

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 or Full Payment (Dependant on Package) is required at time of booking, we can only confirm booking once the Deposit or Full Payment has been received.
- Any Balances 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 Cash 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 unless otherwise specified on any “Special Package”

- 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