

SSB-CRP-001

SANUR STAYZ Cancellation & Refund Policy

PT Sanur Stayz Bali
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1.0	25 July 2026	PT Sanur Stayz Bali	Initial release of the Cancellation & Refund Policy.

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Applies To	All direct bookings, Stayz Essentials, Curated Experiences and other services booked through Sanur Stayz
Supersedes	All previous Cancellation & Refund Policies (if any)

Version Control

Sanur Stayz may amend this Cancellation & Refund Policy from time to time to reflect changes in legislation, business operations, supplier requirements, booking procedures or the services we provide.

The most current version will always be published on the Sanur Stayz Website together with the revised Effective Date.

Bookings will be governed by the Cancellation & Refund Policy that applied at the time the Booking was confirmed, unless a later version is required by applicable law or expressly agreed between the parties.

Previous versions may be retained by Sanur Stayz for legal, regulatory and administrative purposes.

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Definitions

For the purposes of this Cancellation & Refund Policy, the following definitions apply.

Accommodation Booking

A reservation for short-term accommodation at a Property managed by Sanur Stayz.

Booking

A confirmed reservation for accommodation, Stayz Essentials, Curated Experiences or other Services provided or arranged by Sanur Stayz.

Booking Channel

Any authorised method through which a Booking is made with or for Sanur Stayz, including but not limited to the Sanur Stayz Website, Airbnb, Booking.com, Agoda, Expedia, Vrbo, authorised travel agents, referral partners and any other reservation system authorised by Sanur Stayz from time to time.

Where this Policy refers to the applicable Booking Channel, it also includes the booking conditions, payment procedures and platform requirements of that Booking Channel to the extent they do not conflict with applicable law or this Policy.

Curated Experiences

Experiences, tours, activities and personalised travel arrangements organised by Sanur Stayz with independent Third-Party Providers following guest enquiry and confirmation.

Guest

The person making the Booking together with every person participating in or benefiting from the Booking.

Property

Any villa, residence or accommodation managed, marketed or operated by Sanur Stayz.

Refund

The repayment of monies received by Sanur Stayz in accordance with this Policy.

Services

Accommodation together with any concierge services, Stayz Essentials, Curated Experiences, transport arrangements, activities or other products and services offered or arranged by Sanur Stayz.

Stayz Essentials

Instantly bookable guest services available through the Sanur Stayz Website, including but not limited to airport transfers, private drivers, scooter hire, bicycle hire, baby equipment, housekeeping services, pantry packs, welcome packs and similar guest services.

Third-Party Provider

Any independent business or individual providing goods or services that are not directly operated by Sanur Stayz.

Website

The Sanur Stayz Website together with any associated booking engine, guest portal and digital services operated by Sanur Stayz.

Introduction

This Cancellation & Refund Policy explains the cancellation rights, amendment procedures and refund eligibility applicable to Bookings made through Sanur Stayz.

Because Sanur Stayz provides several different categories of Services, including Accommodation Bookings, Stayz Essentials and Curated Experiences, different cancellation conditions may apply depending on the type of Booking.

This Policy should be read together with the Sanur Stayz Terms of Service, Privacy Policy, House Rules and any Booking confirmation issued by Sanur Stayz.

Where a Booking is made through an authorised third-party Booking Channel, that Booking Channel's cancellation policy may apply in addition to this Policy.

By making a Booking through Sanur Stayz, Guests acknowledge that they have read, understood and agree to this Cancellation & Refund Policy.

1. Purpose

The purpose of this Policy is to provide Guests with clear and transparent information regarding:

- cancellation rights;
- booking amendments;
- refund eligibility;
- supplier cancellations;
- refund processing procedures; and
- the respective rights and responsibilities of Guests and Sanur Stayz.

Sanur Stayz aims to administer cancellations fairly while recognising that accommodation providers, local suppliers and third-party operators often incur costs immediately upon confirmation of a Booking.

2. Scope of this Policy

This Policy applies to Bookings made directly with Sanur Stayz for:

- accommodation;
- Stayz Essentials;
- Curated Experiences;
- concierge services;
- transport arrangements;
- guest services; and
- other products and services offered by Sanur Stayz.

This Policy does not replace the cancellation terms of Airbnb, Booking.com, Agoda, Expedia, Vrbo or any other authorised Booking Channel where a Booking is made through those platforms.

Guests who book through third-party Booking Channels should also refer to the cancellation conditions published by the relevant Booking Channel.

3. Accommodation Bookings

3.1 Direct Bookings

The following cancellation terms apply to Accommodation Bookings made directly through the Sanur Stayz Website or directly with Sanur Stayz.

More than 30 days before arrival

Guests are entitled to a full refund of accommodation payments received by Sanur Stayz.

