

TERMS & CONDITIONS – HOTEL & ROOMS

These Terms and Conditions apply to all bookings made for Luna2 properties and form part of the accommodation contract.

Booking Confirmation

Bookings are not valid until a booking confirmation document is sent via email or fax from Luna2 reservations, the deposit has been received by Luna2, and the booking details are confirmed as per the confirmation document. Any error in calculation of charges in a booking confirmation document shall be amended to the standard charges as per these terms and conditions.

Deposit, Payment & Cancellation

Deposit and payment terms for standard packages:

Super flexible rate - Reservations must be cancelled/modified 1 day prior to arrival day to avoid a 1 night fee plus tax. All reservations must be guaranteed with a credit card which is valid on the day of arrival. Non-guaranteed reservations are not accepted.

Best Available rate - Reservations must be cancelled/modified 5 days prior to arrival day to avoid a 1 night fee plus tax. Guest will be charged a full prepayment of total stay in the 4 days before arrival

Last Minute Escape and Early Bird Offer - No change or cancellation is possible. All reservations must be guaranteed with a non-refundable deposit of the full stay at the time of booking. Non-guaranteed reservations are not accepted.

Additional deposit and payment terms may vary depending on package.

Payment Methods

Payments to be in either Indonesian Rupiah or US dollars by direct bank transfer to our dual currency bank account. Luna2 does not accept responsibility for the payment of bank charges or fees resulting from the transfer of deposit instalments. Any such fees or charges are the responsibility of the payer and cannot be deducted from payments. Luna2 accepts MasterCard, Visa and American Express credit cards.

At the time of check-in, Luna2 will authorise the charges for anticipated incidentals for the duration of the guests' stay against your credit/debit card. Luna2 may also choose to accept a deposit in place of card authorisation by another valid form of payment, including cash, which may be equal to 100% of guest's total accommodation.

During the guests' stay, Luna2 will calculate the incidentals charged on a daily basis. If the cost of those incidentals exceeds the authorisation taken on check-in, further authorisation will automatically be requested, and if such authorisation is not available, Luna2 may request another method of settlement or a deposit to be provided, failing which Luna2 reserves the right to restrict access to the guests' room.

All incidental charges must be paid in full upon check-out from Luna2. If the outstanding charges do not exceed the authorisation taken on check-in, the authorisation for the amount not utilised will be released; however, Luna2 cannot control the time it takes for the guest's personal bank to effect such release. If staying for multiple nights at Luna2, Luna2 may require guests to make payment for any outstanding charges on a more frequent basis during their stay.

No Shows

No shows will forfeit the full deposit already paid including taxes.

Travel & VISA

Guests should be advised that to enter Indonesia, they will be required to have a minimum of 6 months validity on their passport and at least one spare page for the visa stamp.

Airport transfers

VIP immigration clearance and transfers to and from Bali's Ngurah Rai airport and **Luna2** can be arranged at an additional charge and will be charged to guest's final account.

Maximum Occupancies/Children

Rates advertised are for double occupancy per room. An additional bed can be arranged for children under 12 years of age upon request, at no additional charge in a studio room. A baby cot is available for children under 2 at no charge.

Check-In/Check-Out

Check-in is at 2:00 PM. Check-out is at 12:00 noon.

Late check-out:

Check out time from 12:00 noon until 6:00 PM is subject to availability and may incur 50% of nightly rate. Check out time after 6:00 PM is subject to availability and may incur 100% of nightly rate.

Luna2 will make every effort to accommodate early check-in requests, strictly at the discretion of Luna2 management. Guests are advised to notify Luna2 of such requests prior to arrival.

Early check-out

Early check-out will be charged at 100% of the remaining booking revenue

Identification

At the time of check-in, guests will be required to confirm their identity by providing their booking reference and their passport/identity card/driving license.

Credit Card

At the time of booking or at check-in, Luna2 requests guest's credit card details and authorisation for use of this card for any sums owed to Luna2. Luna2 shall also have the right to require full payment in advance or a deposit at the time of booking in certain circumstances or if the booking includes the supply of certain items or services. No booking shall be treated as confirmed until the details and/or payment/deposit described in this paragraph have been provided.

External Food & Beverage

Luna2 prides itself on its superior food & beverage offering and as such we cannot allow food or beverage to be brought onto Luna2 premises without advanced written permission.

In the event that this permission is granted, then the guest indemnifies Luna2 from and against all claims, proceedings, demands, costs, charges, liabilities and actions in respect of any liability caused by or arising from the consumption or use of such goods. Guests also agree to not serve or consume outside food & beverage within the public areas of the hotel.

Accessibility

At certain times, facilities may become unavailable due to maintenance, private events, adverse weather conditions or other reasons beyond our control. Luna2 will attempt to keep all guests informed of these circumstances; however, this may not always be possible. For special requests and to ensure availability of facilities during stay, guests are advised to confirm with Luna2 prior to booking or arrival.

Parking

Cars and contents within are left at the owner's/customer's own risk. Luna2 does not accept responsibility for loss or damage.

Events & Parties

All guests must be aware that at certain times throughout the year, Luna2 may host weddings, events and parties, which may be intrusive or inhibit enjoyment of the guests' stay. Should guests have a concern, they are advised to contact Luna2 directly in advance of their stay for further information.

Temple Ceremonies

On occasion, there will be ceremonies at the temples adjacent to Luna2. While this typically does not directly affect guests, guests should be advised that use of the parking lot is prohibited during this time.

Fogging

Luna2 conducts monthly pest control treatment to inhibit mosquito and insect population on the hotel grounds. This treatment is common practice and routine for Bali and many tropical environments. Guests will receive notice upon the day of the treatment and should not be alarmed.

Guest Behavior

All guests of Luna2 are required to conduct themselves appropriately with dress code at all times and to comply with Luna2 management requests with regard to conduct and respect for the property of the hotel, its employees, guests and their health and safety. Where guests do not follow Luna2 house rules, they will be removed from the property and no refund for lost accommodation or any other loss or expense will be considered.

Smoking

All Luna2 properties are generally non-smoking; except designated areas or venues.

Illegal Substances

In accordance with Indonesian law, no illegal substances or materials are to be possessed, sold or consumed on Luna2 property. Hotel management will take immediate action to remove from Luna2 property any guests breaching Indonesian law. Luna2 will not be held responsible for any unlawful conduct.

Damage

Luna2 reserves the right and guests hereby authorise Luna2 to charge their credit or debit card for any damage incurred to guestroom or the Hotel during their stay (including without limitation specialist cleaning) or for any items that are missing when they leave. The client is liable for any loss or damage to the property and is responsible for leaving the property in good order.

Luna2 reserves the right to remove any client causing excessive damage to the property or if the client is behaving in a manner which is deemed inappropriate.

Fire Safety

For the sake of hotel safety, Luna2 recommends all guests read the evacuation procedures in all guestrooms. Luna2 retains the right to adjust any set up to ensure fire safety codes are not breached. Should the fire alarm be activated, it will be the sole responsibility of the guest using the guestroom to fully pay for damage or resulting fines.

Force Majeure

In the event that this Agreement cannot be performed, or its obligations cannot be fulfilled by Luna2 for any reason beyond its reasonable control (including, without limitation, any amendment of or change in any applicable law or regulation, suspension, revocation or non-renewal of the license or permit by the relevant regulatory authorities, war, industrial action, acts of god, unforeseen technical failure and utility failures), then such non-performance or failure to fulfill its obligations shall not be deemed to be a breach of this Agreement by Luna2 and this Agreement shall be terminated accordingly. We strongly recommend travel insurance to cover guests for any instances of "Force Majeure."