



## Cancellations

### Individual accommodation

- 35% of room charge will be applied for any cancellation within 14 days of arrival date
- 50% of room charge will be applied for any cancellation within 7 days of arrival date
- Deposit is non refundable
- Upon arrival, booked rooms are fully payable and non-refundable

### Group bookings

- Deposit is non-refundable.
- Cancellations received 4 weeks or more to the arrival date: 50% is non-refundable.
- Cancellations received within 2 to 4 weeks to the arrival date: 75% is non-refundable.
- Cancellations received within 14 days (2 weeks) to the arrival date: full payment is non-refundable.
- Any refund will be charged with a \$US 50 administration fee.

Exceptions to our policy are not possible. Nor do we offer credit for arriving late or leaving early. Any services not used can not be partially refunded. We regret that any cancellations within 14 days or less are non-refundable and non-transferable. Thank you for understanding and respecting the cancellation policy.

Jiwa Damai shall not be liable for any injuries, losses or damages in connection with accommodations, other facilities at the resort, ground transportation, diseases, local laws, climatic conditions, Acts of God, delays, changes or cancellation of travel due to weather conditions, accidents or health related problems while residing at Jiwa Damai and while in-transit to (e.g., an accident on the way to a tour, airport), during, and after a tour, unless such injuries, losses or damages are due to the negligence or willful misconduct of Jiwa Damai. Guests are invited to obtain appropriate insurance coverage for these risks.