



Great Mountain Views Villa Resort

Payment, Cancellation and Refund Policy

All reservations are subject to the terms of our PAYMENT, CANCELLATION AND REFUND POLICY.

Our policies are designed to be fair to all of our guests. Please understand that when we accept and confirm your reservation, this means we turn away all other requests. The following policy is designed to inform you to the best of our abilities about our Payment, Cancellation and Refund Policy, and to protect our business. If you have any questions, please send an email to clare@greatmountainbali.com.

Please note that in order to make a reservation, you must be 18 years of age. Rates are subject to change at any time prior to your confirmation and payment. We must charge 11% government tax in addition to the room rates.

PAYMENT POLICY

In order to finalise your booking, we require full payment of your booking total. Payments can be made via PayPal (either through your PayPal account or by debit/credit card) or via Bitcoin (we use the CoinCorner payment gateway). All excursion and travel fees are payable to resort manager Nyoman Selamat prior to taking part in the activity in question or going on a trip. Your food & drinks bill can be settled with the resort manager upon departure. At the resort, we accept some creditcards (Visa and Mastercard), US dollars and Indonesian rupiah. Unfortunately we do not accept personal cheques.

CANCELLATION AND REFUND POLICY

When making your booking, please take note of our cancellation and refund policy:

- **If your reservation is cancelled prior to seven (7) days of your arrival date, we will gladly refund your payment in full - no questions asked.**
- **If your reservation is cancelled less than seven (7) days before your arrival date, NO REFUND will be given, unless we are able to re-book another reservation identical to your reservation. For late cancellations, refunds are at the discretion of the booking manager.**

If you wish to reschedule an existing booking to an alternative date, please contact us immediately by writing an email to Clare at clare@greatmountainbali.com. We will endeavour to make alternative arrangements for you, but failing that, the same Payment, Cancellation and Refund Policy as outlined above will apply.

NO-SHOW AND EARLY-DEPARTURES POLICY

No Shows and Early Departures will be charged fully for all nights reserved.

WEATHER CONDITIONS

No refunds will be considered for weather conditions. Due to the unpredictability of the weather, we recommend that guests who intend on climbing Mount Agung, or on participating in any of our other nature treks, stay multiple days in our resort, so as to increase their chances of being able to do the mountain trek and/or take part in their chosen activities.

GMV cannot be held responsible for any weather conditions preventing you from climbing Mount Agung or from taking part in any other activities that they intended on doing. However, you will NOT be charged for any tours or treks that have to be cancelled due to bad weather and the management will do everything in their power to suggest alternative activities or make alternative arrangements. Treks or tours can normally be rescheduled to an alternative date within your stay at GMV, subject to the availability of transport and guides.