

PT MATA HARI MANAGEMENT SERVICES

Jln Tukad Baas, Desa Selat, Buleleng, Bali 81161
Email: villa.matahari.official@gmail.com
Tel: +62 811 389 1116

Welcome to Villa Mata Hari!

We trust you will enjoy a wonderfully relaxing & memorable visit to this idyllic corner of Bali, & take full advantage of this opportunity to discover the real, unspoilt Bali in all its beauty!

There is so much to see & do in this part of Bali, so you'll never get bored. On logging in to our free Wifi service after checking-in, your browser will direct you automatically to our website where you can browse some of the many things this magical area has to offer. When you've made up your mind please let us know & we'll be happy to help you plan your itinerary & organise a driver at very reasonable rates.



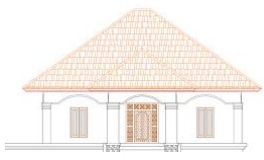
Alternatively, in these post COVID times, some visitors will be understandably nervous about the risk of exposure to the Pandemic. So, if you'd prefer to hunker down & minimise contact with the outside world you've come to the perfect place. With high walls around the property & only 2 entrances, our extensive tropical gardens, the glorious infinity pool deck or your own private terrace are the perfect places to listen to music, or read a good book, & forget about the troubles of the COVID world outside. Breakfast is included & other simple meals can be provided by Lia at a small additional charge. And if yoga is your thing, Lia is a qualified yoga instructor & will be happy to help contort your bodies into all manner of different positions, depending on your experience (& flexibility).

The following Welcome Guide is intended to cover all the essentials that you'll need to know to make your stay as restful as possible, but for more information on the services, amenities & activities available in the area please visit our website at www.villamataharibali.com. If there's anything not listed that you need, please just ask: we live on-site & are here to help with anything you might need.

So, welcome once again. We trust you enjoy your stay & that you fall in love, as we have, with this beautiful, secluded, tropical paradise, sandwiched between the mountains & the Bali Sea.

Warmest regards,

STEVE & LIA



Villa Mata Hari Welcome Guide

WIFI:

Networks: MATAHARI / MATAHARI -5G

Login: matahari

Password: Selat2022

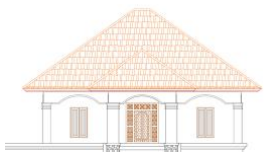
STAFF:

Hosts: *Lia* is a Batak Indonesian from the northern part of the island of Sumatra. Her home village is close to the world-famous Lake Toba, the world's largest volcanic lake. Lia lived & worked in Singapore for 20 years before moving to Bali with her husband, Steve, in 2021. Besides being a qualified Yoga instructor, & the driving force behind Villa Mata Hari's lush tropical gardens, Lia is also a wonderful cook & can provide you with a range of simple, but delicious home-cooked meals if you don't feel like venturing out. Lia can usually be found somewhere around the villa, but failing that please WhatsApp her on **+62 813 3896 7799**.

Steve was born & raised in the UK but now also carries an Australian passport & has behind him a 30-year international career running large international service delivery organisations. He has spent most of his life living & working outside the UK, in the Middle East (Egypt), in Europe (Belgium), in Australia, & for the last 10 years in Asia (Singapore & China). Please reach out to Steve via WhatsApp on **+62 811 389 1116**.

Housekeeper: *Niluh* is a local lady who was born & raised in the village of Selat. She is well connected in the local community & a good source of local knowledge. Niluh speaks Bahasa Indonesia & Balinese but her English is limited, so please contact Steve or Lia for anything beyond simple enquiries in English. As our Housekeeper Niluh works 6 days per week, from 09:00-16:00. She is responsible for the laundry, for keeping the Villa rooms clean & tidy, replenishing the supplies in the room, & changing the bedclothes & towels to meet your needs – please just let us know when you need them changed.

Gardener: Lia uses a number of gardeners from the local community in Selat to help her maintain Villa Mata Hari's extensive, & beautiful tropical gardens.



PT MATA HARI MANAGEMENT SERVICES

Jln Tukad Baas, Desa Selat, Buleleng, Bali 81161
Email: villa.matahari.official@gmail.com
Tel: +62 811 389 1116

Pool Man: *Kadek* is the magician that makes sure Villa Mata Hari's magnificent 15-metre infinity pool is kept crystal clear all year round. Kadek is another local from one of the many villages along the mountainside in North Bali, & is a friendly, approachable chap, with good English.