Between 14 and 30 days before arrival

Guests are entitled to a refund of fifty percent (50%) of accommodation payments received.

Less than 14 days before arrival

Accommodation payments are non-refundable.

3.2 Booking Channel Reservations

Where Accommodation Bookings are made through Airbnb, Booking.com, Agoda, Expedia, Vrbo or another authorised Booking Channel, the cancellation conditions of that Booking Channel will apply unless otherwise required by applicable law.

Sanur Stayz cannot override or amend the cancellation policies of independent Booking Channels.

3.3 Early Departure

No refund will normally be provided where a Guest voluntarily shortens their stay after check-in.

This includes:

- unused nights;
- voluntary departure;
- changes to travel plans;
- airline schedule changes;
- illness occurring after check-in; or
- any other circumstance where the Property remains reserved for the Guest.

3.4 No Shows

Failure to arrive on the scheduled arrival date without prior written agreement from Sanur Stayz constitutes a No Show.

A No Show is treated as a cancellation on the day of arrival and no refund will normally be payable.

4. Stayz Essentials

Stayz Essentials are designed to provide flexibility while allowing sufficient notice for local service providers.

Unless otherwise stated on the applicable booking page or Booking confirmation, the following cancellation conditions apply.

More than 24 hours before the scheduled service

Guests are entitled to a full refund **except** in certain Stayz Essentials requiring advance purchasing or preparation, including Private Chef Services and other food-related services, may be subject to different cancellation conditions. Where applicable, these conditions will be disclosed before the Booking is confirmed.

Less than 24 hours before the scheduled service

The Booking is non-refundable.

Where a supplier has already incurred non-recoverable costs prior to cancellation, Sanur Stayz reserves the right to deduct those reasonable costs from any refund otherwise payable.

Examples of Stayz Essentials include, but are not limited to:

- Airport Transfers
- VIP Airport Assistance
- Private Drivers
- Scooter Hire
- Bicycle Hire
- E-bike Hire
- Pantry Packs
- Welcome Beverage Packs
- Baby Cots
- High Chairs

- Pool Fences
 - Additional Housekeeping
 - Linen Refresh
 - Towel Refresh
 - In-villa Massage
 - Babysitting
 - Private In Villa Chef
-

5. Curated Experiences

Curated Experiences are individually arranged with trusted independent Third-Party Providers and frequently involve advance reservations, supplier deposits or limited availability.

For this reason, cancellation conditions may differ between Experiences.

The applicable cancellation conditions for each Curated Experience will be disclosed before payment is requested and form part of the Booking confirmation.

Where no specific cancellation conditions have been advised, the following standard policy applies.

More than 72 hours before commencement

Guests are entitled to a full refund.

Between 24 and 72 hours

Refunds will be provided only to the extent that Sanur Stayz is able to recover monies from the relevant Third-Party Provider.

Less than 24 hours before commencement

The Booking is non-refundable.

Where a Third-Party Provider applies stricter cancellation conditions, those conditions will be communicated before the Booking is confirmed and will take precedence for that Experience.

6. Booking Amendments

Sanur Stayz understands that travel plans may occasionally change and will make reasonable efforts to accommodate Booking amendments where operationally possible.

Booking amendments are subject to availability and are not guaranteed. Amendments may include:

- changes to arrival or departure dates;
- changes to guest numbers;
- changes to Stayz Essentials;
- changes to Curated Experiences; or
- transferring a Booking to another available Property where agreed by Sanur Stayz.

Any increase in rates, supplier charges or government taxes resulting from the amendment shall be payable by the Guest.

Where an amendment reduces the value of the original Booking, any refund will be determined in accordance with this Policy and any applicable supplier cancellation conditions.

Where an amendment is not possible, the request will be treated as a cancellation and this Policy will apply.

7. Guest Cancellations

Guests wishing to cancel a Booking should notify Sanur Stayz as soon as reasonably practicable.

Cancellation requests should be submitted in writing by email or through the applicable Booking Channel.

A cancellation is considered effective only when received and acknowledged by Sanur Stayz or, where applicable, by the relevant Booking Channel.

The effective cancellation date is the date on which written notice is received, not the date on which the Booking was made.

Guests remain responsible for any cancellation fees or supplier charges that have already been incurred before the cancellation request is received.

Failure to attend a booked service or Experience without prior notice will normally be treated as a No Show and no refund will be payable.

8. Cancellations by Sanur Stayz

While every effort is made to honour confirmed Bookings, there may be exceptional circumstances where Sanur Stayz is required to cancel a Booking.

These circumstances may include:

- the Property becoming unavailable;
- significant maintenance or safety issues;
- unforeseen operational requirements;
- supplier failure;
- government directions;
- natural disasters; or
- other circumstances beyond the reasonable control of Sanur Stayz.

