

Bunaken Cha Cha - Terms and Conditions 2015
Conditions – Terms of payment – Cancellation policy
Internet Bookings

CONDITIONS

- All bookings to be confirmed by e-mail
- We will hold accommodation for 2 working days to allow proof of deposit or full payment to be made.
- No booking can be transferred to third party without agreement of Bunaken Cha Cha.
- 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 are no refunds for pre-booked unused services.

TERMS OF PAYMENT

- A 50% Non – Refundable deposit is required at time of booking, we can only confirm booking once the Deposit has been received.
- Any Balance Payment to be received by Bunaken 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.
- Accommodation and Diving prices are inclusive of prevailing Local Taxes.
- Service charge and gratuities are at guests’ discretion.

METHOD OF PAYMENT

• **Deposit**

Payment can be made by Visa or Mastercard and will be charged in Local Currency at the day exchange rate.

Payment can also be made by International Bank transfer to our local Indonesian Bank, we will require proof of transfer and will hold accommodation for 2 days. All bank charges are to be borne by the transferor.

• **Balance Payment and any Extras at Cha Cha on time of Check Out**

- We accept Cash US\$, Rupiah, S\$, Euro, Yen, GB.
- We accept Visa and Master Card. **Please note we cannot accept Amex**

CANCELLATION CHARGES ON INTERNET PACKAGES

As Deposits are non-refundable, the cancelation policy below is intended for remaining balances and will be charged accordingly.

- Cancellation 29 - 7 days before guests arrival.....50% Penalty on Balance
- Cancellation 6 – 0 days before guests arrival.....Full Payment Due