



BALI BEACH GLAMPING TERMS & CONDITIONS

Each time a client confirms a booking at Bali Beach Glamping (www.balibeachglamping.com), whether through an agent or directly with Bali Beach Glamping (“BBG”), a rental contract is created between BBG and the client or with the agent for the agreed period (the “Rental Period”).

Each time an agent or a client books BBG, the client (and the agent, if applicable) is deemed to have agreed to these terms and conditions. The Rental Contract is not binding on either party until BBG has confirmed the client’s booking in writing, and a deposit has been received.

1. Payment Structure for Exclusive Whole Resort Bookings

1.1 When the client makes an exclusive whole resort booking of BBG, which is 15 outpost tents, 25 deluxe and 10 family tents, the client or his / her agent must make the applicable deposit payment to BBG to confirm the booking.

1.2 If the deposit is not received within 7 days of confirmation of the booking, BBG reserves the right to cancel the client’s provisional booking without further notice.

(Effective from 1st November 2023)

1.3 The following payments must be received by BBG for it to confirm and maintain an exclusive resort booking:

- A deposit of 25% of the full accommodation amount is payable to confirm a booking made more than 9 months before check in.
- A deposit of 50% of the full accommodation amount is payable to confirm a booking made between 9 and 2 months before check in.
- On bookings made more than 9 months before check in, on which a 25% deposit has been paid to secure the booking, a second payment of 25% falls due for payment at 9 months before check in, increasing the aggregate deposit to 50%.
- Full payment is required by 2 months before check-in if the client is making the full payment without assistance from his/her guests. Full payment is required to make a booking less than 2 months before check in.

1.4 Please note that a client who makes an exclusive resort booking accepts full responsibility for the timely settlement of payments as they fall due in accordance with the agreement.

1.5 Notwithstanding the foregoing, BBG is willing to assist the client to collect money from guests attending their event, and any money collected from guests correspondingly reduces the amount owed by the client to BBG.



2. Payment Structure for Individual Accommodation Bookings

2.1 When a client or an agent makes an individual tent booking at BBG, full payment is required to confirm the booking, unless otherwise agreed with BBG.

(Effective from 1st November 2023)

2.2 All Individual tent bookings made by the client's guests are required to be paid 2 months before the event date. Otherwise, the outstanding amount will be charged to the clients.

(Effective from 1st November 2023)

3. Payment Structure for the Venue Hire Fee and Banjar Fee

3.1 A deposit of 25% of the venue hire fee and Banjar fee is payable to confirm a booking made more than 9 months before check in.

3.2 A deposit equivalent to 50% of the venue hire fee and Banjar fee is payable to confirm a booking made between 9 and 2 months before check in.

3.3 On bookings made more than 9 months before check in, on which a 25% deposit has been paid for the venue hire fee and Banjar fee, a second payment of 25% falls due 9 months before check in, to increase the total deposit to 50%.

3.4 Full payment of the venue hire fee and Banjar fee is required by 2 months before check in.

4. Payment Structure for Food & Beverage, Decorations and Lighting

4.1 A deposit of 25% of the estimated food & beverage, decoration and lighting invoice is payable to confirm the booking, with the 75% balance payable required by 2 weeks before check in.

4.2 However, BBG can accept the balance payment closer to check in if the client is still making changes to the menu and / or the number of guests.

5. Payment Structure for Other Vendor Items

5.1 The payment structure for other vendor items is based on negotiation with the vendor on a case by case basis, and will be advised by BBG's staff.

6. Wedding/Event Booking and Buyout Booking

6.1 A client who books the whole resort exclusively may use the entire resort for their event, including the restaurant, pool, Hemingway cocktail lounge and wedding lawn. And client who books the whole resort exclusively may be booked BBG more than one night.

6.2 By contrast, a client who books some, but not all, of the resort is not entitled to use the restaurant or the pool for their event and can only be booked for one night.



(This applies for confirmed bookings from 1st April 2023)

6.3 BBG will not admit outside guests on days for which a venue hire fee has been paid. However, on days when no venue hire fee has been paid (ie. BBG is not hosting an event), BBG reserves the right to admit outside guests to the premises.

6.4 Bali Beach Glamping allows vendors from 8am onwards to enter the premises to set up decoration or electrical equipment on the wedding day. A client who has a one-night buyout wedding and requires extraordinary construction / set-up time, e.g. large tent structures, heavy machinery on site or massive decoration, has to have a written approval by Management personal to enter the premises and start building earlier than the previously mentioned time of 8am.