Where Sanur Stayz cancels a direct Booking prior to commencement, Guests will be offered one or more of the following, where appropriate:

- a full refund;
- an alternative Property of comparable standard, subject to availability;
- an alternative date; or
- an alternative Service or Experience.

Nothing in this clause limits any rights available under applicable consumer protection laws.

9. Supplier Cancellations

Many Stayz Essentials and Curated Experiences are delivered by independent Third-Party Providers.

Where a Third-Party Provider cancels a confirmed Booking due to weather, safety concerns, operational issues, minimum participant numbers, equipment failure or other circumstances beyond their reasonable control, Sanur Stayz will make reasonable efforts to assist Guests by:

- arranging an alternative supplier;
- rescheduling the Booking;
- offering a suitable alternative Experience where available; or
- facilitating a refund where monies are recoverable from the supplier.

Where a supplier provides only a partial refund, Sanur Stayz will refund the amount actually recovered.

Sanur Stayz is not responsible for consequential losses arising from supplier cancellations, including accommodation costs, airline changes, transport expenses or loss of enjoyment, except where required by applicable law.

10. Refund Processing

Approved refunds will normally be processed within seven (7) to fourteen (14) business days following confirmation of the refund.

Refunds will generally be returned using the original payment method.

Where this is not reasonably possible, Sanur Stayz may agree upon an alternative refund method with the Guest.

Processing times may vary depending upon financial institutions, payment providers and international banking systems.

Sanur Stayz is not responsible for delays caused by banks, payment gateways or card issuers.

11. Non-Refundable Charges

Unless otherwise required by applicable law, refunds will not normally include:

- payment gateway transaction fees;
- merchant processing fees;
- foreign exchange conversion costs;
- international bank transfer fees;
- credit card charges imposed by financial institutions;
- government charges that cannot be recovered; or
- supplier costs already incurred before cancellation.

Where only part of a Booking is refundable, any non-refundable charges will be deducted before the refund is processed.

12. Travel Insurance

Sanur Stayz strongly recommends that all Guests obtain comprehensive travel insurance before travelling.

Travel insurance should provide cover appropriate to the Guest's individual circumstances, including:

- cancellation expenses;
- medical treatment;
- emergency evacuation;
- personal belongings;
- travel delays;
- airline disruption;
- natural disasters;
- personal liability; and
- other unforeseen travel risks.

Guests are responsible for ensuring that their insurance policy provides suitable protection for their travel plans.

Sanur Stayz is not responsible for losses that may have been recoverable under an appropriate travel insurance policy.

13. Force Majeure

Sanur Stayz shall not be liable for failure or delay in performing its obligations where such failure results from circumstances beyond its reasonable control.

These circumstances may include:

- natural disasters;
- earthquakes;
- volcanic activity;
- flooding;
- severe weather;
- pandemics;
- government restrictions;
- civil unrest;
- terrorism;
- transport disruption;
- utility failures;
- supplier insolvency; or

- any other event beyond the reasonable control of Sanur Stayz.

Where reasonably practicable, Sanur Stayz will use reasonable efforts to minimise disruption and assist affected Guests.

Refunds arising from Force Majeure events will be assessed on a case-by-case basis, taking into account the nature of the Booking, recoverable supplier costs and any applicable legal obligations.

14. Consumer Rights

Nothing contained in this Cancellation & Refund Policy excludes, restricts or modifies any rights or remedies available to Guests under applicable consumer protection legislation.

Where any provision of this Policy is inconsistent with mandatory legal requirements, those legal requirements shall prevail to the extent of the inconsistency.

15. Changes to this Policy

Sanur Stayz may update this Cancellation & Refund Policy from time to time to reflect:

- changes in legislation;
- changes in business operations;
- new Services;
- supplier requirements;
- operational improvements; or
- changes to booking procedures.

The most current version will always be published on the Sanur Stayz Website together with the updated Effective Date.

Bookings will remain subject to the Cancellation & Refund Policy that applied when the Booking was confirmed, unless otherwise required by applicable law.

16. Contact Us

If you have any questions regarding this Cancellation & Refund Policy or require assistance with cancelling or amending a Booking, please contact us.

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We will endeavour to respond to cancellation and refund enquiries within a reasonable timeframe.

Final Acknowledgement

By making a Booking through the Sanur Stayz Website, directly with Sanur Stayz or through an authorised Booking Channel, you acknowledge that you have read and understood this Cancellation & Refund Policy and agree that it forms part of your Booking agreement with Sanur Stayz.

Where a Booking includes Stayz Essentials or Curated Experiences provided by independent Third-Party Providers, you further acknowledge that additional supplier-specific cancellation conditions may apply where disclosed prior to confirmation of the Booking.