

SSB-TOS-001

SANUR STAYZ Terms of Service

PT Sanur Stayz Bali
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Revision History

Version	Effective Date	Approved By	Summary of Changes
1.0	20 July 2026	PT Sanur Stayz Bali	Initial release of the Terms of Service.

Document Information

Document	Terms of Service
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Applies To	All guests, visitors and users of the Sanur Stayz Website, Properties and authorised Booking Channels
Supersedes	All previous Terms of Service (if any)

Version Control

Sanur Stayz may amend these Terms of Service from time to time to reflect changes in legislation, business operations, booking procedures, guest services or operational requirements.

Where changes are made, the updated version will be published on the Sanur Stayz Website together with the revised Effective Date.

Continued use of the Website, Services or any Booking Channel after the Effective Date constitutes acceptance of the updated Terms, unless applicable law requires a different process.

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

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Definitions

For the purposes of these Terms, the following definitions apply.

Booking

A confirmed reservation for accommodation or Services provided or managed 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 booking platform or reservation system authorised by Sanur Stayz from time to time.

Where these Terms refer to the applicable Booking Channel, they also include the relevant booking conditions, payment procedures and platform requirements of that Booking Channel to the extent they do not conflict with applicable law or these Terms.

Guest

The person making the Booking together with every person occupying, visiting or otherwise using the Property during the Booking.

House Rules

The rules, policies and operational requirements applicable to each Property, as amended from time to time, which form part of these Terms.

Privacy Policy

The Sanur Stayz Privacy Policy describing how personal information is collected, used, disclosed, stored and protected.

Property

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

Security Deposit

Any refundable security deposit or pre-authorisation required before or during a Guest's stay to cover potential damage, excessive cleaning, missing items or breaches of these Terms or the House Rules.

Services

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

Third-Party Provider

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

Website

The Sanur Stayz website together with any associated websites, online booking engines, guest portals and digital services operated by Sanur Stayz.

Introduction

These Terms of Service ("Terms") constitute a legally binding agreement between PT Sanur Stayz Bali ("Sanur Stayz", "we", "our" or "us") and every person who accesses our Website, makes a Booking, stays at one of our managed Properties or uses any services provided or arranged by Sanur Stayz ("Guest", "you" or "your").

These Terms apply regardless of the Booking Channel used to make your reservation.

By accessing our Website, making a Booking, completing payment, checking into a Property or using any Services provided by Sanur Stayz, you acknowledge that you have read, understood and agree to be bound by these Terms.

If you do not agree with these Terms, you should not access our Website, make a Booking or use our Services.

1. Website Use

1.1 Acceptance of these Terms

By accessing or using the Website, you acknowledge that you have read, understood and agree to be bound by these Terms together with our Privacy Policy.

If you do not agree with these Terms, you must immediately cease using the Website.

1.2 Permitted Use

You may use the Website solely for lawful purposes including: browsing our Properties; making genuine enquiries; making Bookings; managing existing Bookings; accessing guest information; and communicating with Sanur Stayz.

You must not use the Website for any unlawful, fraudulent or unauthorised purpose

1.3 Changes to these Terms

Sanur Stayz may amend these Terms from time to time.

The most current version will always be published on the Website and will become effective from the date shown on the document.

Continued use of the Website or our Services constitutes acceptance of any revised Terms

1.4 Language

These Terms are published in English for the convenience of our international guests.

Translations may also be provided to assist users in understanding these Terms.

In the event of any inconsistency between translated versions, the English version shall prevail except where the laws of the Republic of Indonesia require an Indonesian language version to take precedence.

2. Guest Accounts

2.1 Creating a Guest Account

Certain features of the Website may require you to create a Guest account.

When registering an account, you agree to provide information that is accurate, current and complete, including your name, email address, telephone number and any other information reasonably requested by Sanur Stayz.

You are responsible for ensuring your account information remains accurate and up to date.

2.2 Account Security

You are responsible for maintaining the confidentiality of your account credentials, including your password and any verification codes issued to you.

You are responsible for all activity undertaken through your account until you notify Sanur Stayz that your account has been compromised or accessed without your authorisation.

If you believe your account has been compromised, you must notify Sanur Stayz immediately. We may temporarily suspend access while we investigate any suspected unauthorised activity.

2.3 One-Time Passwords (OTP)

Where One-Time Password (OTP) verification is used, the OTP is generated automatically to verify your identity.

