

By making a booking or using facilities and services with PT Kusu Island Resort, you agree to our Terms & Conditions.

General

- All bookings, inquiries or other communications shall be made via info@kusuislandresort.com.
- For current rates, specials and other information please check www.kusuislandresort.com or email us at info@kusuislandresort.com.
- Minimum stay is 4 days. Arrival/Departure days are Monday and Saturday.
- Rates, Terms & Conditions are subject to change without prior notice.

Payment

- Bookings are confirmed by Kusu Island Resort

Individual Bookings

- after receiving 25% deposit of the full invoice amount for bookings made more than 60 days before arrival
- or full payment of the invoice amount for bookings made less than 60 days before arrival
- Full payment of the invoice amount must be received at least 60 days before arrival on Kusu Island.

Group Bookings

- after receiving 25% deposit of the full invoice amount for bookings made more than 90 days before arrival
- or full payment of the invoice amount for bookings made less than 90 days before arrival
- Full payment of the invoice amount must be received at least 90 days before arrival on Kusu Island.
- If payment terms are breached we reserve the right to cancel a booking without prior notice. See section below for cancellation charges
- All rates are based in Euro. Exchange rates are calculated on the day the invoice is created.
- Payment can be made by Bank Transfer/Electronic Funds Transfer into our EURO or RUPIAH account. Account details are listed on our invoice. Please make sure ALL account details are filled in correctly. To be able to trace your payment, please email us a transfer confirmation to info@kusuislandresort.com. All banking fees are carried by you, the sender. In

case the full invoice amount is not received in our account, we will add the difference to your charges at the resort

- We accept payments in cash only (IDR, EUR, USD – new and undamaged bills only) for all charges at the Resort

Taxes

- Our rates are inclusive of tax.
- All tourists visiting the Region of South Halmahera are required to pay IDR100.000 per person. This tourist tax is not included in the rate and will be charged at the resort and remitted to the local government.

Cancellation & No Show

- We strongly advice travel insurance in the unfortunate event a booking has to be cancelled or you are not able to make the trip to Kusu Island.
- All cancellations have to be made in writing to info@kusuislandresort.com and fees apply to any reason of cancellation

Individual Bookings

- 25% for cancellation more than 60 days before arrival on Kusu Island
- 50% for cancellations made between 31 and 59 days before arrival
- 100% for cancellation made 30days or less before arrival – no amount will be refunded

Group Bookings

- 25% for cancellation more than 90 days before arrival on Kusu Island
- 50% for cancellations made between 61 and 89 days before arrival
- 100% for cancellation made 60days or less before arrival – no amount will be refunded
- Should guests not arrive as scheduled and without information of late arrival we will cancel the booking after 24 hours. No refunds are eligible for early departures/late arrivals.
- Bookings and packages cannot be transferred and unused parts of packages i.e. dives, tours will not be refunded.

Domestic Flights

- We can help with arranging domestic flights.
- The booking fee is 20% of the total ticket amount.
- We accept no responsibility for problems with flights: i.e. delays, cancellations, change of schedule,

excess luggage fee etc. The airline's terms and conditions apply and liability remains with the airline.

Transfer to/from Kusu Island

- We provide pick up/drop off from/to the airport and aim to do this as quickly and convenient as possible.
- We offer scheduled arrival/departure dates.
- Any changes to your travel dates must be communicated as soon as possible so we are able to provide you this service.
- See our website for arrival/departure days and charges.

Medical fitness

- For all activities offered at the Resort which are strenuous we recommend to see your doctor before you travel.
- For all diving activities we require to complete a medical form, which we send to our guests at time of booking.
- In case there are medical conditions we require a doctor's certificate for fitness to dive.

Diving Insurance

- All divers must have a valid dive insurance.

Safe Diving

- All divers are required to follow established safe diving practices.
- For your own safety all divers must use a dive computer and have to stay inside the Non-Decompression limits.

Snorkelling/Dive Equipment

- We have limited amount of snorkelling/diving equipment for rental available.
- We ask you to provide us with exact information which equipment you require and sizes needed at the earliest time possible to ensure availability.
- The responsibility for the rented equipment lies with the guest and any loss or damaged may be charged.

Internet/WIFI

- Is subject to availability. We are on a remote island and internet services can be limited.

No Smoking

- All rooms, restaurant, dive center and boats are non-smoking areas.