

Booking Terms & Conditions

By placing a booking with Basabasi Karimunjawa, guests agree to comply with all the terms outlined below regarding bookings, payments, cancellations, stay conduct, and community respect. These Terms & Conditions form a binding agreement between the guest and Basabasi Karimunjawa.

1. Room Occupancy and Guest Policy

1.1 To ensure a comfortable and safe environment for all guests, Basabasi Karimunjawa enforces a strict room occupancy policy.

1.2 Guests must accurately specify the number of occupants, including children and infants, at the time of booking.

1.3 Each room has a maximum occupancy limit. Exceeding this limit is not permitted.

- Infants (0–2 years): Stay free of charge. No additional bed, breakfast, or linen is provided.
- Children (3–6 years): Subject to a child fee of IDR 50,000 per night, which includes breakfast and a towel. No extra bed is provided.
- Additional Guests: The front office will only accept the number of guests listed in the booking.
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1.4 If extra guests (including children) are present, booking an additional room is mandatory, subject to availability. If no extra room is available or you choose not to book one, no refunds or rescheduling options will be issued.

1.5 Booking Platforms: Please ensure to enter the correct number of guests when booking through any platform to receive accurate pricing and accommodation.

1.6 Room Descriptions: For detailed information on room capacities and amenities, refer to the "Room Description" section provided on our booking page of our website.

1.7 Failure to comply with the occupancy policy may result in additional charges, cancellation of the reservation without refund, or denial of check-in.

1.8 No visitor's, gatherings or parties are allowed in the rooms. The property reserves the right to evict any additional occupants. Reservations are non-transferable.



2. Smoking Policy

2.1 Smoking is strictly prohibited inside all rooms, including near open doors or windows.

2.2 Evidence of smoking will incur a cleaning fee of IDR 1,000,000

2.3 Violations may be reported to booking platforms; guests liable for cleaning/restoration costs.

2.4 Fees must be paid before departure; failure to pay may involve local authorities or automatic credit card charges.

3. Damage, Cleanliness, and Liability

3.1 Guests must maintain cleanliness and hygiene.

3.2 Damage to property, equipment, or lost keys will incur charges (lost keys IDR 250,000 each).

3.3 Damage to neighbours or community is charged similarly.

3.4 Basabasi is not responsible for lost/stolen items due to guest negligence.

3.5 Guests with allergies must notify management before arrival.

3.6 Basabasi is not liable for losses or damages caused by external factors (e.g., natural disasters, theft, strikes).

4. Lost & Found Policy

4.1 Lost items will be securely stored for 30 days, after which unclaimed items may be donated or discarded.

4.2 Perishable items will be discarded at the end of the day.

4.3 Collection or shipping of lost property is at the guest's expense, with valid ID required for retrieval.



5. Guest Conduct and Property Use

5.1 Basabasi Karimunjawa is community-driven; guests must respect neighbours and local rules.

5.2 Guests must

- Follow local signage, roadblocks, and community/government requests.
- Wear appropriate clothing when moving through public areas; bikinis not allowed outside beach/pool areas.
- Dispose of trash responsibly or keep it for later disposal.
- Respect access rules for beaches and tourist spots.
- Avoid disturbances such as excessive noise, loud music, altercations, rudeness, or drunken behavior.
- Respect religious ceremonies, customs, rituals, and calls to prayer.
- No parties or gatherings in rooms; unauthorized occupants lead to eviction.
- Accurately represent the number of occupants.
- Harassment or dangerous behavior may lead to eviction without refund.
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6. Booking Confirmation and Payment

6.1 Full payment in Indonesian Rupiah (IDR) is required within 24 hours of making a booking to confirm your reservation. Failure to pay within this timeframe will result in automatic cancellation and loss of the reservation.

6.2 Bookings are secured only after full payment is received; verbal agreements or unpaid bookings do not grant any reservation rights.

6.3 Accepted payment methods

- Online payment via the Basabasi website booking platform.
- Indonesian bank transfer (guests must ensure payment reaches Basabasi within 24 hours and send proof).
- Cash payments only on-site or by authorized third parties within the payment deadline.

6.4 All transactions are in IDR. Refunds, if applicable, will be issued in IDR for the exact amount paid, regardless of currency fluctuations. Transaction fees are non-refundable.



7. Check-In Policy

7.1 Guests must present valid identification upon check-in.

7.2 Check-in times and procedures will be communicated upon booking.

Early Check-In & Luggage Storage

7.3 Early check-in is subject to room availability and cannot be guaranteed.

7.4 If early check-in is not possible, guests may drop off luggage at the lodge after 8:00 AM.

Late Check-In

7.5 Check-in outside standard hours is subject to front office availability and cannot be guaranteed.

7.6 Guests expecting late arrival must inform the lodge in advance.

No-Show Policy

7.7 Failure to check in by 7:00 PM on the scheduled arrival date without prior communication will be considered a no-show, and the full stay will be charged.

7.8 Refunds or rescheduling in case of late arrival with prior communication are covered under the Cancellation & Rescheduling Policy.

8. Cancellation and Rescheduling Policy

8.1 Grace Period

- Guests may cancel free of charge within 24 hours of booking if they cannot secure boat tickets to Karimunjawa, did not request boat ticket assistance within 24 hours, or simply change their mind.
- Cancellations after this grace period are non-refundable unless otherwise stated.



