



## **TERMS & CONDITIONS**

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### **Check-in**

Standard check-in time is at 2:00PM.

Prior to check-in, the credit card used to book as well as identification matching the person and name the room was booked under must be sighted by our Front Office team. That person must be present on arrival and must be staying at the property. Any use of a third-party credit card must be pre-arranged with the property prior to arrival and written authority to use that third-party card must be provided.

### **Front Office Desk operational hours**

Mo - Sun 8:00AM until 10:00PM.

For all arrivals outside this time please be sure to contact White Goose Boutique Hotel team to arrange alternative check-in arrangements.

### **Check-out**

All guests must vacate their room by 12:00PM on their date of departure. Departure after this time may incur additional charges and is subject to availability.

### **LONG STAY Packages**

For all guest stays of 6 nights or longer, rooms will receive a full housekeep twice a week. Payment will be required up-front for the first week of a weekly stay, or for the first 2 weeks of a monthly stay. Weekly payments thereafter of the negotiated rate will fall due on the same day each week.

### **Clean Atmosphere Policy**

In accordance with Indonesian Law, our suites have a strict non-smoking/ non- vaping policy. Smoking or vaping is prohibited anywhere on our premises which is monitored by CCTV 24 hours. If you choose to ignore this policy we have a minimum \$80 charge, plus additional costs associated with restoring the room to its original condition.

### **White Goose Boutique Hotel Bars**

All items provided in our in room minibars are chargeable and not included in the room rate, if the guest consumes from the minibar the items shall be charged to the guest bill and asked to settle upon check out. Where a guest has departed early, consumed items will be charged to the security account details provided at check-in for use with incidental charges.

### **Guest Hotel Access**

Guests must be 18 years or older, and if not, they must be accompanied by a responsible adult. Only guest registered with the hotel are permitted to access the hotel and rooms, visitors are only allowed in consultation with the hotel's management or our Front Office team. We reserve the right to refuse service to any guest or invite of a guest.



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### **IMPORTANT**

Late access requests due to lost keys will incur a fee of up to \$5 during stay. It is critical you keep your keys with you at all times or leave them with the Front Office team, keeping in mind also when leaving your room to share guest facilities.

### **Personal Items**

We do not take responsibility for any loss, damage or destruction to any personal property brought onto the premises. Personal property includes any personal effects and motor vehicles.

### **Internet Policy**

Because streaming of videos and skyping can considerably slow down the internet for other users in the house, there may be limitations on streaming videos or skyping while staying at White Goose Boutique Hotel. We ask you to not download any illegal content from the internet during your stay in accordance with Indonesian Law.

### **Transport and Parking**

Parking of bikes, cars and/or bicycle is coordinated by White Goose Boutique Hotel's Front Office and Security team.

### **Hotels Events**

All events will begin and end at times agreed with us at the time of booking. If the event runs over the agreed times, you agree to compensate us for any reasonable costs incurred, including additional staffing time. We must be notified of the details of any third party contractors hired by you for the event no later than 28 days prior to the event. You will provide us with proof of their public liability and any electrical equipment testing insurance no later than 14 days prior to the event. We will check this information with our health and safety officer and ask you to sign a disclaimer where we feel it is appropriate. We reserve the right to refuse entry to third party suppliers for your event, or their equipment. Buffets provided by us will be left out for approximately 2 hours at ambient room temperatures. After this time the food will be disposed of. Due to food safety laws we are unable to allow food to be taken off the premises. Food and drink not allowed from outside. Guests under the age of 18 are not permitted to consume alcohol on our premises. We reserve the right to ask guests for proof of age, and to remove alcohol from any guest who cannot prove that they are over 18 years old.

### **Right of access to personal data**

You have the right to access your personal data held in our system at any time. The access must be requested in the form of a written enquiry to White Goose Boutique Hotel.



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### Liability

Neither WHITE GOOSE BOUTIQUE HOTEL or any team parent or any team subsidiary, division, affiliate, agent, representative, hotel owner, licensor, or license shall be liable to you or anyone else for any loss or injury or any direct, indirect, incidental, consequential, special, punitive or similar damages arising out of your access to our use of, or your inability to access or use, the site or any materials, opinions or recommendations on the site.

This limitation applies whether the alleged liability based on contract, tort, negligence, strict liability, or any other basis, even if WHITE GOOSE BOUTIQUE HOTEL has been advised of the possibility of such damage. In jurisdictions that do not allow the exclusion or limitation of incidental or consequential damages, WHITE GOOSE BOUTIQUE HOTEL'S liability in such jurisdictions shall be limited to the extent permitted by Law.