(This applies for confirmed bookings from 1st September 2023)

6.5 Minimum quantities on events during your stay at Bali Beach Glamping

- For bookings of one or two nights you are required to have a minimum of one event in Bali Beach Glamping
- For bookings of three nights or more you are required to have two events – your wedding and an additional event
- An event is a wedding or party, which uses in-house catering and requires a Banjar permit due to amplified music, a large group of people and / or a late curfew

7. Issues to Consider When Making a Volume Booking

7.1 BBG does not release nights for sale through online travel agents until 4 months before check in so that clients are able to book a large block of tents (including a full buyout of BBG) more than 4 months before check in without impediment from a small number of individual tent bookings. In short, clients are able to secure a large block of tents for their event because of BBG does not allow individual tent bookings more than 4 months ahead.

7.2 However, when a client buys a block of tents more than 4 months ahead, they enter into a contract with BBG to buy that block of tents at an agreed price, regardless of the prevailing market prices of individual tents (whether lower or higher) at a later date.

7.3 It should be noted that, in a market overshadowed by Covid, tent prices have sometimes been reduced by BBG in order to fill vacancies, and also by online travel agents that typically offer “customer loyalty discounts” that are forced onto hotels, as check in approaches when not all tents have been sold, and this has resulted in some complaints by clients.

7.4 Clients buying blocks of tent more than 4 months ahead are asked to understand that they are entering into an agreement with BBG, and that BBG and the client have agreed to sell and buy tents at an agreed price that gives both parties security as to volume and price, and that the agreement must be honored by both parties regardless of prevailing market prices of individual tents after the volume contract has been agreed by the parties.



7.5 A buyout of the resort includes all 50 tents. A client who requires less than 50 tents can avail of a discount of Rp 1,000,000 per unused tent per night (maximum 10 unused tents per night).

8. Curfew

(Effective from 1st November 2023)

8.1 A client who books the whole resort exclusively for their event is subjected to a midnight curfew for amplified music on the wedding lawn, however clients who do a buyout for the resort can normally continue in a restrained manner in the Hemingway restaurant with the in-house music system at a volume determined by BBG.

Please note that complaints from nearby residents can fluctuate, and that we will advise clients what is possible closer to check in.

8.2 A client who books some, but not all, restaurants is subject to a curfew to maintain the comfort and privacy of other guests staying at the resort. The curfew for this is 10pm in all facilities of the resort.

(Effective from 1st November 2023 – 10th January 2024)

8.3 In the case a client would like to extend their curfew past midnight they will be subject to either an additional fee of Rp 2,000,000 per hour or an extension of their chosen beverage package. To see what limitations apply to extending the curfew through a beverage package extension please refer to Bali Saffron Catering Terms & Conditions

(Effective from 11th January 2024)

8.3 In the case a client would like to extend their curfew past midnight they will be subject to either an additional fee of Rp 3,000,000 per hour or an extension of their chosen beverage package. To see what limitations apply to extending the curfew through a beverage package extension please refer to Bali Saffron Catering Terms & Conditions

9. Use of Outside Food & Beverage Caterers

(Effective from 1st November 2023)

9.1 Although BBG discourages the use of outside catering, the client can use outside food and drink vendors, subject to a payment (please refer to Saffron Bali Catering Terms and Conditions clause 3 for more details)

9.2 However, Saffron Bali Catering offers excellent catering services, and no service fee applies if SBC's catering service is used, and all furniture, utensils, cutlery and crockery are supplied by SBC as part of its catering service.

9.3 An outside caterer (which has to bring everything to BBG) cannot compete effectively with SBC (which is catering "at home") on cost, and SBC will normally negotiate sensibly to provide the client with a less expensive and superior catering option than an outside caterer.



(This applies for confirmed bookings from 1st April 2023 – 31st October 2023)

9.4 All food and beverage items must be purchased through Bali Beach Glamping apart from wedding cakes which must be made at a state licensed bakery. Additionally, food may not be taken from the premises. No food or beverage will be permitted to be brought into the Restaurant, Hemingway, or Wedding lawn without a harmless agreement and corkage or services fee will be applied.

(Effective from 1st November 2023)

9.5 Guests will be subject to corkage fee if they choose to bring drinks in from outside (please refer to Saffron Bali Catering Terms and Conditions clause 15 for more details).