Sanur Stayz will never ask you to disclose your OTP by telephone, email, text message, WhatsApp or social media.

You must keep your OTP confidential and not disclose it to any other person.

2.4 Closing Your Account

You may request the closure of your Guest account at any time.

Closing your account will not affect Bookings already made or any obligations arising under these Terms.

Certain information may continue to be retained where required by Indonesian law, taxation requirements or our Privacy Policy.

3. Website Content

Sanur Stayz aims to ensure that all information published on the Website is accurate, current and helpful.

Property descriptions, photographs, floor plans, amenities, pricing and availability are provided as a guide only and may change from time to time due to maintenance, refurbishment, seasonal conditions or operational requirements.

While we make every reasonable effort to maintain accurate information, Sanur Stayz does not warrant that every item displayed on the Website will always be completely accurate, current or free from error.

We reserve the right to correct errors, update information and modify Website content at any time without prior notice.

4. Third-Party Services

To enhance your stay, Sanur Stayz may recommend or arrange Services provided by independent Third-Party Providers.

These Services may include, but are not limited to: Airport transfers; Private drivers; Scooter and bicycle hire; Vehicle hire; In-villa chefs; Grocery delivery; Massage and spa treatments; Babysitting; Laundry services; Tours and sightseeing; Boat transfers; Restaurant reservations; Event services; Other local experiences

Although we endeavour to recommend reputable providers, these Services are supplied by independent businesses.

Unless expressly stated otherwise, Sanur Stayz acts solely as a booking facilitator and is not responsible for the acts, omissions, availability, pricing, quality or performance of any Third-Party Provider.

Some Third-Party Providers may pay Sanur Stayz a referral fee, commission or other commercial benefit for introductions or confirmed bookings.

Any such commercial arrangement does not increase the price you pay unless expressly disclosed and does not influence our commitment to recommending providers we believe will deliver quality services to our Guests.

Any dispute relating to a Third-Party Provider should be raised directly with that provider. However, Sanur Stayz will make reasonable efforts to assist Guests in resolving issues where appropriate.

5. Promotions & Special Offers

From time to time, Sanur Stayz may offer promotional rates, discounts, voucher codes or other special offers.

Unless otherwise stated: promotions cannot be exchanged for cash; promotions cannot be combined with other offers; promotions apply only during the advertised booking period; promotional benefits have no cash value; and Sanur Stayz may amend or withdraw promotions at any time.

Sanur Stayz reserves the right to cancel or refuse any promotion obtained through fraud, misuse, technical error or any activity that we reasonably consider to be dishonest or abusive.

6. Intellectual Property

All intellectual property displayed on the Website, including our name, logo, branding, photographs, videos, floor plans, artwork, graphics, written descriptions, software, website design and other content ("Content"), is owned by or licensed to Sanur Stayz and is protected by the intellectual property laws of the Republic of Indonesia together with applicable international copyright and trademark laws.

Nothing contained on the Website grants ownership of or rights to any intellectual property except as expressly permitted by these Terms.

6.1 Limited Licence

Sanur Stayz grants you a limited, non-exclusive, non-transferable and revocable licence to access and use the Website solely for personal, non-commercial purposes.

This licence permits you to: browse the Website; view Property information; make genuine enquiries; make Bookings; and access Guest information relating to your Booking.

This licence does not permit you to copy, reproduce, modify or commercially exploit any part of the Website or its Content.

6.2 Prohibited Use

Without our prior written consent, you must not: reproduce or distribute any Website Content; use Sanur Stayz branding, logos or trademarks; copy Property descriptions or photographs; create derivative works; scrape or harvest Website data; use bots, spiders or automated software; reverse engineer any part of the Website; introduce malicious software; interfere with Website security or operation; use our Content to advertise another accommodation provider; or falsely represent any affiliation with Sanur Stayz.

6.3 Photography & Marketing Material

All professional photography, drone footage, videos, virtual tours and written descriptions have been created specifically for Sanur Stayz and its Property owners.

These materials must not be copied, reproduced, published or used without our prior written consent.

This restriction includes use on: accommodation websites; real estate listings; social media; printed advertising; artificial intelligence or machine-learning training datasets; commercial publications; and any other marketing platform.

6.4 Guest Photography

Guests are welcome to take photographs and videos for their own personal, non-commercial use during their stay.

Commercial photography, filming, influencer collaborations or promotional content creation requires the prior written approval of Sanur Stayz.