Driver: We use a number of local drivers including *Gede & Ketut* who are all our experienced drivers well versed in navigating North Bali's challenging, winding roads. They will be the ones meeting you, or dropping you off at the airport or wherever you've been staying before & after visiting us, or the ones to take you on an adventure around this wonderful corner of Bali. All are polite, friendly, helpful chaps, with a wealth of knowledge of Bali & its many & varied sights, & an excellent command of English.

RESERVATIONS:

If you're booking with us direct, your reservation will be confirmed on payment of a deposit equal to 30% of the total cost of your stay, & will be guaranteed until the date of check-in. All prices quoted are inclusive of local government taxes.

CHECK-IN / CHECK-OUT / BUSINESS HOURS:

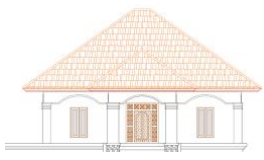
Reception is open for Check-In & Check-Out from 09:00-18:00, 7 days per week

Check-In is available from 15:00 local time on the day of Check-In. Late Check-In can be made available on request. Early Check-In may be available, on request, but will always be subject to room availability. Notification of Check-In time is requested prior to the day of Check-In. Failure to confirm Check-In time before 12:00 noon on the day of Check-In could result in your reservation being cancelled & your room being made available to other guests. Payment in full of the balance of the total cost of your stay will be required upon Check-In. A copy of guests' photo ID & the credit card used for payment will also be needed at Check-In.

Check-Out is before 12:00 noon. Early Check-Out can be made available on request. Late Check-In may also be available, on request, but will always be subject to room availability.

CANCELLATIONS:

Deposits will be returned in full only for cancellations made 7 days prior to the day of Check-In. For the avoidance of doubt, this means that a Check-In on a Monday must be cancelled before the close of business (18:00 local time) on the prior Monday to avoid the deposit being forfeit.



PT MATA HARI MANAGEMENT SERVICES

Jln Tukad Baas, Desa Selat, Buleleng, Bali 81161
Email: villa.matahari.official@gmail.com
Tel: +62 811 389 1116

EXTENDING YOUR STAY:

Extending your stay at the property is possible, subject to availability, on request to the owners.

AIRPORT TRANSFERS:

The journey from Villa Mata Hari to Bali's Ngurah Rai International Airport in Denpasar takes between 3-4 hours, depending on traffic. An English-speaking driver & car can be arranged on request for airport transfers to/from either the international, or domestic terminal for up to 4 passengers & luggage. A larger vehicle, with capacity for up to 20 passengers, can also be arranged at an extra cost of IDR 1,200,000 one-way. Please let Steve or Lia know your requirements in advance & they will be happy to organise a quote & make the arrangements for you.

Tipping for good service is common practice in Bali, but is not mandatory. Should you feel the driver has looked after you well, a tip of IDR 100-200,000 would be well received.

EXCURSIONS:

Check-out the [Activities](#) page of our website for details of all the wonderful places & things to see & do in this idyllic corner of Bali. An English-speaking driver & car can be arranged for excursions & Lia & Steve will be happy to help with your itinerary & to organise a quote for you.

SCOOTER HIRE:

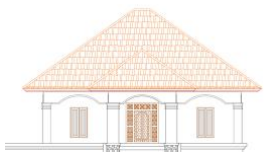
Villa Mata Hari is located in rural North Bali, approximately 15 minutes from the seaside town of Lovina. Taxi services, including Gojek & Grab are very limited. Scooter hire can be arranged on request but please us know in advance to avoid disappointment.

ACCESSIBILITY:

The property is located on the side of the mountain & is constructed over 2 levels separated by a 4 metre high retaining wall. Access to a number of the rooms requires stone stairways to be navigated. As a result, we regret that the property is not suitable for wheelchair-bound guests, or those with physical disabilities or ailments that make stair climbing difficult.

PARKING:

Free parking is available onsite for up to 2 vehicles. Access can be provided on a first-come, first-served basis.



PT MATA HARI MANAGEMENT SERVICES

Jln Tukad Baas, Desa Selat, Buleleng, Bali 81161
Email: villa.matahari.official@gmail.com
Tel: +62 811 389 1116

KEYS:

A key for their room & for the electric entrance gate will be provided to each guest on arrival & must be returned on check-out.

