

## Conditions – Terms of payment – Cancellation policy

### Conditions.

- All bookings to be confirmed by e-mail
- We will hold accommodation for 5 days to allow for Deposit or full payment to arrive.
- No booking can be transferred to third party without agreement of Bunaken Cha Cha Nature Resort.
- It is the responsibility of the guest to have valid travel documents to enter Indonesia.
- All guests are recommended to have adequate travel and diving Insurance. Bunaken Cha Cha cannot be held responsible for any claims in this respect.
- Diving Guests who have not dived for 6 months prior to arrival **will be** required to take a “Refresher Course”.
- All Diving guests are required to provide evidence of Certification and Log Book.
- All Divers, Snorkelers are required to sign a “Liability Release Form” on arrival at Cha Cha
- There is no refund for pre-booked unused services.

### Terms of payment

- A 50% deposit is required at time of booking, we can only confirm booking once the Deposit has been received.
- Balance of Payment to be received by Cha Cha no later than 30 days prior to arrival, unless otherwise stated in our quotation.
- Bookings made with arrival within 30 days, full payment is required, unless otherwise stated in our quotation.
- All charges related to transfer of monies are the responsibility of the guest; Bunaken Cha Cha requires that the full amount of our invoice arrive at our account/s net of any Bank charges etc.
- Accommodation and Diving prices are inclusive of prevailing Local Taxes.
- Service charge and gratuities are at guests' discretion.

### Method of payment.

- For Deposit and Balance Payment: International Bank Transfer to our local bank (PT.ANZ PANIN BANK) in Indonesia unless otherwise stated in our quotation.
- We accept US\$, Rupiah, S\$, Euro, Yen, GBP.
- We accept Visa and Master Card for "Balance Payment" at Cha Cha, transaction will be in Rupiah.



### Cancellation policy and charges on Non Group Bookings

- Cancellation more than 45 days before guests arrival...Deposit refunded (Less Charges)
- Cancellation 44 - 30 days before guests arrival.....25% Penalty from booking (Plus Charges)
- Cancellation 29 - 7 days before guests arrival.....50% Penalty from booking (Plus Charges)
- Cancellation 6 – 0 days before guests arrival.....100% Penalty from booking

### Charges

Administration Charge - US\$25  
Bank Transfer Charges at Cost