

Terms and Conditions

Reservations terms and conditions

The terms and conditions detailed below apply to the booking of accommodation at ALAMAYAH® Resort. These terms and conditions contain provisions in the contractual relationship between you and us. ALAMAYAH® reserves the right to modify, add, vary or amend any of these terms and conditions from time to time without prior notice to you.

Rates

All rates are in local currency (Rupiah)

Exchange Rates For Credit Card Payments Are Subject To Change

Indonesian banks can only accept Credit Card payments converted to Indonesia Rupiah. Our reservations office will convert the payments into Rupiah at the current exchange rate based on the day of invoicing. We will send the invoice along with a Credit Card Authorization Form for your perusal. Due to the fluctuation of currency exchange, Credit Card Authorization Form is only valid for three days. If the form has not been returned to us by email within three days, we reserve the right to send an adjusted form reflecting the up-to-date conversion rate.

Deposit

A minimum deposit of 30% is required to confirm your reservation. On payment of this deposit you will be deemed to have accepted these Terms and Conditions. We reserve the right to cancel a reservation without notice if the deposit is not received within 24 hours of the booking being made.

Balance

The balance of the billing (including transfer charges) is to be received prior to checkout.

Cancellations

- All payments are non-refundable and non-transferable
- All cancellations must be made in writing
- Cancellations made 30 days before check-in date can postpone their booking to a future date based on availability, new booking date rates apply
- Cancellation made within 29 days of check-in date or a no show, booking and payment will be forfeited

No refund will be given for no-shows or days not used resulting from early check-out. In case of late arrival, the resort will be pleased to extend a stay, provided there is availability, however, the resort cannot be held accountable for any flight delays or cancellations.

Insurance

It is the responsibility of all guests (including individuals, companies and other legal entities) to organise appropriate insurance prior to their arrival at Alamayah. In the event of failure of any client (individual, company or other legal entity) to comply with these insurance conditions and requirements or to organise appropriate insurance then neither Alamayah, PT ALAMAYAH GRIYA INDONESIA, nor their officers or employees, nor any third party contracted by these companies, shall be liable in any way for any loss injury, or damages, expenses or costs arising from any incident while travelling to or at Alamayah

Responsibility

ALAMAYAH® will not be liable for any injuries, loss of or damage to personal equipment and property during your stay with us, and/or during your participation in any of the resort's activities. For your safety, please follow any directions that may be given to you during your stay and/or participation of activities.

Further Warranties and Limitation of Liability

ALAMAYAH® will not be liable, whether under tort or contract, for any damages or losses suffered or incurred by visitors, including direct, consequential, incidental, special, or indirect damages, arising from or otherwise resulting directly or indirectly from: Delay of international flights, any government restriction, war strike, industrial action, civil commotion, natural disaster or any other event or circumstances beyond ALAMAYAH®'s control.

Intellectual Property Rights

This website and all materials, including but not limited to photographs, illustration, data, text, images and information on ALAMAYAH® activities, products and services offered on this website is protected by copyright, trademark. Except otherwise provided and agreed by ALAMAYAH® team, you are strictly prohibited from uploading, downloading, copying and reproducing, re-publishing, transmitting or distributed in any way, the contents or any part thereof.

Governing Law

These Terms and Conditions are covered in all respects by the Law of Indonesia and any legal action arising under the contract shall be litigated only in the appropriate Court having jurisdiction in that country.