



TERMS & CONDITIONS

Room & Additional Person Policy

All accommodation categories have either one (1) king size bed (200 cm x 200 cm) or two (2) double beds (140 cm x 200 cm), except;

- Heavenly Pool Suite, and
- Heavenly Ocean View Pool Suite only have one (1) king size bed (200 cm x 200 cm).

Each Wonderful Garden View room has an existing sofa bed (80 cm x 185 cm) that can be used for sleep by a child.

Each Heavenly Pool Suite and Heavenly Ocean View Pool Suite has an existing sofa bed (120 cm x 210 cm) that can be used for sleep either by an adult or a child.

Each accommodation unit allows maximum occupancy of;

- two (2) adults and two (2) children, or
- two (2) adults with one (1) child and one (1) baby, or
- three (3) adults and one (1) child, or
- three (3) adults and one (1) baby.
- Age thirteen (13) years and above is considered as an adult.

Sofa bed setup (if applicable) rate is **IDR 159,500 net per night**. Additional rollaway bed (if applicable) rate is **IDR 725,000 net per night**.

For families with children, baby cots and connecting rooms are available on request.

Sofa bed setup and additional rollaway bed rates are non-combinable to neither early bird offer nor bonus night offer.

Care for Children in Bali

The safety and well-being of children and their protection against sexual exploitation, harassment or any other harm, is of prime concern to us. As a responsible tourism resort, we are adamantly opposed to any form of child abuse or the sexual exploitation of children and adolescents. Any irregularities observed in this respect will be reported immediately to the appropriate authorities.



TERMS & CONDITIONS

Non-Smoking Policy

In compliance with Indonesian Law No. 36, 2009 on Health and the Region Regulation Bali Province No.10, 2011, under Article 2, hotels and restaurants are classified as public buildings in which a smoking ban applies.

All areas of Maya Sanur Resort & Spa are therefore designated smoke free, with the exception of a limited number of open-air, well ventilated areas, where guests may smoke.

Smoking is therefore prohibited in all public areas of the resort including inside guest rooms, suites, restaurants, bar, meeting rooms and lounge, spa, yoga pavilion and fitness center, swimming pool areas, temple and temple garden.

Guest may smoke in the outdoor and garden areas of the hotel. All hotel vehicles used for guest services are smoke free at all times.

Check-In

Every effort will be made to have rooms available by 2:00 pm.

Check-Out

Our check-out time is 12:00 noon. Any extension on this time (on request and subject to availability) will result in additional charges being made. An extension to 6:00 pm will be charged at 50% of the contract rate. After 6:00 pm, an additional night will be charged.

Cancellation/No Show Policy

Cancellation of FIT reservations must be received no later than fourteen (14) days prior to arrival during normal season and thirty (30) days prior to arrival during high season to avoid a cancellation charge being made.

Failure to comply with this policy or if a client is a no show, will result in a one night room charge being made.