

TERMS & CONDITIONS and CANCELLATION POLICY FOR GROUP BOOKINGS **(Cottages and/or Villas)**

Deposits, Terms & Conditions, Payment & Cancellation Policies for Group Bookings at Sama's Cottages and Villas:

PLEASE READ CAREFULLY and understand the following Terms and Conditions for any group booking at Sama's Cottages and Villas. A 'group booking' is when 5 or more cottages/villas are booked at the one time or under the one booking reference or group.

Deposits:

In order to secure your group booking, for **ALL GROUP** bookings at Sama's Cottages and Villas we require a **35% holding deposit** of the total amount due. We also require your full credit card details. **NO** charges will be billed to your credit card unless you cancel outside our Cancellation Policy and Terms and Conditions (please see the **Cancellation Policy** below).

PLEASE NOTE:

- **ALL GROUP BOOKING DEPOSITS ARE NON REFUNDABLE.**
- **ANY DEPOSIT MADE CAN BE TRANSFERRED TO ANOTHER SET OF DATES ONE TIME ONLY.**
- **AFTER THAT IF ANOTHER CANCELLATION OF BOOKING IS MADE THEN ALL DEPOSIT MONIES WILL BE FORFEITED.**

Deposit Payment Options:

Payments may be safely paid via Paypal or bank transfer into our Indonesian rupiah, AUD or USD banks here in Bali. We also accept cash in the following currencies: Indonesian rupiah, Australian dollars or US dollars. Any foreign currency received is subject to the **daily exchange rate set by the Manager of Sama's Cottages and Villas in accordance with the rate of exchange set by our bank here in Ubud, and is NOT negotiable.**

Payment of Balance:

Full payment of the total remaining balance owing is ***payable upon check in***. For all payments we accept cash in Indonesian rupiah (IDR), US dollars and Australian dollars. Any foreign currency received is subject to the **daily exchange rate set by the Manager of Sama's Cottages and Villas in accordance with the rate of exchange set by our bank here in Ubud, and is 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. We **DO NOT** accept the balance of payment to be made by Paypal if you paid the initial deposit that way. We will require the balance to be paid at our front office with the options as stated above, thank you.

Cancellation Policy: Please Read Carefully

More than 45 days prior to check in date:

ENTIRE GROUP BOOKING CANCELLATION:

- **NO** refund of deposit given. Deposit can be transferred **ONE TIME ONLY** to another set of dates. After that, if cancellation of booking is again required then the entire deposit paid will be forfeited.

SPECIFIC ROOM CANCELLATION ONLY:

- Deposit already received will be used for the rest of the remaining booking.

45 - 31 days prior to check in date:

ENTIRE GROUP BOOKING CANCELLATION:

- **NO** refund of deposit given
- **NO** transfer of deposit permitted
- Remaining balance due will be charged in full to your credit card, plus the 3% bank surcharge

SPECIFIC ROOM CANCELLATION ONLY:

- **NO** refund of deposit given
- Deposit already received will be used for the rest of the remaining booking

30 days or less prior to check in date, or no show:

ENTIRE GROUP BOOKING CANCELLATION:

- **NO** refund of deposit given
- **NO** transfer of deposit permitted
- Remaining balance due will be charged in full to your credit card, plus the 3% bank surcharge

SPECIFIC ROOM CANCELLATION ONLY:

- **NO** refund of deposit given for cancelled rooms
- **NO** transfer of deposit permitted
- Remaining balance due will be charged in full to your credit card, plus the 3% bank surcharge

PLEASE ALSO NOTE:

- Please understand that it is difficult for us to re-book our entire property at short notice if you decide to cancel **less than 45 days prior** to your booking arrival date, so **PLEASE** try and notify us of any cancellation as soon as possible.

Please make sure that you have read and clearly understand our Terms and Conditions of Booking including Deposit and Cancellation Policies. On behalf of all the team at Sama's Cottages and Villas, we thank you so much for choosing to host your retreat with us, and we look forward to welcoming you.

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 50m 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.

For guests staying at either [Villa Arindah](#), [Villa on Bisma](#) or [Villa Teras Sungai](#), these villas are located next door to our main property, but will be locked, so please come to the Sama's Cottages main front office first. Please do not go directly to the villa. After completing check in one of our staff will accompany you to the villa and help you settle in. If you have any problems finding us please call our front office, see below phone number.

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