

Shalimar Villas

Booking Terms & Conditions

Please, carefully read the following Booking Terms and Conditions. Fully understanding and acceptance is required before proceeding with any Booking. It is within our mutual understanding that you agree to all the terms and conditions included in this document.

Rental Seasons and Minimum Stay Requirements

Low Season	High Season	Peak Season
Any other day not included in other Seasons	March 28 th to April 5 th 2026 March 20 th to 28 th 2027 June 15 th to September 15 th	Dec 20 th to Jan 10 th
Minimum 3 nights	Minimum 4 nights	Minimum 7 nights

* Shorter bookings could be considered on special occasions depending on our Booking Calendar

Rates per night

All payments should be made in IDR following Indonesian Laws and Regulations.

Villa	Bedrooms	Low Season	High Season	Peak Season
Shalimar Estate	12	34.000.000 IDR	37.000.000 IDR	42.000.000 IDR
Villa Kalima	6	16.000.000 IDR	19.000.000 IDR	22.000.000 IDR
Villa Makanda	4	14.000.000 IDR	17.000.000 IDR	20.000.000 IDR
Villa Cantik	2	6.000.000 IDR	7.000.000 IDR	8.000.000 IDR

* All rates are subject to 10% Tax. No additional Service Charge applied.

Discounts

- All bookings made for a number of nights exceeding the minimum stay required for each Season Period, qualify for 1% discount for each night booked.
- 10% discount over our published rates for Last Minute Bookings filed within 7 days before the intended check-in date.
- Indonesians, and foreign residents with KITAS or KITAP qualify for a 10% discount.
- Discounts are not cumulative.

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Booking Calendar

Shalimar Villas Booking Calendar can be checked in the following links:

- [Shalimar Estate Booking Calendar](#)
- [Villa Kalima Booking Calendar](#)
- [Villa Makanda Booking Calendar](#)
- [Villa Cantik Booking Calendar](#)

All bookings should be confirmed previously. A Proforma Invoice will be sent with all the booking details, and a 50% Deposit will be required to confirm the booking. The rest should be paid at least one month before Check-In. Please, [contact us](#) for any Booking Inquiries, Holds, or Booking Confirmations.

Maximum Occupancy

The maximum occupancy of the villas is, as listed below.

Shalimar Estate	Villa Kalima	Villa Makanda	Villa Cantik
24 guests	12 guests	8 guests	4 guests

In any case, the maximum number of guests staying in Shalimar Villas should never exceed the total number of guests specified in the Proforma Invoice, unless specifically agreed by writing.

Shalimar Villas reserves the right to refuse any bookings if not suitable for accommodation.

Additional Guests

On request, apart from the maximum number of guests admitted in the property, we can also provide accommodation to:

- 2 Adult guests sleeping in 2 Adult Extra beds at 800.000 IDR/night per bed + 10% Tax.
- 3 Children (below 12 years old) in 3 built-in sofas located in 3 Garden Suites in Villa Kalima (1) and Villa Makanda (2). We can supply with linen and pillows for 400.000 IDR/night per daybed + 10% Tax.
- On request, we can provide with 2 baby cots and 2 highchairs, free of charge.

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Check-In and Check Out

- Check-In time is at 2 pm
- Check-Out time is at 12 pm
- Late Check-Out until 6 pm is charged 50% of the daily rate.
- Late Check-Out until 10 pm is charged 75% of the daily rate.
- Late check-out after 10 pm is charged full daily rate.

Early Check-In and Late Check-Out are subject to availability and prior notification and prior approval in writing is required.

Inclusions

Rates include salaries of all household staff, cost of electricity (subject to reasonable use of the facilities), hot and cold water, cleaning & gardening supplies, taxes and so on.

The villas are fully equipped with linen, crockery, utensils, drinking water, and an initial supply of soap, toiletries and amenities.

The villas have well-trained staff including Butlers, Chefs, Housekeepers, and a team of Gardeners, Pool Attendants, Maintenance Personnel, and Security officers.

Once in the villas, if the guests wish to order any meal, the chefs will calculate the cost of the groceries depending on the order, and after receiving a deposit for the groceries and doing the shopping, the butler will provide the supermarket receipts and any remaining change with no extra charges, except for a small surcharge of 100.000 IDR that should be paid directly to the chefs every day their services are needed, to cover the transportation expenses to buy the groceries.

All meals should be ordered at least 4 hours in advance so there is enough time to buy the groceries and prepare the dishes.

We also include:

- Complimentary transfer from the airport to the villas (Special conditions apply)
- Welcome flowers in villa facilities
- Welcome drinks and cold towels upon arrival to the villas
- Daily replenished mineral water
- Free 300 Mbps fiber-optic WI-FI internet connection

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Inclusions for Long Term Bookings

In Long Term Bookings, when large discounts apply, electricity will not be included and will be charged to the guests according to their consumption by reading the PLN kWh meter of the villa upon check-in and check-out. This payment should always be made in cash, in IDR, and should be handed directly to the Butler.

The guests may also require a reading of their kWh meter at any time, so they can control their own consumption and expenses.

Linen and towels will be changed twice a week.

Not Included

Rates do not include baggage handling, gratuities, telephone charges, car rental, food, soft drinks/liquor, personal items & expenses.

The following services will be provided on request and by surcharge:

- In-house Spa services (massage, facial, pedicure, manicure, etc.).
- Motorcycle rental
- Car rental (with or without driver), or van and bus rental (with driver)
- Babysitter/Nanny
- Personal Laundry
- Personal trainer/Yoga instructor

Booking Procedure

1. Booking requests are received by email.
2. We confirm availability in our Booking Calendar and send a Pro-forma Invoice.
3. The dates will be put 'On Hold' in our Booking Calendar for one week.
4. A 50% Deposit should be transferred during this period.
5. Once the transfer is confirmed, dates will be blocked in the Booking Calendar.
6. Final payment should be completed at least 30 days before check-in.