You hereby waive any and all claims against WHITE GOOSE BOUTIQUE HOTEL, its parent, and its subsidiaries, divisions, affiliates, agents, representatives, hotel owners, licensors, and licensees arising out of your use of the site or any materials, opinions or recommendations on the site.

### Severance

If any part of these Terms & Conditions is unenforceable, the unenforceable part shall be construed to reflect, as nearly as possible, the original intentions of the parties. All other provisions of these Terms & Conditions shall remain in full force and effect.

### Third-Party Sites

Any use of the maps functionality on this site shall be governed by the End User Terms of Use for the applicable maps application. White Goose Boutique Hotel shall have no liability for your use of such third-party maps application for any results, including driving directions, generated by such third-party maps application.

If you choose to leave our Sites via links to other third-party websites, including those of advertisers, our Terms and Conditions and our Privacy Statement will no longer apply.

We are not responsible for the terms and conditions or terms of use or privacy policies of those third-party websites, cookies, and other similar technologies that they use. In addition, because we have no control over such third-party sites and resources, you acknowledge and agree that White Goose Boutique Hotel is not responsible for the availability of such third-party sites or resources, and that White Goose Boutique Hotel does not endorse or is responsible or liable for any content, advertising, products, or other materials on or available from such third-party sites or resources.



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### **DISPUTE RESOLUTION**

Any dispute arising out of or in connection with these terms and conditions, including any question regarding its existence, validity or termination shall be settled by mediation. Should mediation fail to resolve the dispute in question, then the dispute in question shall be referred to and finally resolved by arbitration administered which rules are deemed to be incorporated by reference in this clause. The seat of the arbitration shall be Indonesia. The language of proceedings shall be English and Indonesia the law for the arbitration agreement shall be Indonesian Law.

### **FORCE MAJEURE**

The expression "force majeure" shall mean circumstances which were beyond the control of the Hotel or Group concerned exercising the standard of care of a reasonable and prudent operator. Subject to the foregoing and without limiting the generality of the foregoing the following (hereunder) circumstances in particular shall be regarded as force majeure.

The performance of this agreement by either party is subject to termination without liability upon the occurrence of any circumstance beyond the control of either party such as acts of God, acts of war or terrorism, acts of state or governmental authorities, strike, lockout, material or labour restrictions by any government authority, civil riot, fire, flood, governmental travel advisories, curtailment of transportation facilities, or other similar cause preventing or delaying at least 25 percent of the meeting attendees/guests from attending or another cause beyond the reasonable control of Hotel or Group, including without limitation pandemics or other similar emergencies related to communicable diseases if the WHO, CDC or other federal, state or local governmental agency has issued an advisory recommending against travel to or from Hotel, or recommending against gatherings in excess of Group's planned/contracted attendees, to the extent that such circumstance makes it inadvisable, impracticable, impossible or illegal to hold the meeting or to provide the facility.

Upon such circumstance, Hotel and Group hereby waive any claim against the other for damages, cancellation penalties or fees, by reason of such termination, except that any deposit paid hereunder shall be refunded to the Group by Hotel.

The ability to terminate this Agreement without liability pursuant to this paragraph is conditioned upon delivery of written notice to the other party setting forth the basis for such termination as soon as reasonably practical after learning of such basis.



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### PAYMENT POLICY

Prior to check in, the valid credit card that was used to secure the reservation will need to be sighted by our reservations team. This will be requested along with matching photo identification of the cardholder, and guest checking in. We accept a current driver license, proof of age card or valid passport.

For guests unable to present both a matching credit card and photo identification we reserve the right to decline check in and access to White Goose Boutique Hotel.

Visa / MasterCard incur a 2% surcharge per transaction.

We reserve the right to pre-authorize your credit card at any time after the booking is made, for any amount, but not more than the total amount of your booking, including any extras. The purpose of the credit card pre-authorization is to securely guarantee funds for accommodation and incidental charges.

Excessive damage that exceeds expected wear and tear may incur a minimum cleaning or replacement fee of \$50 and will be at the discretion of management and guest services staff. This will be charged to the credit card provided at time of check-in for incidentals.

If a pre-authorization is declined, we will request a new credit card number be provided. The new credit card must be in the same name as the booking. If it is not in the same name as the booking, an authority to charge form will need to be completed pursuant to our third-party payment terms. If no new card is provided within 48 hours of us notifying you, we reserve the right to cancel the booking. If any new card provided is declined, we reserve the right to cancel your booking with no further notice.



# Thank You.