

Solid Surf Holidays INDO Group Limited

Berawa-Canggu, Gg. Bekul

Banjar Tegal Gundul No.8

Tibubeneng, Kuta Utara, Badung Regency, Bali 80361



****Solid Surf House Bali - Terms and Conditions****

These Terms and Conditions outline the rules and regulations for the use of our facilities and services. By booking with us, you accept these terms fully. Please read them carefully.

****Part 1: General Disclaimer****

It is the responsibility of every guest to read these Terms and Conditions, as they are legally binding and will be enforced in every country. By booking a stay, you acknowledge and agree to these terms.

****Part 2: Description of Solid Surf House and Its Legal Structure****

Solid Surf House Bali, located at Gang Bekul 8, 80361 Tibubeneng, Bali, is operated by a local Indonesian company, PT Bali Ombak Biru. We operate under the license Solid Surf House.

****Part 3: Pricing and Discounts****

All prices are in euros, unless stated otherwise. Discounts are valid only within the advertised timeframe. Discounted holidays are non-refundable, and discounts cannot transfer to other bookings in the event of a reschedule.

****Part 4: Booking Confirmation****

Bookings remain pending for 24 hours or until payment is made. Unpaid bookings are automatically canceled after this period. Bookings are confirmed only when payment is received and a confirmation email is sent to the booker's provided email address.

****Part 5: Guest Insurance Responsibilities****

Solid Surf House is not responsible for reimbursing guests for an inability to participate in any part of the booked holidays, unless caused by our incapacity to honor the booking.

Guests must have valid medical insurance covering any injuries or diseases during their stay. We strongly advise obtaining travel insurance that covers losses incurred from accidents, illnesses, or missed/canceled flights. Solid Surf House will provide the necessary documentation to assist guests in making a claim with their travel insurance.

****Part 6: Cancellation Policy and Refunds****

- Free cancellation is available within 24 hours of booking.
- Cancellations are accepted only for serious reasons: medical conditions, natural disasters, acts of terror, unforeseen travel changes imposed by governments, or a death in the family.
- Requests for cancellation must include valid proof, such as a signed medical note from a licensed practitioner.
- A change of plans or missed/canceled flights is not a valid reason for cancellation.
- Cancellations with valid proof can opt for a refund or reschedule.
- Refunds are based on the time before check-in:
 - More than 120 days: 100% refund.
 - Between 120 and 60 days: 75% refund.



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- Between 60 and 30 days: 50% refund.
- Between 30 and 14 days: 25% refund.
- Less than 14 days: No refund.
- Rescheduling is at Solid Surf House's discretion, based on availability.

****Part 7: Cancellation by Solid Surf House****

If Solid Surf House is unable to provide the booked holidays, we will issue a refund. Cases of force majeure (war, unrest, acts of God, strikes, natural disasters, airport closures, epidemics) are not subject to a refund and must be claimed from the booker's travel insurance.

****Part 8: Liability for Injuries****

Solid Surf House is not responsible for injuries sustained during your stay, transport, or activities with our staff. While our team is trained to provide first aid, we are not liable for injuries sustained during the administration of care.

****Part 9: Holiday Termination and Indemnity****

Guests are expected to behave in an orderly and acceptable manner and accept responsibility for their conduct. Behavior threatening the property's condition or other guests' enjoyment may result in immediate termination of accommodation and services. The guilty party will bear the cost of any damages caused.



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