

CHECK-IN TERMS & CONDITIONS

All guests are required to complete a registration form upon arrival and present a valid government-issued photo ID or passport at check-in. Verbal and physical abuse toward any staff member is strictly prohibited. Failure to comply with this rule will result in eviction from the premises, along with necessary legal action.

Check-In / Check-Out

Standard check-in time starts at 2:00 PM, and check-out is no later than 11:00 AM.

Early check-in and late check-out are subject to availability and may incur additional charges.

Late check-out will incur a fee of IDR 300,000 per hour after 11:00 AM. Guests remaining in the room after 1:00 PM will be charged for an additional full night.

Payment Policy

Full payment for the stay must be settled prior to or upon check-in, unless agreed otherwise in writing.

All incidental charges must be fully settled prior to check-out.

Occupancy & Room Capacity

The Deluxe Room rate applies to two (2) adults and two (2) children.

- Extra Adult (12 years & above): IDR 600,000 per person, up to a maximum of 2 additional adults.
- AND/OR Extra Child (5–12 years): IDR 200,000 per child, up to a maximum of 2 additional children.
- **Maximum capacity: 6 people (maximum of 4 people over 12 years old).**

The Family Room rate applies to **four (4) adults and two (2) children**.

- Extra Adult (12 years & above): IDR 600,000 per person, up to a maximum of 2 additional adults.
- AND/OR Extra Child (5–12 years): IDR 200,000 per child, up to a maximum of 2 additional children.
- **Maximum capacity: 8 people (maximum of 6 people over 12 years old).**

Two (2) children under the age of twelve (12) stay free when using existing bedding, but must still be included in the total room capacity.

Example: For a Deluxe Room, 5 adults and 1 child are NOT permitted, as the maximum number of guests over 12 years old is 4. If guests arrive with a non-compliant configuration, they must book an additional room (subject to availability). No exceptions.

Extra Guest Policy

Any person not listed on the initial booking confirmation is considered an "Extra Guest".

Extra Guests are subject to a mandatory (non-negotiable) fee of IDR 600,000 per person for those over 12 years old, and IDR 200,000 per child if there are more than 2 children in one room (over 5 years old).

Guests must notify the Resort of any Extra Guests (including children) within 24 hours of booking confirmation. Failure to report within this timeframe will incur a one-time additional fee of IDR 300,000, in addition to standard extra guest fees.

The Resort reserves full right to approve or reject Extra Guests based on capacity, security, and availability. The Resort may refuse entry, cancel the booking without a refund, or request an immediate check-out if unreported guests are found.

Damage & Cleanliness

Guests are fully responsible for any loss, damage, or excessive cleaning needs resulting from misuse of Resort property. Fees will be assessed according to Resort policy and must be settled immediately. The Resort reserves the right to charge the guest's payment method for damages discovered after departure.

In-room dining must be conducted in a clean and reasonable manner. Rooms left in an excessively dirty condition, including food debris on floors, beds, or furniture, will be charged a cleaning fee of IDR 1,000,000.

Smoking Policy

Smoking is strictly prohibited inside all rooms. A fine of IDR 2,000,000 will be applied.

Noise Policy

Quiet hours apply from **9:00 PM to 9:00 AM**. During this time, any form of noise that may disturb other guests is strictly prohibited.

The use of external speakers or amplified sound devices is not permitted without prior approval from the Resort. The Resort reserves the right to determine what constitutes excessive noise and to take immediate action if necessary. Violations may result in eviction from the property.

Safety & Liability

Guests must comply with all Resort safety policies and local regulations.

Life jackets must always be worn when using kayaks.

The Resort is not liable for injury, illness, or accidents caused by guest negligence or misuse of facilities.

Personal Belongings

Guests are responsible for their personal belongings at all times.

The Resort is not responsible for loss, theft, or damage to personal belongings unless required by applicable law.

Force Majeure

The Resort is not liable for failure to perform its obligations resulting from circumstances beyond its control, including but not limited to natural disasters, weather conditions, government actions, or transportation disruptions.

Cancellation Policy: Individual Bookings

This policy applies to all individual bookings consisting of fewer than 4 rooms. We strive to offer flexibility to our guests while ensuring our operational sustainability. Please review the following terms carefully to understand your options regarding cancellation, refunds, and rescheduling.

Cancellation & Refund Rates

To provide clarity and fairness, our cancellation terms are structured based on your notification timeframe relative to your scheduled check-in date.

Notification Period	Refund Option	Reschedule Option
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More than 7 days	100% Refund	10% Reschedule Fee
7 days to 48 hours	50% Refund	20% Reschedule Fee
Kurang dari 24 jam / No-show	0% Refund	20% Reschedule Fee

Key Definitions

- **Rescheduling (Reschedule):** All rescheduling options require the new booking to be completed within a one-month timeframe from the original check-in date.
- **Rescheduling Fee:** This fee is charged to cover unavoidable costs, including credit card transaction fees, administrative processing, communication fees, and resource allocations that may have occurred prior to your request.
- **No-Show:** Failure to arrive on the scheduled check-in date without prior notice will be considered a no-show and subject to the terms listed under the "less than 24 hours" category. If a guest notifies the resort but requests a rebook after the check-in time (2:00 PM), the change is subject to management approval.

Cancellation Procedures & Contact

For all cancellation requests, please contact our guest services team directly: **WhatsApp:** +62 823 7237 7501 or +62 823 1274 1620 **E-mail:** bookings@suaksumatera.com

We strongly advise every guest to hold travel insurance to protect their plans against unexpected circumstances that may require last-minute changes or cancellations beyond control.

General

The Resort reserves the right to amend these Terms & Conditions at any time without prior notice. The latest version will apply and is available upon request.

These Terms & Conditions are governed by the laws of the Republic of Indonesia. Any dispute will fall under the exclusive jurisdiction of the Indonesian courts.

By checking in, guests declare that they have read, understood, and agreed to all of these Terms & Conditions.

We hope you enjoy your stay at Suak Sumatera Resort. Please let us know if we can assist you in any way.

Email: suaksumatera@yahoo.com

Phone: (+62) 823 7237 7501

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