WATER & SEPTIC TANKS:

Water is a scarce commodity in Bali during the dry season from March until October each year & Guests are asked to be mindful of this & act responsibly when running taps in their rooms.

The property is located in rural Bali & is not connected to public sewerage facilities. Toilet waste is processed through the on-site septic tank & guests are therefore asked to bag anything other than toilet paper in the bags provided & place them in the rubbish bins for the housekeeper to dispose of.

ELECTRICITY SUPPLY:

To reduce our carbon footprint Villa Mata Hari has invested in a 5kw solar power plant with 24 solar panels located on the North & West facing roof of the property. This meets all of our daytime needs. However, Indonesia is a developing country where electricity supplies can be interrupted from time to time, & so we have a petrol-engined generator for emergency use in the event of a prolonged outage.

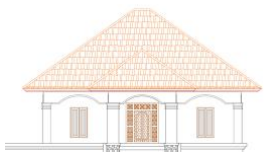
Villa Mata Hari is 878 km South of the Equator where average night time temperatures are about 24 degrees Celsius & so air conditioning units are provided in all bedrooms to help you maintain a comfortable temperature for sleeping. Please help us conserve the environment by turning off your air conditioning unit when not in your rooms.

GARDENS, SWIMMING POOL & SUN DECK:

The gardens, swimming pool & sun deck are for the shared use of the owners & guests on a first-come-first-served basis, & consideration for the enjoyment of everyone is requested from all. Pool towels are provided in each room & replaced regularly, & the use of these to "reserve" spaces on the sun loungers or bale is discouraged.

POOL TABLE:

A pool table is provided for the enjoyment of all guests. Power is supplied on the same circuit as the garden lighting so if there are any issues, please let Steve or Lia know immediately. At the end of your game please return all balls to the storage unit within the table, & replace the table cover to prevent damage to the cloth from local animals, insects & birds. Any damage caused to the table, equipment or Bale will need to be compensated.



PT MATA HARI MANAGEMENT SERVICES

Jln Tukad Baas, Desa Selat, Buleleng, Bali 81161
Email: villa.matahari.official@gmail.com
Tel: +62 811 389 1116

PRIVACY:

Guests are invited to enjoy the shared areas of the property & are requested to respect the privacy of other guests & the owners, who live on-site, including the "Staff Only" areas of the Main Villa which are clearly marked.

SAFETY:

The property is built over 2 levels separated by a 4-metre high retaining wall, includes a 15-metre long, unfenced infinity swimming pool, & contains a number of potential safety hazards for the careless or unwary. There are First Aid kits on site, but public medical facilities are some distance from the property, & guests are reminded that Indonesia is a developing country where medical standards may not be the same as in their home country. Guests stay at their own risk & comprehensive travel insurance, including emergency evacuation, is strongly recommended.

SECURITY:

The shared areas of the property are protected by 16 CCTV cameras that are activated 24x7 for the safety & security of the guests & the owners. No cameras are positioned within, or looking into, the rooms or buildings on site.

Your personal information will only be used to facilitate your stay at the property. It will not be shared with any 3rd parties without your permission.

Guests are responsible for the security of their belongings whilst on the property & each room is provided with a safety deposit for the storage of valuables. Please let Steve & Lia know if you need help to use them.

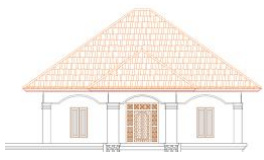
MEALS:

Guest accommodation is bed & breakfast & no cooking or self-catering, other than the tea & coffee & drinks provided, is permitted. A limited menu of delicious home-cooked Western & Asian meals, prepared by Lia, & a choice of drinks are available on request & at an extra charge. A copy of the menu can be found in your room, or by clicking on the "Additional Meals" icon in the "Services & Amenities" section of our web site. Breakfast is served from 8-10am: please place your orders the night before. Dinner is served from 6-8pm: please place your orders before 2pm.

Lia is a talented, natural cook & is happy to offer cooking classes for anyone interested in learning how to prepare a few Indonesian (& Asian) classics. Please contact Lia for a customised program to meet your needs & for a quote.

MASSAGE:

A massage service is available in your room or in the pool bale at an extra charge. Please ask Steve or Lia who will make the arrangements for you.



