

SSB-HR-001

SANUR STAYZ

House Rules

PT Sanur Stayz Bali
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Revision History

Version	Effective Date	Approved By	Summary of Changes
1.0	25 July 2026	PT Sanur Stayz Bali	Initial release of theHouse Rules.

Document Information

Document	House Rules
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Document Type	Guest Policy
Version	1.0
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Next Scheduled Review	July 2027
Applies To	All guests, visitors and occupants staying at any Property managed by Sanur Stayz
Supersedes	All previous House Rules (if any)

Version Control

Sanur Stayz may update these House Rules from time to time to reflect changes in legislation, operational requirements, safety standards or guest services.

The current version will always be available on the Sanur Stayz Website.

These House Rules form part of the Terms of Service applicable to your Booking.

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Introduction

Welcome to your Sanur Stayz villa.

We want every guest to enjoy a relaxing stay while respecting our Properties, our neighbours and the local Balinese community.

These House Rules have been created to ensure the comfort, safety and enjoyment of all guests while helping us maintain each Property to the high standard expected of Sanur Stayz.

By staying at one of our Properties, you agree to comply with these House Rules together with our Terms of Service and any additional information provided before or during your stay.

1. Respecting Our Villa

We ask all guests to treat our villas with the same care and respect they would their own home.

Please help us by:

- treating furniture, furnishings and appliances with care;
- keeping the Property clean and tidy throughout your stay;
- reporting any accidental damage promptly;
- using facilities only for their intended purpose; and
- leaving the Property in a reasonable condition upon departure.

Accidents can happen. We simply ask that they are reported as soon as possible so we can arrange repairs before further damage occurs.

2. Registered Guests

Only guests included in the confirmed Booking may stay overnight at the Property.

Maximum occupancy limits must not be exceeded.

If you wish to add additional guests after your Booking has been confirmed, please contact the Sanur Stayz team before their arrival.

Unauthorised overnight guests may result in additional charges or termination of the Booking.

3. Visitors

Visitors are welcome during reasonable hours provided they respect these House Rules.

Guests remain responsible for the conduct of anyone they invite onto the Property.

Visitors must not:

- stay overnight without approval;
- create excessive noise;
- disturb neighbouring Properties; or
- use the Property for parties or events.

Sanur Stayz reserves the right to refuse entry to additional visitors where necessary for safety, security or compliance with maximum occupancy limits.

4. Parties & Events

Sanur Stayz villas are designed for peaceful holiday accommodation.

Parties, functions, commercial events and large gatherings are not permitted unless expressly approved in writing before arrival.

This includes:

- birthdays involving additional guests;
- weddings;
- receptions;
- celebrations;
- commercial photography;
- filming; and
- promotional events.

Illegal drug use, dangerous behaviour or activities that disturb neighbouring residents may result in immediate termination of the Booking without refund.

5. Noise & Neighbours

Our villas are located within established residential communities where local families live and work.

We kindly ask all guests to respect our neighbours by keeping noise, music and outdoor conversations to a reasonable level at all times.

Quiet hours apply between **10:00 PM and 7:00 AM**.

During these hours, please avoid loud music, shouting and excessive pool noise.

Guests should also be mindful that many Balinese families rise early for work, school and religious ceremonies.

Respect for our local community helps ensure that everyone enjoys their stay.

Our villas are located within traditional Balinese communities where daily life includes religious ceremonies, offerings (*canang sari*), temple processions and local customs. We kindly ask guests to respect these traditions and the local community during their stay. A little understanding goes a long way in preserving the warm relationship we enjoy with our neighbours.

6. Smoking & Vaping

Smoking and vaping are **not permitted inside the villa**.

Guests wishing to smoke should do so only in designated outdoor areas and use the ashtrays provided.

Please do not dispose of cigarette butts in gardens, pot plants or the swimming pool.

Additional cleaning or deodorising charges may apply where smoking occurs inside the Property.

7. Illegal Activities

Sanur Stayz has a zero-tolerance policy towards illegal activities.

Guests must not engage in any unlawful conduct while staying at the Property, including but not limited to:

- possession, use or distribution of illegal drugs;
- criminal or fraudulent activity;
- behaviour that endangers other guests, neighbours or staff; or
- any activity that breaches the laws of the Republic of Indonesia.

Any suspected illegal activity may result in the immediate termination of the Booking without refund and may be reported to the relevant authorities where required by law.

8. Swimming Pool Safety

Our private swimming pools are provided for the enjoyment of guests; however, they are **not supervised** and **there is no lifeguard on duty**.

Guests use the pool entirely at their own risk.

For the safety of everyone, we ask that guests observe the following rules:

- Children must be supervised by a responsible adult at all times.
- No diving or jumping into the pool.
- No running around the pool area.
- No rough play or dangerous behaviour.
- No glassware or glass bottles in or around the pool.
- No food or drinks while inside the pool.
- Please shower before entering the pool where practical.
- Please use the bathroom facilities provided and avoid entering the pool if unwell.
- No pets are permitted in the pool.
- Please help us keep the pool clean by disposing of rubbish appropriately.

To respect our neighbours, we kindly ask guests to enjoy the pool between **6:00 AM and 10:00 PM** and keep noise to a minimum, particularly during the early morning and evening hours.

9. Children

Families are warmly welcomed at Sanur Stayz.

Parents and guardians are responsible for supervising children at all times throughout the Property.

Children should never be left unattended:

- in or around the swimming pool;
- on balconies or stairways;
- in kitchens while cooking appliances are in use; or
- near any potentially hazardous equipment.

Sanur Stayz accepts no responsibility for accidents resulting from inadequate supervision.

10. Damage & Maintenance

We understand that accidental damage can occasionally occur.

If anything is broken, damaged or requires maintenance during your stay, please notify the Sanur Stayz team as soon as reasonably possible.

Prompt reporting allows us to arrange repairs quickly and helps prevent further damage or inconvenience to future guests.

Guests may be responsible for the reasonable cost of repairing or replacing items damaged through negligence, misuse or failure to comply with these House Rules or the Terms of Service.

11. Security

For your own safety and the security of the Property, we recommend that guests:

- lock all doors and windows whenever leaving the Property;
- switch off lights and air conditioning when rooms are not in use;
- secure valuables appropriately;
- ensure gates are closed where applicable; and
- return all keys, access devices and remote controls upon departure.

Guests may be charged for lost keys, remotes or security devices where replacement is required.

12. Check-out

Unless otherwise agreed, guests are requested to vacate the Property by the published check-out time.

Before leaving, we kindly ask that you:

- switch off lights, air conditioning and appliances;
- lock all doors and windows;
- return keys or access devices as instructed;
- dispose of rubbish in the bins provided; and
- leave the Property in a reasonably clean and tidy condition.

Late departures may incur additional charges where they affect incoming guest arrivals or housekeeping schedules.

13. Contact Us

If you have any questions during your stay or require assistance, our team is here to help.

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We encourage guests to contact us promptly if any issue arises during their stay so we have the opportunity to assist and resolve the matter as quickly as possible.

Final Acknowledgement

By checking into a Property managed by Sanur Stayz, you acknowledge that you have read and understood these House Rules and agree to comply with them throughout your stay.

These House Rules form part of your Booking agreement and should be read together with the Sanur Stayz Terms of Service, Privacy Policy and Cancellation & Refund Policy.

Failure to comply with these House Rules may result in additional charges, cancellation of your Booking or termination of your stay without refund where permitted by applicable law.
