

TERMS AND CONDITIONS OF LOMBOK SENGGIGI HOTEL - LSH

1. Subject

- a. These terms and conditions define the rights and obligations of the parties within the scope of the remote reservation of services offered by LSH through its Website and Mobile Services.
- b. They cover all stages required for reservation and post-reservation between the contracting parties.
- c. Customers acknowledge having read and accepted these terms and conditions of sale and the conditions of sale of the rate reserved, available on the Website and Mobile Services.

2. Reservations

- a. Customers select the services displayed on the Website or Mobile Services.
- b. Customers confirm that they are aware of the nature, purpose and reservation methods of the services available on the Website or Mobile Services and have requested and obtained the necessary and/or supplementary information needed to make the reservation in full knowledge of the facts.
- c. On the Website, customers can reserve, as individuals and for their own personal requirements, a maximum of three (3) rooms per reservation.
- d. Customers are solely responsible for their choice of services and the suitability of those services for their needs. LSH cannot be held responsible in this respect.
- e. The reservation is deemed to have been accepted by the customer at the end of the reservation process.

3. Reservation Process

- a. Reservations by customers are made using the virtual reservation form available online on the Website or through the Mobile Services.
- b. A reservation is deemed to have been made on receipt by LSH of the reservation form or reservation request, or when an online prepayment is made by bank card.
- c. Prior to any reservation, customers must complete the information required on the reservation form or request.
- d. Customers attest to the truth and accuracy of the information submitted.
- e. The reservation process includes the following main steps:
 1. Step 1 : Finding a hotel and selecting a room and rate.
 2. Step 2 : Selecting, where applicable, one or more supplementary services
 3. Step 3 : Checking the reservation details, total price and applicable terms and conditions of sale, and making any necessary changes to the selection (room, rate, supplementary services), in the case of online reservations only.
 4. Step 4 : Completing the customer's details.
 5. Step 5 : Entering credit card details in the case of guarantee request or prepayment.

6. Step 6 : Consulting and accepting the terms and conditions of sale and the conditions of sale for the rate reserved before confirming the reservation.

7. Step 7 : Reservation confirmation by the customer.

4. Reservation acknowledgment of receipt

- a. The Website and Mobile Services acknowledge receipt of the customer's reservation by email immediately.
- b. For online reservations, the emailed acknowledgment of receipt of the reservation summarizes the contract offer, services reserved, prices, conditions of sale accepted by the customer relating to the rate selected, date of reservation, and the address of the hotel.

5. Customer Service

For complaints relating to hotel reservations, Customer Service is available from Monday to Saturday between 8 am and 5 pm at the following telephone numbers:

Tel: hotel: - 0370 692372

Email for reservations made on the Website: lomboksenggigihotel@gmail.com

The postal address is:

Jl. Arjuna No.1

Senggigi, Lombok

Indonesia 83355

6. Cancellation or modification by the customer

- a. Reservations with prepayment cannot be canceled in any way, and sums paid in advance as a deposit cannot be refunded.
- b. When permitted by the conditions of sale for the rate reserved:
Changes to reservations can be made directly with the hotel, whose telephone numbers are stated on the reservation confirmation sent by email.
- c. If the stay is terminated early, the full agreed price will be paid. In the case of reservation with prepayment, no refund will be made for this reason.
- d. Unless expressly stated otherwise, customers must vacate their room before midday on the final day of the reservation. Failing this, an additional night will be charged.

7. Hotel Stay

- a. In application of the regulations in Indonesia customers will be asked on arrival at the hotel to fill out a registration card. For this purpose, customer will be asked to provide identification the LSH will accept passport copy at registration.
- b. No pets allowed at LSH.
- c. Customers agree and undertake to use their room responsibly. Therefore, any conduct contrary to accepted standard of behavior and public order will result in the hotelier asking the customer to leave the hotel with no compensation and/or refund if payment has already

been made. If no payment has been made, the customer will have to pay the price of nights already stayed before leaving the hotel.

- d. Some hotels offer WIFI access (chargeable or not) that allows customers to connect to the internet. Customers undertake to ensure that computing resources made available to them by the hotel are not used in any way for reproduction, representation, provision or communication to the public of works or objects protected by copyright or a related right, such as texts, images, photographs, musical works, audiovisual works, software or video games, without the authorization of the copyright holder. Customers who do not comply with the above obligations risk being found guilty of infringement of copyright, punishable by a fine and imprisonment. Customers are also required to comply with the security policy of the hotel's Internet service provider, and prevent the illicit use of computing resources, and to refrain from any act that might undermine the effectiveness of these resources.

8. Responsibility

- a. Photographs displayed on the Website and Mobile Services are not contractual. Although every effort is made to ensure that photographs, graphic images and text used to illustrate hotels provide as accurate an impression as possible of the accommodation offered, variations may occur, in particular as a result of changes to furniture or possible renovations.
- b. LSH cannot be held responsible for the non-fulfillment or inadequate fulfillment of the reservation in cases of force majeure, actions of third parties, and actions of customers, in particular the non-availability of the Internet network, inability of accessing the Website, external intrusion, computer viruses, or non-authorized prepayment by the card holder's bank
- c. Any reservation or payment that is irregular, ineffective, incomplete, or fraudulent for any reason attributable to the customer will result in the cancellation of the order at the customer's expense, without prejudice to any civil or criminal action brought against the customer.

9. Complaints

Complaints relating to the failure to execute or poor execution of hotel service must be made to reception and/or the Manager.

