

PUBLISHED RATES

Valid From 1st April 2010 To 31st March 2011

TERMS AND CONDITIONS

Reservations

All reservations shall be directed to:

reservations@ganqqaisland.com or info@ganqqaisland.com

UPON RESERVATION please specify if you are a diver, your certification agency and level, and which diving package you wish to book.

Payments

Rates are quoted and paid in US Dollars.

CREDIT CARD

By regulation of the National Bank of Indonesia we are not allowed to accept payments from abroad by Credit Card, however we accept payment by VISA and MASTERCARD at the resort to pay the extras. Cash US Dollar and Euro are also accepted.

All payment for reservations (in full amount) should be sent by Bank Transfer to:

Beneficiary Name	PT. GANGGA ISLAND
Bank Name	BANK INTERNASIONAL INDONESIA (BII) - Manado Branch
A/C No. (USD)	2-062-100122
Swift Code	IBBKIDJA
Bank Address	Jl. Pierre Tendean (Boulevard) – MANADO – North Sulawesi – Indonesia

DEPOSIT

A deposit of 50% is required to confirm your reservation. We reserve the right to cancel a reservation without notice if the deposit is not received within seven days of the booking being made.

BALANCE

The balance of the invoice has to be received by us **at least 21 days prior to the arrival of the guests**. The invoice amount has to be paid in full, **net of all transfer costs and bank charges**.

LAST MINUTE BOOKING

For last minute booking, pre-payments by corporate or personal credit card are NOT accepted.

If pre-payment or clear proof of pre-payment is not received within the terms and conditions the booking will be considered cancelled and the services will not be provided.

Kindly send to the Resort the copy of the Bank to Bank receipt so that we can trace your payment, by e-mail: info@ganqqaisland.com or fax at: **+62-431-8894059**

CANCELLATIONS AND NO SHOW POLICY

Regular Season

Cancellation received less than 1 (one) week prior to arrival date will be subject to 1 (one) night cancellation fee.

In the event of a no show or early departure, the reservation will be subject to a cancellation fee equivalent to the full length of stay

In cases of late arrival due to flight delays we will be happy to extend the stay provided there is space available, however we cannot be held accountable for such flight delays or cancellations.

High Season

Cancellation received less than 3 (three) weeks prior to arrival date will be subject to a fee equal to 25% of the full length of stay.

Cancellation received less than 2 (two) weeks prior to arrival date will be subject to a fee equal to 50% of the full length of stay.

Cancellation received less than 1 (one) week prior to arrival date will be subject to a fee equal to 75% of the full length of stay.

In the event of a no show or early departure, the reservation will be subject to a cancellation fee equivalent to the full length of stay.

In cases of late arrival due to flight delays we will be happy to extend the stay provided there is space available, however we cannot be held accountable for such flight delays or cancellations.

Gangga Island Resort & Spa – Manado – Sulawesi - Indonesia
Phone: +62-431-8894009, Fax: +62-431-8894059
E-mail: info@ganqqaisland.com - Website: www.ganqqaisland.com