

BOOKING CONDITIONS

NO SMOKING PLEASE (!)

Smoking is strictly prohibited in all our rooms and bathrooms. If guests ignore this and still smoke in the room or bathroom. We will then officially report this to the booking platform and guests will have to pay a fine of Rp 1,000,000. In the garden and at the bar, smoking is allowed.

ROOM CAPACITY

To make sure everyone enjoys their stay, our lodge enforces a strict room capacity policy. Please accurately specify the number of guests, including children, while booking your stay. Each room accommodates one additional child (under 12 years old) at no extra charge, without a separate bed or breakfast.

Our front office only accepts the number of guests indicated in the booking. If extra guests (including children) are present, booking an additional room is mandatory, subject to availability. In the event no extra room is available, or the guest opts not to book one, no refunds will be issued.

BOOKING CONDITIONS

TAKE YOUR OWN STUFF

We cannot be held responsible for loss or damage to anyone's personal belongings throughout our premises (or any extension thereof). However, in the event of loss or damage to our room, other areas of our property or an extension thereof (see motorbikes, keys, snorkeling gear, etc.), a compensation will be placed on an account.

DON'T TAKE OUR STUFF :-D

Finally, it is prohibited to take Basa-basi lodge property outside the lodge. See towels, blankets, water bottles, glasses and any thing else



CANCELLATION POLICIES

BOOKED WITH SOMEONE ELSE..

If you have not booked directly with us but via a booking platform. Then you must arrange the change of dates or cancellation yourself with the booking platform. We will then accept your request (as mentioned above), without any service charges from Basa-basi lodge. An alternative in this situation is to cancel the booking via the booking platform and book it directly via our website to make the process easier.

NO BOAT, NO VACATION?

When the boat to Karimunjawa is canceled on the day of your check-in, and you are therefore unable to make it to check-in. You can either change the booking for free or get the missed night value back. If you miss your entire stay for the same reason, you will also have the option to change or cancel the dates free of charge. The refund will appear on your account a maximum of 14 working days after the check-out date.

CANCELLATION POLICIES

I CHANGED MY MIND ABOUT MY BOOKING

Our property accepts booking changes free of charge up to 1 week before the start of the booking. If it is not possible to change the booking to the desired booking date. The booking will then remain as previously booked. You can cancel/cancel a booking free of charge up to 2 months before your booking. 50% of the booking will be charged one month in advance.

We are a small accommodation and want to prevent people from booking rooms far in advance without concrete plans but canceling their booking shortly before the check-in date and we do not have the opportunity to get the rooms booked. We hope for your understanding.