6.5 Intellectual Property Infringement

If you believe any material published on the Website infringes your intellectual property rights, please contact us.

Sanur Stayz will investigate all legitimate notices and, where appropriate, remove or amend the relevant material within a reasonable timeframe.

7. Bookings

7.1 Booking Confirmation

A Booking is confirmed only when: Sanur Stayz has accepted your reservation; any required deposit or payment has been received; and written confirmation has been issued through the applicable Booking Channel.

Until all three requirements have been satisfied, a reservation does not constitute a confirmed Booking.

7.2 Guest Information

Prior to check-in, Guests may be required to provide information including: full legal names; contact details; passport or other government-issued identification; nationality; estimated arrival details; and any additional information reasonably required to comply with Indonesian law or operational requirements.

Failure to provide requested information may result in delayed check-in or cancellation where legally necessary.

8. Rates & Payments

8.1 Rates

All accommodation rates are quoted in the currency specified at the time of booking and are subject to availability.

Unless expressly stated otherwise, published rates include all mandatory government taxes applicable at the time of booking.

Optional services, additional guest requests and third-party services may incur additional charges.

8.2 Pricing Accuracy

Sanur Stayz makes every reasonable effort to ensure that rates published through our Website and Booking Channels are accurate.

In the event of a genuine pricing error resulting from a technical fault, system malfunction or obvious human error, Sanur Stayz reserves the right to cancel or amend the Booking before check-in. Where this occurs, Guests will be offered the option of accepting the corrected rate or receiving a full refund of any monies paid.

8.3 Payment Methods

Payments may be accepted by methods including; Credit and debit cards; Bank transfer; Payment gateways approved by Sanur Stayz; Online Travel Agency payment systems; Other payment methods approved by Sanur Stayz

Payment methods available may vary depending on the applicable Booking Channel.

8.4 Payment Timing

The timing of deposits, balance payments and final settlement depends on the applicable Booking Channel and the booking conditions applying to that reservation.

Failure to make payment by the required due date may result in cancellation of the Booking.

8.5 Currency

Where payment is made in a currency different from that displayed at the time of booking, your financial institution or payment provider may apply exchange rates, foreign currency conversion fees or international transaction charges.

Sanur Stayz has no control over these charges and accepts no responsibility for exchange rate fluctuations or fees imposed by financial institutions.

8.6 Taxes

Government taxes may change from time to time.

Where Indonesian law requires new taxes or changes to existing taxes after a Booking has been confirmed, Sanur Stayz reserves the right to adjust charges only to the extent required by law.

9. Security Deposit

9.1 Security Deposit Requirement

Some Properties require a Security Deposit before check-in.

The amount, method of collection and any applicable pre-authorisation will be disclosed before confirmation of your Booking.

9.2 Credit Card Pre-Authorisation

Rather than charging a Security Deposit, Sanur Stayz may place a temporary pre-authorisation hold on a valid credit or debit card.

A pre-authorisation is **not** a charge. It temporarily reserves funds to cover potential damage, excessive cleaning, missing items or other costs arising under these Terms.

The release of any unused pre-authorised funds is controlled by your card issuer and may take several business days after check-out.

9.3 Deductions

Sanur Stayz may deduct or recover reasonable costs resulting from: damage beyond normal wear and tear; missing or stolen items; excessive cleaning; smoking inside the Property; unapproved pets; additional guests; breaches of the House Rules; unpaid charges; replacement of lost keys, remotes or access devices; or any other loss caused by a Guest or their visitors.

Where the Security Deposit is insufficient, Guests remain responsible for paying the outstanding balance.

9.4 Damage Assessment

Where damage occurs, Sanur Stayz may obtain quotations, invoices or independent assessments to determine the reasonable cost of repair or replacement.

Guests will be provided with supporting information upon request.

10. Your Stay

10.1 Check-in and Check-out

Standard check-in and check-out times are advised at the time of booking.

Early check-in and late check-out may be available subject to availability and may incur an additional charge.

10.2 Arrival

Guests are responsible for providing accurate arrival information, including expected arrival time where requested.

Failure to advise significant delays may affect check-in arrangements.

10.3 Maximum Occupancy

The number of Guests occupying a Property must not exceed the maximum occupancy stated in the Booking confirmation unless approved in writing by Sanur Stayz.

Additional Guests may incur extra charges or result in cancellation of the Booking.

10.4 Visitors

Visitors are welcome only with prior approval where required by the applicable House Rules.