10. Alcohol and Corkage Charges

10.1 BBG offers an 8-hour free flow local spirit cocktail packages at Rp 600,000 net per person, and a premium imported spirit cocktail packages at Rp 985,000 net per person, to which wine can be added at Rp 250,000.

10.2 A client will be subject to additional charges if they wish to bring in drinks from outside. Please refer to clause 16 and 17 of the Saffron Bali Catering Terms and Conditions for more information.

10.3 Likewise, a client can use BBG's bar to serve their own drinks, subject to payment of a service fee of Rp 250,000 net per person.

(Effective from 1st November 2023)

11. Generator

11.1 BBG has a 200 KVA backup generator that guarantees the supply of electrical power during events in the unlikely chance of a power outage, and its use is included in the venue hire fee.

11.2 The backup generator is only for resort power and cannot be used for other purposes.

11.3 BBG's electrical capacity is 3 phase 20A / 13,000 watt from PLN.

12. Furniture

Standard tables and chairs are included if Bali Saffron Catering is catering the event. For more details, please contact our catering manager.

13. No Additional Costs

13.1 The cost of electricity, staff, water, cleaning and garden supplies are included in rental rates. There are no additional costs, surcharges, staff salaries, or other fees in addition to the price quoted.



13.2 Gratuities for household staff for good service are encouraged, but this is entirely at the client's discretion. BBG pays the quoted service charge to its staff.

14. Check In / Check Out Times

14.1 Check-out and check-in times are 12 noon and 2 pm respectively, unless otherwise agreed with BBG.

14.2 However, BBG will endeavor to accommodate your schedule, subject to availability. Please advise BBG of any changes to your schedule so every effort can be made to accommodate your requirements.

15. Security Deposit

15.1 For the convenience of our clients, we prefer to hold a passport until the guest folio is settled by the client at checkout, against which we can advance reasonable credit without having to take a security deposit.

15.2 However, if clients prefer not to offer up their passport as security, we require a security deposit of at least Rp 10,000,000, or its equivalent in other currencies, which must be topped up with an additional deposit as soon as the unpaid guest folio approaches Rp 10,000,000.

15.3 The security deposit is refundable on check out if paid in cash on arrival, or within 3-5 days of check out if paid by bank transfer. Cash is preferred as it can be returned during check out, which avoids an unnecessary administrative burden for both parties.

15.4 Kindly note that any damage caused to BBG will be borne fully by the client and / or their event organizer on a joint and several basis, and that liability for any damage caused is not limited to the amount of the deposit. It is in the interests of everyone that no damage be caused to BBG's assets.

16. Damage or Losses

16.1 Please treat BBG with respect and leave the property and all its contents in good order, and in an acceptably clean condition.

16.2 Any damage or losses caused during the client's stay, as well as any special cleaning requirements will be the client's responsibility, and they may be charged to the client's account, and deducted from the client's security deposit.

16.3 In cases of excessive or unacceptable loss or damage caused by the client during the stay, the resort manager may require the client and his / her party to vacate the Property immediately, without compensation or refund.



17. Use of Property

17.1 All bookings are assumed to be for normal holiday purposes only, and the client agrees that the use of BBG will be limited to this purpose unless otherwise confirmed in writing.

17.2 If the client is planning to hold an event, such as a wedding or party, which involves having more than 20 people on the premises, or if the client is planning to use BBG for a purpose other than a holiday stay, please communicate this to the resort at the time of booking, as special approval or arrangements may be required.

17.3 Depending on the nature of the event, a surcharge and/or additional security deposit may be required, which will be agreed and confirmed in writing prior to confirming the reservation.

17.4 If BBG has confirmed a booking which includes an event, BBG must obtain permits from the police and the local community, and a banjar fee must be paid, before the event can proceed. The client acknowledges that BBG does not control the issue of these permits.

17.5 Notwithstanding the foregoing, if the police and/or the local community refuse to issue a permit for an event at BBG, BBG will refund all monies paid by the client, however BBG will not be liable for any further refund or consequential losses that might have been suffered by the client.

18. Conduct and Due Care

18.1 The client is asked to behave appropriately. Illegal or immoral activities including gambling, prostitution, prohibited drugs, possession or use of dangerous goods, and possession or use of firearms and other weapons are all strictly prohibited.

