

SAMA'S COTTAGES & VILLAS – UBUD BALI

TERMS & CONDITIONS – CANCELLATION POLICY FOR **ALL VILLAS ONLY** (Villa Arindah – Villa Teras Sungai – Villa on Bisma)

HIGH Season Dates:

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

SHOULDER Season Dates:

- 1 September – 15 October inclusive
- 11 January – 15 April inclusive
- 1 June – 30 June inclusive

LOW Season Dates:

- 16 April – 31 May inclusive
- 16 October – 19 December inclusive

Check In/Out Times

- **Check In:** 2pm Onwards
- **Check Out:** Up to 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, unlimited mineral water, coffee and tea, air con, Indo vision satellite TV, free WiFi, private plunge pool, room service from Kopi on Bisma coffee shop (5% discount card).

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

Child Policy Sama's Cottages Ubud is a family friendly establishment. Children less than 3 years of age are FREE sharing the existing bedding provided. Please contact us first though to check if the 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 ++.

Address: Jalan Bisma
Ubud, Gianyar, 80571, Bali, Indonesia
Office Phone: +62 361 973 481

Email addresses:

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terassungaiubud@hotmail.com
villaonbismaubud@hotmail.com

Websites:

www.villaarindahubud.com
www.villaterassungaiubud.com
www.villaonbismaubud.com

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.

Securing Your Booking:

- If you book **DIRECTLY**, to secure your booking at **Villa Arindah, Villa Teras Sungai and/or Villa On Bisma**, we will require a 30% (30 per cent) of the total accommodation stay.
- The balance is payable upon check in.
- Other online agents such as Booking.com require different deposits and also have different Terms & Conditions.
- **PLEASE READ CAREFULLY** the Terms and Conditions plus Cancellation Policy from where you made your booking.

Payment Methods:

- We accept foreign currency; AUD (Australian dollars) and USD (American Dollars) in cash.
- Indonesian Rupiah (IDR) in cash. The exchange rate will be set by Sama's Management using the daily bank exchange rate and this rate is **NOT** negotiable.
- You are welcome to use Mastercard or Visa if you prefer.

Please note that if you choose to pay by credit card there will be a 3% (per cent) bank surcharge. This is a direct surcharge from our bank and is **NOT** negotiable.

Cancellation Policy:

Low & Shoulder Seasons

- **Cancellation more than 60 days prior to check in: FULL refund of deposit.**
- **Cancellation less than 60 days prior to check in, or no show: NO refund given.**

High Season

- Cancellation more than 90 days prior to check in: **FULL** refund of deposit.
- Cancellation 90-31days prior to check in date, **NO** refund of deposit.
- **Cancellation 30 days or less prior to check in: PLEASE NOTE – Full cost of your stay will be charged to your credit card.**

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 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.