

BOOKING & CANCELLATION POLICY

By booking with Basa-basi Karimunjawa you agree to the following booking and cancelation policy.

BOOKING & CANCELLATION FOR THE TOUR AGENCY

To confirm your booking Basa-basi always requests a down payment. This is necessary so we can ensure the reservation for your hotel, tour, and transport. Therefore, if you cancel your booking after we already received your down payment, we will not be able to return the down payment.

If we have to cancel your booking because the boat is canceled due to bad weather, Basa-basi will first try to reschedule your booking. If this is not possible, Basa-basi will refund your down payment minus the transaction cost.

For the Transport, Tour and Rental services we request full payment to confirm your booking. Without full payment, we won't be able to book your tour, car, boat ticket and so on. After we received your payment, the booking is non-refundable as we already paid our partners to confirm your booking.

If we have to cancel your booking because the boat gets canceled due to bad weather, we will return the full payment minus the transaction cost after the travel date has passed.

BOOKING & CANCELLATION FOR THE LODGE

The Basa-basi Lodge rooms are equipped for two people and one child of a maximum of 12 years. Children under six will receive a free kids breakfast and children between 6 years and 12 years are charged Rp 25.000 for an extra breakfast.

Check-in time is at 11:00 and check-out time is at 10:00.

All our rooms and bathrooms are non-smoking and if guests do smoke in the rooms or bathroom, they have to pay a fine of Rp 1.000.000.

We are not responsible for any loss or damage to your belongings in the room or on the property. However, any loss & damage done in the rooms or around the whole property will be charged to your bill. In case guests lose the key, guests are charged Rp 100.000. It is not allowed to bring any of the lodge's belongings outside the hotel, this includes towels, blankets, water bottles, cutlery, and so on.

To confirm your booking at the Basa-basi lodge, we always request a 50% down payment. It is possible to reschedule your booking without extra charge, however, the down payment is non-refundable. If we have to cancel your booking because the boat gets canceled due to bad weather, we will return the full payment minus the transaction cost after the travel date has passed.