18.2 The client is responsible for the behavior of their guests staying at the property, as well as visitors to the property during the Rental Period. Should any client(s) or visitor(s) not behave in a suitable manner, BBG may, in its absolute discretion, require the client, their party and/or visitor(s) to vacate the Property immediately, without compensation or refund.

19. Valuables and Security

19.1 Any valuables or property left or used at BBG are at the client's own risk. BBG provides safes for valuables, however BBG accepts no responsibility for loss of, or damage to, client's property. The client is responsible for the property during the Rental Period. Any act or omission by the client, their party and/or visitors which may negate or prejudice the property's insurance policy and/or results in loss or damage is the client's responsibility.

20. Price Fluctuation

20.1 Once the client's booking is confirmed, the price of the client's reservation and the currency of booking is confirmed, even if BBG changes its prices on its website, or the currency in which the booking was made fluctuates, after the client's booking has been confirmed.

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20.2 BBG reserves the right to impose any taxes or other charges which may be implemented by the Banjar, or by any government or other regulatory body, which were unknown at the time of publishing. BBG will tell the client promptly in the unlikely event that it becomes aware that any taxes or charges will apply to the client's booking.

21. BBG's Right to Cancel Individual Bookings More Than 4 Months in the Future

21.1 BBG's preference is to sell exclusive full resort bookings when possible, and in the absence of an agreement with the clients that guarantees a booking, BBG reserves the right to cancel individual tent bookings with check in 4 months or more in the future if it receives a resort buyout inquiry. In the event that BBG exercises this right to cancel a booking, it will provide a full refund to the clients whose booking has been cancelled, in addition to an offer of high quality, well priced accommodation close to BBG.

22. Special Booking Rules on Saturday Nights

22.1 Indonesian couples have a strong preference to hold their wedding on a Saturday night, and BBG is able to secure a wedding booking every Saturday night, which normally includes a venue hire fee and catering (and often planning as well).

22.2 As a result, if you wish to buy out BBG on a Saturday night, we ask you to pay at least a Rp 25,000,000 venue hire in addition to the accommodation cost, even if you require BBG for accommodation only, and BBG reserves the right not to offer the resort as accommodation on a Saturday night at all.

23. Cancellation Policy

23.1 It is strongly recommended that the client and his / her group purchase trip cancellation insurance, however if the client wishes to cancel a confirmed booking, the following provisions apply.

23.2 Cancellation of a booking includes but is not limited to:

- Cancellation of one or more days of a booking, or of one or more tented villas;
- An amendment of a booking so that none of the dates of the booking once amended fall within the same dates that originally constituted the booking;
- Failure of clients to provide the required documentation on arrival (eg. passports or suitable identification); and
- Attempt by the client, their party or visitors to hold an event at the Property in breach of these terms and conditions.



23.3 If the client cancels a booking, the following cancellation fees will apply:

- 50% of the accommodation and venue hire fee will be forfeited if the cancellation is made 60 or more days before the start of the rental period (banjar fees will be refunded in full).
- 100% of the accommodation and venue hire fee will be forfeited if the cancellation is made between 0 and 60 days before the start of the rental period (banjar fees will be refunded in full).

23.4 The applicable amount will be deducted from money paid to date, and BBG will refund any remaining balance to the client or its agent.

23.5 The first exception to the foregoing rules is if Bali airport is closed. If the airport is closed, thereby preventing the client and his / her party from travelling to Bali, BBG will refund all money received from the client in full.

23.6 The second exception is that clients with a booking of more than 5 tents, may cancel up to 25% in value of their booking, and obtain a full refund in respect of the cancelled portion of their booking, if they give BBG at least 2 months' notice.

24. Postponement Policy

24.1 Covid has forced many clients to consider postponements. BBG's policy is to offer postponements to clients into later dates free of charge for the postponement itself. BBG therefore accepts the risk that it cannot resell the vacated dates.

24.2 However, clients who want to postpone into a later date will be required to pay the prevailing difference (if any), at the time of postponement, between the price of the dates they wish to sell back to BBG, and the new dates they wish to buy from BBG. If a client postpones to less expensive dates, a reduction in price is not offered, and the postponement is free of charge.

24.3 Furthermore, an interim payment is almost always required to confirm a postponement, because BBG, which has done nothing to deserve not to be paid in accordance with the original contract, needs continuity of income in order to pay its staff, and to maintain the resort to a high standard.

