

Dear Our Valued Guest,

*Om Swastiastu,*

Warm greetings from Paradise Island of Bali.

First of all, thank you very much for considering your stay with us.

We hope that you will have a pleasant stay with us. Our dedicated villa team will be available to welcome you in villa and to make sure your stay memorable one for you and your companion. There are a few points that we need to inform further to make sure your stay is in line with our property procedure as below:

- 1. Due to uncertainty the COVID 19 pandemic makes it a confusing time to travel.** Therefore the Management of Nagisa Bali Villas, are committed to ensuring our guests are to stay in a relaxed and healthy environment and our highest priority remains our duty of care to your health, safety and well being. We have a certain procedures and changes in work styles following the updated government property handling procedures. We increase the installation of disinfectant and prepare it so that it is possible to sanitize the hand frequently.
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  - The facilities in the property are checked regularly during the day and disinfected and sanitized.
  - Our employees will put our guest and team members safety first.
  - We monitor and record the body temperature each employees in villa before start to work.
  - We are working to prevent infection by wearing a mask at all times.
  - Upon arrival, we will carry out a temperature check first before entering the property.
  - We will thoroughly ventilate during cleaning to make sure your room will have a good air circulation.
- During cleaning, the cleaning staff will wear masks and gloves.**
- 2. For the private swimming pool facilities:** Please enjoy the Villa Swimming Pool at your safety but beware of the risks to youngsters and toddlers. We are not responsible for the safety of all the occupants and guests of your villa. Should you require a pool fence to rent due to precautions, please contact our Villa Manager in the beginning to arrange a pool fence in villa.
- 3. Kindly be respectful to other neighbors and do not play loud music or make loud noises after 11pm.** The breach could result in a visit from local community (Banjar) as we are in a residential area. If you would like to arrange for a function, please contact our staff as a surcharge is applicable (plus the Banjar fee if any). Guest must respect and abide Villa and Banjar regulations (i.e. curfew and noise limits).
- 4. We kindly advise you to always lock all of your valuables in safety deposit box provided by the villa and keep your PIN private.** If you require extra protection for your valuables, do contact our Villa Manager for location of bank closest to the villa that provide deposit box. Please note that neither villa management, rental agent or villa owner of Villa can be held liable for any loss, misplaced or missing personal item.

- We strongly recommend you** to take comprehensive insurance to protect you and all those that accompanying you for the duration of your travel against illness, injury, death, loss of baggage and personal items, cancellation and other travel contingencies.
- If you are renting a Bike or Car** please ensure the rental company has appropriate cover in case of any damages and injuries as your agreement is personal and does not involve. Unfortunately most travel insurances do not cover bike accidents so please be careful. If you need transportation, we suggest to use our car rental service for safety reason, please contact the staff for further information.
- Please leave the villa in the similar condition** as you find it at check in time. Any damages, breakages or losses will incur costs to yourself. The manager and employee reserve the right to repossess the villa if the guest or member of the guest causes excessive damage. In the event when the villa door key is lost, a \$10 USD per key charge will apply.
- Credit and Debit Card payment options are available.** It is not encouraged to pay by cash without prior agreement from Management. We only accept new, unmarked, unfolded USD, JPY, IDR and AUD bank notes, any currency deemed unacceptable by local banks will not be accepted. Thank you for understanding and acknowledging above, we hope that you have an enjoyable stay with us. Kindly signed and agreed by for and on behalf of all guests occupying or visiting the villa during the above mentioned period.



Thank you very much for your trust and booking for our properties. Should you have any questions, you can reach me and the team under [info@nagisa-bali.com](mailto:info@nagisa-bali.com) or [gm@nagisa-bali.com](mailto:gm@nagisa-bali.com) for any concerns or questions you might have.

Warm Regards,

**Rachmah Pontoh**  
General Manager of PT. Nagisa Bali