Failure to fulfill any of the payments on the agreed date will make the reservation subject to automatic cancellation unless the booking is made less than 30 days before check-in, or a new due date is agreed in writing.

All Transfer Fees, Bank Commissions, and Inward remittance fees should be paid by the remitter.

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Cancellations

When a cancellation occurs, the Cancellation Fee will be equal to the quantities already paid. However, if the cancellation is due to force majeure not attributable to the client, and the cancellation is notified at least two (2) weeks before check-in, Shalimar Villas will credit the amount already paid, to be used at any other time in the next 12 months, subject to availability in our Booking Calendar.

Proof of the reasons for cancellation may be requested before approval.

Guests Registration

All guests staying at any commercial villa or hotel in Indonesia are required by law to be registered with the local Police upon arrival. Failure to comply with this obligation may lead to severe legal and financial penalties for the villa operator.

For this reason:

Upon check-in, the Villa Manager will request the passport of each guest for the purpose of police registration. All passports will be returned within one (1) day once the registration process has been completed.

Overnight stays at the villa by unregistered guests are strictly prohibited. Failure to comply with this requirement will result in the immediate termination of the accommodation contract. In such case, all guests will be required to vacate the villa immediately, and no refunds will be issued.

Staff Members

The permanent staff members of Shalimar Villas are the following:

- General Manager
- Villa Managers/Butlers
- Cooks
- Housekeepers
- Maintenance personnel
- Gardeners
- Pool Attendants
- Security officers

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Staff Overtime Work

The staff will always try to adjust their schedule as much as possible to the guest's needs, but one day leave per week per staff member, and some religious holidays are mandatory by law and should always be respected.

A Service Fee could be charged for:

- Staff work overtime (outside of their normal schedule) when requested by guests
- Additional staff requested by the guests
- Services rendered to non-registered guests requesting services in the villa
- Unusual orders or unusual cleaning requested by the guests

Music

Guests should be always respectful of the local community and neighbors staying in other villas avoiding playing loud music or excessive noise at all times.

Loud music and excessive noise will not be allowed after 10 pm.

Failure to comply with this term will imply the immediate termination of the booking without any kind of compensation.

Special Events

There is a strict policy in Shalimar Villas and in Bali, regarding events involving large number of guests like parties, birthday celebrations, or weddings, or those events attended by external vendors or providers, or where amplified music is involved. For all these events, special 'Event Terms and Conditions' apply.

If you plan to organize an event on the property, we should be informed previously at the moment of formalizing the booking in order to: ask permission to the owners, apply for the necessary permits, pay the corresponding fees, and supervise the organization of the event.

It will be considered a Special Event, any event involving more than half of the guests registered in each villa, when amplified music is played, or when external providers or vendors are involved.

If you are interested in organizing a Special Event while you stay in Shalimar Villas, please [contact us](#) and we will send you full information.

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Illegal Drugs

The use of illegal drugs inside Shalimar Villas is strictly forbidden. Any incident related to this matter will be reported without hesitation to the police.

Restricted Areas

Some areas are strictly reserved for the private use of the staff and for operational purposes of the villa. These areas include the staff buildings, the storage rooms, the security post, and all technical rooms (electricity, pump rooms, etc.) of the property.

Guests are strictly forbidden to manipulate any of the property technical installations, including pumps, electrical control panels, gas circuits, water heaters, Air Conditioners, etc. If the guests encounter an issue in any of the facilities, they should always inform their Butler, who will require the Maintenance Personnel of the Property to solve the problem.

Complaints

If guests encounter any issues or challenges during their stay at the villas, or feel they have a legitimate complaint, they should first discuss the matter with the Butlers. If the problem isn't resolved, they should then contact the General Manager. Once a resolution is agreed upon and accepted, the case will be considered closed and cannot be revisited later.

Shalimar Villas will not address complaints made after guests have departed or after they've returned home, when it is no longer possible to investigate the complaint effectively.

Additionally, Shalimar Villas is not responsible for, nor will it address complaints related to service interruptions from third-party providers or suppliers, including but not limited to, electricity (PLN), or phone/internet services (TELKOM).

Shalimar Villas will also not attend to complaints regarding any noise started by third parties in the surroundings of the property like local ceremonies, traffic noise, or any unexpected party or event that could happen in the surroundings, furthermore, when it happens without previous notice after the guests' check-in. If an unfortunate incident like this happens, the staff will put all their efforts to convince the third party to postpone the activities producing the noise to a later date once the guests have checked-out of the villa, but whatever the result of this negotiations, it will never provide grounds for a cancellation or entitle the guests to any kind of compensation.

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Liability

Guests will be liable for any damage or loss done to the property, its facilities, or its inventory during their stay on the property.

Under no circumstances will Shalimar Villas be held responsible or accountable for any illegal actions committed by guests during their stay, or for any loss, expense, damage, claim or injury, whether direct or indirect. This is particularly applicable when such issues result from the actions of agents, employees, subcontractors, servants, or third parties.

Guests stay at their own risk.

It's the guests' sole responsibility to secure personal (travel) insurance and to arrange any necessary visas for entering and staying in Indonesia.

The owners and staff of Shalimar Villas will always act in good faith and will strive to provide the best possible accommodation and service for the guests.

Shalimar Villas Management, at its sole discretion, reserves the right to refuse or terminate service to any guest(s) who do not adhere to local regulations, basic moral standards, or the Terms and Conditions outlined in this document. In such cases, guests will be asked to leave the villa premises without any form of compensation.