

PET POLICY

The Hotel does not allow pets inside the premises.

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PHOTO IDENTIFICATION

Valid photo identification (ID) matching the name of the primary guest within the reservation must be presented at time of check-in. Other guests staying in the Hotel must also present valid photo identification (ID). This is required to verify your identity for hotel security purposes. A valid Indonesian driver's license, Indonesian KTP or an international passport are all acceptable forms of photo identification.

RATES

All rates are quoted in IDR (Indonesian Rupiah) and are per room per night and inclusive of 10% service charge and 11% VAT. Rates that have been quoted are not confirmed until a valid confirmation email has been received by us, therefore subject to change. We reserve the right to amend rates that have been established at incorrect rates due to human or distribution errors.

RIGHT OF ENTRY

In the event that the Hotel has a legitimate cause for concern or if the guest has not been seen nor been able to be contacted over some time, the room may be entered by a hotel representative to ensure the safety and comfort for all guests is in order.

ROOM DAMAGE

The guest who registers at check-in will be held accountable for any damage to the room and contents during the stay dates. The registered guest will be liable for damages caused, including those by third parties visiting the room, which will result in forfeiting any deposits, pre-payments and also may be subject to additional charges depending on the damage. We reserve the right to process any charges in addition to accommodation to the presented credit card supplied at check-in.

SECURITY AND LOSS PREVENTION

A safe deposit box is available in your room. Please do not leave any valuable items unattended in your room. We do not take any responsibility for any personal possessions that are lost, stolen or misplaced from the room and/or while on the premises.

SMOKING POLICY

Smoking inside the room is not permitted. Smoking is allowed in the balcony area with the doors closed to prevent smoke from entering the room. The amount of IDR 1.000.000 – 2.000.000 fines will apply to guests who do not adhere to this policy.

TRANSACTION FAILURE OR MALFUNCTION

The Hotel is not responsible for communication difficulties, malfunctions or failures, or difficulties or lost, stolen or misdirected transmissions, messages or entries, or the security of any communications. We reserve the right to cancel or modify reservations where inappropriate or fraudulent activity appears, or when the reservation contain or are resulted from a mistake or error.

Kanvaz Resort Seminyak reserves the right to change and/or modify any of these terms and conditions at any time without notice. Please check these terms and conditions regularly for changes.

Last update: January 2020

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