

**POKI POKI; TERMS AND CONDITIONS**

*Poki Poki is a small place in the middle of nowhere. Since there is no phone or internet connection at Poki Poki it makes it hard and almost impossible to communicate with the "ground staff" of Poki Poki shortly before your arrival. This makes it necessary to be on the same page when it comes to your booking. Our main goal is to make people happy. We believe that transparency in "the way Poki Poki works" is a key factor to achieve this goal. For this reason and to prevent misunderstandings we kindly ask you to carefully read the following terms and conditions which apply to all bookings made for Poki Poki.*

**LOVE AND RESPECT.** Guests are requested to conduct themselves appropriately at all times and to comply with Company procedures and/or requests with regard to conduct and respect for the property of the Hotel, its employees and guests and their health and safety. Guests are requested not to disrupt the comfort and enjoyment of other guests, the smooth running of the Hotel, or cause offence to other guests or our members of staff. We reserve the right to refuse accommodation or services or remove you and members of your party from the Hotel if, in our reasonable opinion, we consider this provision to have been breached. Where this is the case shall have no obligation to refund you for lost accommodation, other services or any other loss or expense incurred.

**BOOKINGS.** All bookings at Poki Poki are subject to the following terms. No Booking shall be treated as confirmed until the details and/or (upfront-)payment have been provided.

**CHARGES AND PAYMENT.** The prices displayed on our webpage are including all government tax and service charges. The requested rate per person or per room includes three meals as well as drinking water. Cash Payments at Poki Poki shall be charged in the local currency. Once at Poki Poki credit card payments or other online payment methods cannot be accepted.

**DEPOSIT PAYMENT.** We kindly ask our guests to make a deposit payment of the room. After the successful transaction to our account Poki Poki will provide a booking confirmation. Guests are required to bring this booking confirmation as a print or digital version to Poki Poki to prove their successful deposit payment. In case the booking confirmation cannot be presented from the guest the full amount of the booked nights will be charged by Poki Poki. The payment will then be checked by Poki Poki as soon as possible. In case the successful deposit payment was done the full amount of the deposit payment will be paid back via bank transfer to the account of the guest.

**OUTSTANDING AMOUNTN.** The outstanding amount of your booked nights is due in cash in the local currency at the Check-In at Poki Poki. No other payment procedures can be accepted.

**DAMAGE.** We reserve the right and you hereby authorize us to charge you for any damage incurred to your room or the Hotel during your stay or for any items that are missing when you leave.

**CANCELLATIONS.** Should you be forced to cancel your travels to Poki Poki please contact us as soon as possible. Your upfront payment is refundable in total if you cancel your travels at least 60 days before your planned arrival date due to sound reasons. In case of a short time cancellation we always try find solutions and will pay you back the highest amount as possible depending on the loss which occurred because of the cancellation. If you have any further questions regarding the procedure of payment please contact us anytime via [info@pokipoki.land](mailto:info@pokipoki.land)

**NO SHOW.** It is considered as a No Show if you do not arrive at Poki Poki on the day of your booking. In case of a No Show we will keep your room for 24 hours after the official Check-In Time (if a successful upfront payment was done). Should you not make it to Poki Poki until the day after your booking at 14:00 we cannot further guarantee for your room. In case you did contact us via Email this does not change this policy. After a No Show your upfront payment is not refundable.

**CHECK-IN & CHECK-OUT REQUIREMENTS.** Guests may be required to confirm their identity by providing their booking reference; their passport/identity card. If guests are travelling from outside the Republic of Indonesia we are also obliged by law to require guests to provide the number and place of issue of your passport/identity card and details of their next destination. These records will be kept for at least 12 months and may be disclosed or made available for inspection by any police officer or as otherwise required by applicable law in connection with the prevention or investigation of crime. The information above may be requested for each member of your party over the age of 16 and we reserve the right to refuse entry to persons who cannot provide the information set out above. Unless otherwise stated on the booking confirmation, Guests may check-in at any time from 2.00 p.m. on the scheduled day of arrival. On the day of departure we kindly ask all guests to vacate their rooms by 12.00 noon (unless a later departure is stated as part of your Booking). Late check-out after this time is a matter of availability. We try to make everything possible and assist you in any way. Rooms are subject to a maximum occupancy per room. If you would like further details please contact us via Email.

**CHANGES OR CANCELLATION BY POKI POKI.** Very occasionally we may need to cancel your Booking (e.g. in case of accidents, destruction, fire etc.). In such circumstances you will be given a full refund but we shall have no further liability to you arising out of such cancellation. We will, however, use reasonable endeavors to find other options for you. Your booking is for a class of room in the Hotel and does not guarantee that you will be able to stay in a specific room or in the same room for the duration of your stay. If you have indicated a preference for a particular we will use all our efforts to honor this preference. However, we may need to allocate an alternative room to you for operational or safety reasons. If we need to move you to a different room during your booking for which a lower rate is available than the rate you booked at, we will refund you the difference in the rates

**FORCE MAJEURE.** The Company accepts no liability and will not pay any compensation where the performance of its obligations is prevented or affected directly or indirectly by or as a result of force majeure or any circumstances beyond its reasonable control including, but not limited to, flood, earthquake, extreme adverse weather conditions, natural disasters, other acts of God, acts of terrorism, fire or failure of electric power, gas, water, or other utility service, plant machinery, computers, vehicles or any collapse of building structures.