PT MATA HARI MANAGEMENT SERVICES

Jln Tukad Baas, Desa Selat, Buleleng, Bali 81161
Email: villa.matahari.official@gmail.com
Tel: +62 811 389 1116

CLEANING & LAUNDRY:

All rooms will be cleaned & the sheets/towels etc changed every 3 days. Guests that require a greater or lesser frequency can be accommodated on request.

COVID:

All rooms are cleaned & disinfected prior to the arrival of new guests. Surfaces are wiped down with COVID prevention grade cleaning agents. Staff in proximity to guests will wear face masks. All staff, as well as the owners, have been triple-vaccinated against COVID-19.

CHILDREN:

All rooms are intended as double Occupancy although a sofa bed is available on request, & for an extra charge, for the Guest Studio, & one additional child sharing a bed in the other rooms is permitted at an extra charge.

Children must be supervised at all times by an adult, & noise & disruption to other guests, & the owners, must be kept to a minimum. Villa Mata Hari is our home, containing antiques & treasured mementos from our travels around the world. Any damage caused by our guests & their children will need to be compensated.

A portable child cot & high chair, suitable for children under the age of 3, is available on request.

PETS:

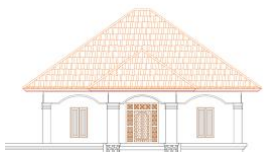
We have a number of friendly dogs & cats living on-site with the owners, therefore we regret that guests' pets are not permitted.

SMOKING:

All rooms are strictly non-smoking, however, guests may smoke outdoors, in the gardens, on the condition that cigarette/cigar butts are disposed of safely & not left on the grass, flower beds or pool deck. A cleaning charge of IDR 350,000 will be applied if smoking has been detected in the rooms.

DURIAN FRUIT:

Durian fruit is a local delicacy & one of those things that you either love or you hate! Sadly the smell let by Durian fruit is all pervasive & therefore we regret that the consumption of Durian fruit in the rooms or terraces at Villa Mata Hari is not permitted.



PT MATA HARI MANAGEMENT SERVICES

Jln Tukad Baas, Desa Selat, Buleleng, Bali 81161
Email: villa.matahari.official@gmail.com
Tel: +62 811 389 1116

DAMAGE:

Rooms will be inspected prior to departure & any damage found will be charged to guests' credit cards at Check-Out. Guests are requested to report any damage found on arrival as soon as possible after Check-In.

OTHER GUESTS:

To respect the privacy & enjoyment of other guests & the owners, who live on-site, please be considerate of not disturbing others at all times, & observe the quiet period between the hours of 22:00-08:00 each day.

HEALTHCARE:

Dentist: Dr. Hilda
Clinic: +62 3622 6200
Mobile: +62 812 395 1683

Local Doctor: Dr Asli – Singaraja
Mobile/WhatsApp: +62 813 3741 7792

International Clinic: International SOS (SOS Medika) - Denpasar
Tel: +62 361 720100

EMERGENCY SERVICES:

AMBULANCE : +62361118

FIRE DEPARTEMENT : +62361113

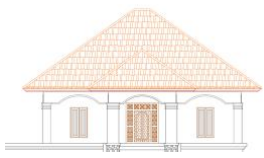
POLICE DEPARTMENT : +62361110

USEFUL NUMBERS:

INFORMATION : +62361 108

TOURIST INFORMATION CENTRE : +62361 166

AIRPORT NGURAH RAI : +62 361 751011



PT MATA HARI MANAGEMENT SERVICES

Jln Tukad Baas, Desa Selat, Buleleng, Bali 81161
Email: villa.matahari.official@gmail.com
Tel: +62 811 389 1116

FOREIGN CONSULATES:

Country	Telephone	Email	Web
United Kingdom	+62 21 2356 5200		https://www.gov.uk/world/organisations/british-consulate-bali
Australia	+62 361 2000 100	bali.congen@dfat.gov.au	https://bali.indonesia.embassy.gov.au
Germany	+62 361 288535		https://jakarta.diplo.de/id-en/embassy/honorary-consuls/bali/1687286
Netherlands	+62 361 761502		
Switzerland	+62 361 264149		https://www.eda.admin.ch/jakarta
France	+62 361 285485		
China	+62 <u>361 239901</u>		http://denpasar.china-consulate.org/chn/
Japan	+62 0361-227628	denpasar@dp.mofa.go.jp	https://www.denpasar.id.emb-japan.go.jp/itprtop_ja/index.html
Korea	+62 361 4455037		