25. Free Modification of Bookings

25.1 Clients are welcome to change between tent types at no cost (subject to availability), and BBG will credit or charge the client for the difference in price.

25.2 However, this provision is for the convenience of clients who wish to change the composition of their booking in good faith. If a client asks to change their entire booking to lower cost tents in what BBG, at its absolute discretion, determines is an attempt to circumvent BBG's cancellation policy, BBG reserves the right to deny such a request.

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26. Event Usage of the Restaurant in the Case of Inclement Weather

- 26.1 In the event of inclement weather, weddings and other events being held on the wedding lawn can, at management's discretion, be moved to the restaurant or Hemingway Lounge.
- 26.2 Clients who are thereby deprived of their right to use the restaurant will be offered modest compensation by BBG, probably in the form of credit vouchers, and the wedding party will be asked to cover the cost of any such compensation.

27. Amendments

- 27.1 BBG will allow clients to change they booking from one type of tent to another at no cost for the change per se, and making any applicable changes in price (either up or down) to reflect the new accommodation preference.
- 27.2 BBG will use its best endeavors to accommodate any reasonable amendments, but the client should be aware that some changes may not be possible.
- 27.3 In the unlikely event that BBG is unable for any reason (including force majeure) to honor its agreement with the client, BBG reserves the right to transfer the client and their party to an alternative property of the similar type and value, in consultation with the client.
- 27.4 If the price of the substituted property is less than the original booking, the difference will be reimbursed to the client. If the price of the substituted property is higher than the original booking, the difference may be charged to the client.
- 27.5 If, however, after considerable effort by BBG, no alternative of similar type and value is available and / or no agreement can be reached between the client and BBG, then either BBG or the client may choose to cancel the booking and the Rental Contract. In that event, BBG will refund the client all monies paid, without further compensation.

(Effective as of 9th November 2023)

- 27.6 Any amendments to this agreement will have to be written out and agreed upon. The agreement will be ratified by a signature from BBG management and the client.

28. Complaints

- 28.1 Every attempt will be made for the client to have an enjoyable stay. If the client has a problem during the Rental Period, they are asked to inform a BBG manager, who will endeavor to rectify the situation.
- 28.2 In order for the client's complaint to be addressed, the client must communicate any problem to a BBG manager whilst at BBG. If no complaint is reported during the Rental Period, BBG will assume that the Property was to the client's satisfaction, and no complaint will be entertained.



29. Disclaimers

29.1 BBG accepts no responsibility or liability for:

- any physical injury, sickness, death, loss, damage, inconvenience or additional expenses incurred by the client, their party or visitors regardless of the cause;
- any vehicle or the contents of any vehicle used, hired or engaged by the client or their party during the Rental Period; inability of the client or any member of the client's party to enter the location of the property or stay at the property for all or part of the Rental Period as a result of failure to obtain appropriate travel or visa documentation, cancellation or amendments to travel arrangements or the missing of flights or travel connections; and/or
- any delay or cancellation of the booking as a result of war, threat of war, riot or civil strife, strike, demonstration, terrorist activity (threatened or actual), natural disaster, fire, sickness, weather conditions, action at an airport or port by any government or public authority, technical problems relating to transport and airport regulations caused by technical, mechanical or electrical breakdowns, or any technical, structural, electrical, plumbing or other problems or difficulties with the property which make it unsafe or unusable, or any other circumstances which amount to 'force majeure' or Acts of God, or other events beyond the Owner's control.

29.2 In no case will BBG be liable to make any payment or give any refund or compensation of any amount over and above the total rental amount paid.

30. Jurisdiction

30.1 This agreement will be governed by the laws of Indonesia. In the event of controversy arising from the booking and property rental that cannot be resolved amicably between the parties, both parties agree to exclusively refer the matter to arbitration.

30.2 By making its booking request, the client agrees that these terms and conditions have been read, understood and have been accepted and agreed to by the client without reservation and without exception.

30.3 If any of the conditions of this Rental Contract are or become or are deemed to be invalid, or if there is any omission from any terms and conditions, the remaining terms and conditions will remain valid and enforceable and cannot be contested.

(Effective as of 9th November 2023)

31. Entire Agreement

31.1 This agreement constitutes the entire understanding between the client and BBG and supersedes all prior negotiations, understandings, or agreements, whether oral or written.

31.2 Any amendments to the agreement will follow provision 27.6 of this agreement.

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