

# Guest Directory

## A

### Air Condition

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All the villa bedrooms are air-conditioned. Because of environmental reason, the villa staff is advised to turn off the air condition after our guests left the villa.

### Adaptors

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Please ask our villa staff for adaptors for the power points.

### Airport Drop off

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The transfer to the airport is usually not included in our rates. A private driver can be arranged with the management at least 24 hours in advance. It costs IDR 200.000/car.

### Activities

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Level Tours offers a variety of selected Tours and Activities. Please visit our website [www.loveltours.com](http://www.loveltours.com) or contact our Guest Service Team for more information and reservations.

## B

### Babysitting

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A babysitting service can be arranged for you. Please contact our Guest Service Team for your request 48 hours in advance. Usual costs about 60.000 IDR/hour.

### Baby cot, High Chair

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Baby cots, high chairs, etc. can be arranged for you. the management. Please contact our Guest Service Team for your request. Additional costs may apply.

### Breakfast

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Breakfast can be served daily between 8.30am and 10.30am. If you wish to have breakfast earlier than 8am, please advise our staff the day before in order to be arranged accordingly. We offer Healthy -, Westerner -, Continental- or cooked Indonesian Breakfast.

## C

### Checkout

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Checkout time is 12:00 noon. This time may be extended by prior arrangements with the management. Additional costs may apply.

### Car Rental

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You can book with our Guests Service Team a rent car with or without driver.

Please visit [www.loveltours.com](http://www.loveltours.com) for further information and pricing.

Please note that according to Indonesian law you are required of an international driving license.

Booking is required 24 hours in advance.

### Chef Service

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A chef service can be provided depending on its availability. For further information, please contact the management.

## D

### Drinking Water

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Our staff will refill the water gallon if needed. Please be advised that our tap water in Indonesia is not drinkable!

### Doctors

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If you require a doctor or emergency services, please contact the Guest Service Team or refer to our "Important Phone Numbers" linked in our Guest App.

## E

### Entertainment

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The entertainment equipment in the villa includes:

- Hifi Stereo System with Bluetooth connection to your device
- TV with international channels
- Free Wifi Internet

## F

### First Aid Box

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The villa is equipped with a First Aid Box. You will find it in the kitchen cabinet.

### Fire Safety

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In case of fire, please inform our villa staff immediately. A Fire Extinguisher is located in the kitchen area.

## G

### Gas

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The stove in our villa is operating with gas. Please handle this equipment with caution and ensure that the stove is turned off after use. If the gas cylinder is empty, please inform our staff.

## Guests Registration

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According to the Indonesian law we have to register our guests to the local authorities. Please fill out the Guests Registration form for all guest travelling with you. The link to the form can be found in the Guest App.

## Guests Service Team

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A Guests Service Team is available for our guests between 8.00 AM – 6.00 PM.

This service includes:

- Restaurant Reservations
- Arranging Spa Treatments
- Booking of Transportation
- Recommending activities

## H

### House Keeping

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Our house keeping service operates daily from 8.00 am to 3.00 pm. The house keeping will change your bed linen and towels every third day. If you wish to change earlier, please inform the staff or indicate by placing the towels into the laundry basket.

### Hair Dryer

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Our villa provides hair dryers placed in each bathroom.

### House Rules

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We kindly ask you respect and comply to our House Rules. Our House Rules are in the end of this Guest Directory.

## I

### Internet Access

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Our villa provides free WIFI Internet. The internet speed in Villa Kayu Jati is 25MB/sec up and down stream and reliable.

If there might be issues with the internet connection, please inform the Guests Service Team.

**WIFI PASSWORD: kayujati 100**

## K

### Keys

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Please ensure that the villa doors are locked securely before leaving the villa. Please inform our staff immediately if you have lost a set of keys as we have to change the locks. Additional charges may apply.

## L

### Loss and Found

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Any lost guest belongings found in the villa, will be reported by the staff directly to the management. The management will then contact the guests and retrieve the items back.

Please be informed that the villa owner or the management is not responsible for any loss or damage to personal items.

### Laundry Delivery

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The villa staff will assist with your private laundry and deliver it to the local laundry service. Private laundry is not included in our rate.

## M

### Map

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You can find a map with the villa location in our Guests App. This feature will also assist you to get directions to the villa.

### Medical Service

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If you require a doctor or emergency services, please contact the Guest Service or refer to our "Important Phone Numbers" linked in our Guests App.

## P

### Parking

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In case you want to park your scooter or motorbike outside, park them please as close as possible at the wall of the property that cars still can pass. For car, the parking space is in front of the maids' area.

### Pool Fence

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The management can provide a pool fence. Additional fees may apply.

## R

### Reservation

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Please feel free to contact the Guest Service Team for any restaurant reservation, tours etc. Please note that in High Season periods reservations should be done at least 48 hours prior.

## S

### Safety box

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Our villa is equipped with a safety box in each bedroom. Please keep all your valuables safe in it, namely laptops, cameras, etc. The instructions on how to operate it are placed on the safety box door. If you need assistance to open the safety box, please inform the management.



# House Rules and Regulations

- Check in:** Check in time is 1.30 pm local time
- Check out:** Check out time is 12:00 pm local time
- Occupancy:** Maximum occupancy each bedroom is 2 adults and in total up to 6 adults for the entire villa.
- Smoking:** Smoking is not allowed in the bedrooms or in any other part of the building except in the open area. Please do not leave your cigarette butts on the ground. Please use one of the provided ashtrays.
- Electricity:** Please help us save energy by turning off your AC unit when leaving your room. In addition, please do not leave the AC on when doors are open.
- Telephone:** For additional comfort, we provide our guest a mobile phone with a local card, which is charged on your arrival day with 25.000 IDR. If this credit is running out, please contact our staff for reload assistance. The top-up of the card budget is on the guest's costs. Please replace the phone in case of damage or loss during use.
- Swimming Pool:** Children are not allowed to go to pool without supervision. Any accident happening will fully be the guest's responsibility. If you need a pool fence, please contact the management.  
Please use the plastic glass we provide when bringing your drinks to the pool area. Please note that Sunscreen causes cloudy water. Therefore, take a shower before using the pool to keep the water clear. Do not enter the house wet or use the indoor furniture with wet clothing.
- Pets:** Pets are not allowed in our property at any time.
- Drugs:** It is strictly prohibited to bring or even consume any drugs in our villa!
- Guests:** You are allowed to have guests in the villa until 12am. If you have guests staying overnight, please note our maximum number of guest based on your bedroom occupancy. Please make sure your important belonging kept in the safety box at all times, we are not taking any responsibility for any loss in the villa.
- Damages:** You are personally responsible for any damage occur in your own properties and belongings. Damages of the villa property or villa belongings need to be reported immediately to the management. The management may charge the cost of a replacement.