8.2 Rescheduling Policy

- Available only for bookings made directly with Basabasi Karimunjawa.
- For third-party bookings, their respective policies apply, but Basabasi may offer direct booking policies at its discretion.
- Rescheduling can be done once only, under the same booking name with valid ID upon arrival.
- Rescheduling is allowed within 30 days or the same calendar month, free of charge, up to 14 days before check-in, subject to availability and approval.
- Rescheduling 7 to 14 days before check-in incurs a charge of the first night, but is still possible.
- Rescheduling outside 30 days but up to 30 days before check-in allowed within the same calendar year, subject to approval and availability.
- Rescheduled bookings are subject to new rates, with guests paying any price difference.
- Shortening stays counts as rescheduling.
- If requested new dates are unavailable, original booking stands.
- Requests outside these rules may be considered at Basabasi's discretion.
- Rescheduling individual rooms is not permitted.

8.3 Cancellation Fees

- Free cancellation up to 2 months before check-in.
- 50% fee for cancellations made 1 month in advance.
- 100% charge within 1 month unless otherwise agreed.
- Last-minute cancellations affect small-scale accommodation and are discouraged.
- Standard cancellation policy applies per room cancelled.

8.4 Boat Ticket Issues

- Failure to get a boat ticket and non-cancellation within 24 hours grace period means standard cancellation fees apply.
- If boat operator cancels and no alternative transport is available on that day, guests can:
 - Reschedule once free within 30 days or same calendar month, or
 - Receive refund for missed nights.
- If boats operate again during the guest's stay and they choose not to come, no refund for remaining nights.



8.5 Missed Arrivals & Guest Responsibilities

- Guests missing boats, flights, or failing to request boat tickets timely are subject to standard cancellation/rescheduling policies.
- No refunds for missed nights due to late arrivals or no-shows, except as described.
- Medical emergencies or uncontrollable events do not entitle free rescheduling/cancellation outside policies.

8.6 Early Departures and Extended Stays

- Early departures due to boat cancellations: no free rescheduling for unused nights.
- **Extended stays due to boat cancellations: may extend stay at regular nightly rates, subject to availability.**
- Long stay discounts apply only if booked for 6+ nights from start and must be requested explicitly; not applied retroactively.
- Verbal or written confirmations of extensions are binding; cancellations of confirmed extensions still incur charges.
- Direct bookings get 10% discount; third-party bookings do not extend discounts on extended nights.

8.7 Boat Tickets Booked via Basabasi

- Basabasi must inform guests at least 12 hours before departure of schedule changes, in case guests booked their boat tickets with Basabasi.
- Failure to notify resulting in missed boat grants refund for the missed night.
- Refunds depend on boat company policies.
- If no boat next day, “No Boat Ticket Due to Bahari Express Cancellation” policy applies

8.8 Booking Changes

- Guests may request room changes if available; price differences must be settled at check-in.
- No refunds if moving to a lower-rate room.
- If no alternative room is available, original room must be used.
- Additional rooms booked later will have the rate valid on the new booking date and be governed by original booking policies.

8.9 Refunds

- Refunds for accommodation are processed within 14 working days after scheduled check-in date.
- Refunds for additional services (e.g., boat tickets) are stated in ‘5. Trips, Boat Tickets, Transport & Other Services’.



9. Trips, Boat Tickets, Transport & Other Services

9.1 General

- A service is confirmed when Basabasi communicates confirmation and guest does not object.
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9.2 Shared Snorkelling Trips

- Must be confirmed 12 hours before departure.
- Canceled trips less than 24 hours before departure incur 50% charge per person.
- If a guest books a trip in advance and does not explicitly cancel at least 24 hours before the scheduled departure, the trip will be deemed confirmed.
- Refunds processed within 14 working days after trip date.

9.3 Boat Tickets

- Refundable up to 48 hours before departure at 50% of ticket price.
- Service fee non-refundable; administration fee of IDR 15,000 applies.
- Refunds follow boat company timelines (up to 30 working days).
- New ticket bookings require full payment; refunds from cancelled tickets are processed after receipt.
- Return tickets must be cancelled entirely, not partially.
- Unpaid boat tickets must be cancelled before purchase; otherwise guest must pay.

9.4 Other Confirmed Transport, Tours & Rentals

- Cancellation >7 days before service: full refund minus IDR 15,000 admin fee.
- Cancellation within 7 days: 50% cancellation fee + IDR 15,000 admin fee.
- Cancellation within 24 hours: no refund.

10. Pricing Agreement & Responsibility

10.1 By paying for a stay, services, or food and drinks from our restaurant, guests automatically agree to the listed prices as well as any prices stated on an invoice that is then paid afterwards.

10.2 Guests waive the right to dispute or negotiate prices after use, consumption, or payment. It is the guest's responsibility to inform themselves of prices before making a booking or purchase.

10.3 If a guest fails to check prices in advance, does not request a price indication or invoice beforehand, or proceeds with payment without having received or carefully reviewed an invoice, they still fully accept and are bound by the prices set by the hotel at the time of purchase or invoicing.



10.4 Payment constitutes full agreement to these terms, regardless of whether the guest was verbally reminded or shown a price list.

11. Additional Charges & Deductions

Currently, we do not require a security deposit. However, we reserve the right to charge the credit card used for the booking for any unpaid hotel services, damages, lost items, or outstanding balances after check-out.

12. Failure to Pay

In the event that a guest refuses to pay for their stay, services, food, or any outstanding charges, we reserve the right to prevent them from leaving the island by reporting the issue to the local police station.

13. Enforcement of Terms

13.1 Non-payment for any services may result in reporting to local authorities and restrictions on leaving the island.

13.2 The Lodge reserves the right to modify these Terms & Conditions at any time; updated versions will be posted on the official website.