Guests remain fully responsible for the conduct of all visitors.

10.5 Quiet Enjoyment

Sanur Stayz aims to provide a peaceful environment for all Guests and neighbouring residents.

Guests must behave respectfully and avoid unreasonable noise, particularly between **10:00 pm and 7:00 am**, unless otherwise permitted by local regulations.

11. Access to the Property

11.1 Guest Access

Guests are granted a temporary licence to occupy the Property for the approved Booking period.

The Booking does not create a tenancy, lease or any ownership interest in the Property.

11.2 Access by Sanur Stayz

Sanur Stayz or authorised contractors may enter the Property where reasonably necessary to: carry out repairs; perform routine maintenance; service the swimming pool or gardens; respond to emergencies; investigate safety concerns; comply with legal obligations; or inspect suspected breaches of these Terms.

Where practicable, reasonable notice will be given before entry. However immediate entry may occur without notice where necessary to protect persons, property or comply with legal obligations.

11.3 Refusal of Access

Guests must not unreasonably refuse access where entry is reasonably required for safety, maintenance or operational purposes.

12. Guest Responsibilities

Guests agree to: treat the Property with reasonable care; supervise children at all times; comply with all House Rules; respect neighbours and the local community; keep the Property secure; immediately report damage or maintenance issues; use appliances in accordance with their instructions; comply with all applicable Indonesian laws; and leave the Property in a reasonably clean and tidy condition.

The Guest who made the Booking is responsible for ensuring that all members of their group comply with these Terms.

13. Damage & Loss

Guests are responsible for any damage, loss or additional costs resulting from the actions or omissions of: themselves; members of their Booking; invited visitors; or any person they permit to enter the Property.

This responsibility includes both accidental and intentional damage.

Guests must promptly report any damage so that repairs can be arranged before further deterioration occurs. Failure to report damage may result in additional charges where the delay increases repair costs.

Nothing in this clause limits Sanur Stayz's right to recover reasonable losses through legal proceedings where necessary.

14. Use of the Property

The Property must be used solely for private holiday accommodation unless otherwise agreed in writing.

Guests must not: hold parties or large gatherings without written approval; use the Property for commercial activities; engage in unlawful conduct; use illegal drugs; create excessive noise; interfere with neighbouring properties; remove furniture or equipment from the Property; tamper with security devices; disable smoke detectors or safety equipment; or undertake any activity that may damage the Property or create an unreasonable safety risk.

Guests are responsible for ensuring that everyone occupying or visiting the Property complies with these requirements.

15. Cancellations & Refunds

Cancellation and refund terms vary depending on the applicable Booking Channel.

Where a Booking is made through a third-party platform, the cancellation policy of that Booking Channel will apply unless otherwise required by law.

For direct Bookings made through the Sanur Stayz Website or directly with Sanur Stayz, our published Cancellation & Refund Policy, as amended from time to time, forms part of these Terms.

Guests are encouraged to obtain comprehensive travel insurance covering cancellation, medical expenses, personal belongings and travel disruption.

Sanur Stayz is not responsible for losses resulting from cancelled flights, visa issues, illness, weather events or other circumstances beyond our reasonable control, except where required by law or expressly stated in our Cancellation & Refund Policy.

16. Location & Neighbourhood

Our Properties are located within established residential communities in Bali.

Guests acknowledge that local village life forms part of the experience and may include: dogs barking; roosters crowing; religious ceremonies; community celebrations; traffic; nearby

construction; occasional power interruptions; and other activities typical of a tropical residential environment.

These circumstances are generally outside the control of Sanur Stayz and do not constitute a defect in the Property.

While we make every reasonable effort to minimise disruption, refunds or compensation will not normally be provided for circumstances beyond our reasonable control.

17. House Rules

Every Property is subject to House Rules designed to protect our Guests, neighbouring residents and the Property itself.

Guests agree to comply with all House Rules provided before or during their stay.

House Rules may include requirements relating to: maximum occupancy; visitors; quiet hours; smoking; pets; parking; swimming pool safety; waste disposal; security; appliance use; check-out procedures; and community regulations.

Failure to comply with the House Rules may result in additional charges, termination of the Booking or removal from the Property without refund where permitted by law.

18. General Conditions

Guests agree to conduct themselves in a respectful, safe and responsible manner throughout their stay.

Sanur Stayz reserves the right to make reasonable operational decisions necessary for the safety of Guests, staff, contractors, neighbours and the Property.