10. Price

1. Prices relating to the reservation of services are indicated before and during reservation.
2. Prices for LSH Reservations are in USD\$.
3. Prices shown are per room for the number of person(s) and date selected.
4. Prices are confirmed to the customer inclusive of all taxes in the commercial currency of the hotel (which in some cases may differ from the hotel's local currency) and are valid only for the period stated on the Website or Mobile Services.
5. If payment to the hotel is made in a currency other than the currency confirmed on the reservation, the customer is liable for the exchange fees.

6. All reservations, regardless of their origin, are payable in the hotel's local currency in Indonesian rupiah. Payment of AUD\$ or USA\$ may be accepted by the manager.
7. Price are exclusive of VAT applicable on the day of reservation and any change to the applicable VAT rate will be automatically reflected in the prices shown on the date of billing in Indonesia. This is applicable to both accommodation and F&B
8. Any change or introduction of new legal or regulatory taxes imposed by Indonesia will be automatically reflected in the price shown on the date of billing.
9. Conversion into foreign currency is given as an indication and is non-contractual. Only the currency confirmed on reservation is guaranteed (if this currency is different from the one used in the hotel, possible exchange fees will remain the customer's responsibility).
10. Rate may be increased by different taxes according to cities/countries. Customers undertake to pay the various taxes, without complaint to LSH.
11. Certain promotional offers available on the Internet are sold exclusively on the Internet, that is, remotely and in no circumstances at the front desk of the hotel.

12. Payment

1. Customers provide their bank details as a guarantee of the reservation, using a credit card or charge card (Visa, MasterCard, Diners Club), indicating directly in the area provide for this purpose (secure entry by SSL encryption) the card number without spaces, its expiration date and the card security code as prepayment (secure entry by SSL encryption) the card number without spaces, its expiration date and the card security code as prepayment.
2. Payment is debited at the hotel during the stay, except in the case of special conditions or rates when payment is made at the time of reservation (online prepayment on certain rates). This prepayment is made at the time of reservation (online prepayment on certain rates). This prepayment serves as a deposit. In the case of rate not prepaid online, the hotel may ask the customer on arrival for deposit or an authorization to debit the credit card, in order to guarantee payment of the amounts corresponding to the services provided by the hotel.
3. In the event of a no-show (reservation not canceled – customer fails to arrive) when a reservation has been guaranteed by credit card, the hotel will debit a compensatory flat rate, equivalent to the amount of the first night, from the customer's credit card that was given to guarantee the reservation. Any additional nights reserved will be canceled without charge unless indicated otherwise in the condition of sale for the rate reserved.
4. Payment cards may be refused for several reasons: stolen or blocked card, credit limit reached, entry error etc. in the event of a problem, customers will need to contact both their bank and the hotel in order to confirm the reservation and payment method.

5. If a customer reserves several rooms, but prepayment is required for only one of these rooms, for example, the payment card used enables the room in question to be prepaid and the specified payment card will serve as a guarantee for the other rooms.
6. At the time of prepayment, the amount debited for the reservation includes the price of accommodation, taxes related to the accommodation, the price of meals if breakfast is selected, taxes related to meals and any other supplementary services selected by the customer
7. In the case of a rate subject to prepayment online, the amount paid in advance, namely the deposit, is debited at the time of reservation. A receipt is sent to the customer for the amount of the deposit

13. Privacy protection

1. Information processed is intended for LSH, service providers (in particular providers of online payment).
2. Customers authorize LSH to communicate their personal data third parties on the condition that such communication is deemed necessary for LSH to carry out its operations as stated in these terms and conditions
3. During online payment in particular, customer bank details must be transmitted by the payment services provider to the hotel's bank in order to execute the hotel reservation contract. Customers are informed that this transfer of data may therefore take place in foreign countries that do not have adequate personal data protection. However, customers consent to this transfer that is necessary to make their reservation. Online a Payment Service has made a commitment to LSH aforementioned transfers is respected.

14. Agreement on evidence

1. Entry of the necessary bank details and acceptance of these terms and conditions and the reservation form or request constitute an electronic signature equivalent in stature to a physical signature between the parties.
2. The computerized records retained in the IT systems of LSH will be kept under reasonable levels of security and will be considered as proof of communication, orders and payments between the parties.
3. Customers are hereby informed that their IP address is recorded at the time of reservation.

15. Relocation

In the event that the chosen hotel is not available, or in cases of force majeure, the hotel reserves the possibility of accommodating the customer totally or partially in a hotel of equivalent category for the same type of services. Any additional costs of the room transport between two hotels or telephone calls remain the responsibility of LSH.

16. Force majeure

LSH cannot be held responsible to the customer if it fails to carry out its obligations as a result of force majeure. Cases of force majeure or acts of God are those events usually recognized as such by the jurisprudences of Indonesian Laws.

17. Settlement of disputes

In the event of a dispute relating to these terms and conditions, customers are informed by LSH. Of the possibility of recourse to a conventional mediation procedure or to any alternative method of dispute settlement.

18. Applicable Law

These terms and conditions of sale are governed by Indonesian Law without obstructing the mandatory protective provisions that may be applicable in the consumer's country of residence

19. Entirety of agreement

1. These terms and conditions of sale, conditions of sale for the rate reserved by the customer, and the reservation form or request express the parties obligations in their entirety
2. No general or specific condition communicated by the customer can be incorporated into these terms and conditions
3. The documents constituting the contractual obligations between the parties are, in descending order of priority, the reservation form or request (covering the specific conditions of the rate reserved) and these terms and conditions.
4. In the event of a discrepancy between the reservation form and the terms and conditions, only the provisions in the reservation form will apply for the obligation in question.

20. Development/modification of the terms and conditions of online sale

These terms and conditions of online sale may be modified and/or supplemented at any time by LSH. In this case, the new version of the terms and conditions of online sale will be put online by LSH and will automatically apply for all customers with immediate effect.