Nothing in these Terms limits any rights or remedies available under applicable Indonesian law.

19. Limitation of Liability

To the maximum extent permitted by applicable law, Sanur Stayz shall not be liable for any indirect, incidental, consequential, special or punitive loss or damage, including loss of enjoyment, loss of income, loss of opportunity or loss of profits arising from the use of the Website, a Booking or a stay at a Property.

Nothing in these Terms excludes liability that cannot legally be excluded under applicable law, including liability arising from fraud, wilful misconduct or gross negligence.

Guests remain responsible for taking reasonable care of their own personal belongings.

Sanur Stayz is not responsible for the loss, theft or damage of personal property unless caused by our negligence or where liability cannot lawfully be excluded.

20. Property Condition

Sanur Stayz maintains each Property to a high standard.

Guests acknowledge that minor wear and tear, maintenance requirements or temporary equipment failures may occasionally occur despite regular inspections.

Where a maintenance issue arises during a stay, Guests should notify Sanur Stayz as soon as reasonably practicable.

We will make reasonable efforts to rectify reported issues within an appropriate timeframe, taking into account safety, availability of contractors and local conditions.

Temporary maintenance issues that do not substantially affect the Guest's stay do not automatically entitle a Guest to compensation or a refund.

21. Force Majeure

Sanur Stayz shall not be responsible 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 action; civil unrest; terrorism; strikes; utility failures; transport disruption; or any other event beyond our reasonable control.

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

22. Indemnity

To the extent permitted by law, Guests agree to indemnify and hold harmless Sanur Stayz, its directors, employees, contractors and agents against claims, losses, liabilities, damages and reasonable expenses arising from: breaches of these Terms; breaches of the House Rules; unlawful conduct; negligent acts or omissions; or damage caused by the Guest or persons under their control.

This clause does not apply where the loss arises directly from the negligence or wilful misconduct of Sanur Stayz.

23. Complaints

Sanur Stayz is committed to providing exceptional guest experiences.

If a Guest experiences a problem during their stay, they should notify Sanur Stayz as soon as reasonably possible so we have the opportunity to investigate and, where appropriate, resolve the issue.

Complaints raised only after departure may limit our ability to investigate or remedy the matter.

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

24. Governing Law

These Terms are governed by the laws of the Republic of Indonesia.

Any dispute arising from these Terms or a Booking shall be subject to the exclusive jurisdiction of the courts of the Republic of Indonesia, unless mandatory consumer protection laws require otherwise.

Where appropriate, the parties agree to first attempt to resolve disputes through good faith discussion before commencing legal proceedings.

25. Suspension or Refusal of Service

Sanur Stayz reserves the right to refuse, suspend or terminate access to the Website, Services or a Booking where a Guest: provides false information; breaches these Terms; breaches the House Rules; engages in unlawful conduct; threatens the safety of others; causes serious disruption; or damages the Property.

Where appropriate, this may occur without refund, subject to applicable law.

26. Electronic Acceptance

Guests acknowledge that these Terms may be accepted electronically.

Acceptance may occur through: completing an online Booking; making payment; checking an acceptance box; confirming acceptance through a Booking Channel; completing online guest registration; or checking into a Property.

Electronic acceptance has the same legal effect as a handwritten signature.

27. Assignment

Guests may not assign or transfer their rights or obligations under these Terms without the prior written consent of Sanur Stayz.

Sanur Stayz may assign or transfer its rights and obligations where reasonably necessary in connection with the operation, sale or restructuring of its business.

28. Severability

If any provision of these Terms is found to be invalid, illegal or unenforceable, the remaining provisions shall continue in full force and effect.

The invalid provision shall be interpreted or modified to the minimum extent necessary to give effect to its intended purpose.

29. Entire Agreement

These Terms, together with the applicable Booking confirmation, House Rules, Privacy Policy, Cancellation & Refund Policy and any documents expressly incorporated by reference, constitute the entire agreement between the Guest and Sanur Stayz concerning the Booking and use of our Services.

They supersede all prior discussions, representations and understandings relating to the same subject matter.

30. Contact Us

If you have any questions regarding these Terms or require assistance, please contact us.

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 Sanur, Bali, Indonesia

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Final Acceptance

By accessing our Website, making a Booking, completing payment or checking into one of our Properties, you acknowledge that you have read, understood and agree to be legally bound by these Terms of Service.