



PULAU CHARTERS

## Terms & Conditions

### Bookings & Payment

To secure a charter reservation, a **50% deposit** is required. Once received, the date will be held in our calendar for up to 24 hours pending payment.

For bookings made more than 5 days in advance:

- A **50% deposit** secures the reservation.
- The remaining balance must be paid no later than **5 days prior to departure**.
- If the balance is not received at least 5 days before departure, the booking may be released and offered for rebooking.

For bookings made within 5 days of the charter date, **full payment** is required immediately to confirm the booking.

Payment links are valid for 24 hours from the time of issue. Full payment must be received before departure.

Accepted Payment Methods:

Visa & Mastercard (via EDC)	2% processing fee
Visa, Mastercard (via Xendit)	Up to 2.5% fee
Amex (via Xendit)	4% fee
Online bank transfer (IDR accounts)	No fee

### Change of Date Policy

- A **non-refundable change fee of IDR 2,000,000** applies.
- The request must be submitted at least 5 days prior to the original charter date.
- No changes are permitted within 5 days of the charter.
- A change of date is only confirmed once both the full charter payment and the change fee have been received.
- Approval of change requests is at the sole discretion of Pulau Private Charters and subject to availability.

### Additional / Extra Hour Fees

- Additional fees will apply if the charter extends beyond the scheduled return time, whether due to guest request or delay caused by the guests.
- Extra time charges also apply to add-on services such as DJ, Media Package, or Masseur.

## Corkage Fees

Bringing your own alcohol on board is not permitted. Snacks, food, and non-alcoholic drinks are acceptable.

Our full beverage menu is available upon request.

If you choose to bring your own alcohol, the following corkage fees apply:

Wine & Spirits	IDR 150,000 per bottle
Beer	IDR 100,000 per 6 cans/bottles

## Cancellations

### Cancellations by Authorities

- If the Indonesian Maritime Authorities (Harbor Master) cancel the charter due to unsafe weather or sea conditions, an alternative date will be offered.
- If rescheduling is not possible, a refund may be issued.
- This decision is made approximately 1 hour prior to departure.

### Cancellations by Guests

90+ days before charter date	Full refund (minus fees)
60–89 days before charter date	50% refund (fees excluded)
30–59 days before charter date	25% refund (fees excluded)
Less than 30 days before charter date	Non-refundable

### Non-Refundable Cases

- No refunds for cancellations due to personal reasons (including illness, change of travel plans, or travel restrictions).
- If a guest chooses to end the charter early (e.g., due to seasickness) when the Harbor Master has deemed conditions safe, no refund will be issued.
- Rain is not considered grounds for cancellation or refund. Charters proceed as scheduled unless the Harbor Master officially cancels departure due to unsafe weather or sea conditions.
- Jet Ski bookings cancelled by the guest are subject to a 50% cancellation fee.

## Damage

- Guests are responsible for any damage caused to the vessel, equipment, vehicles, or property of Pulau Private Charters, whether by themselves or members of their party.
- Pulau Private Charters reserves the right to charge the cost of repair or replacement directly to the guest's credit or debit card provided at booking, or to pursue legal recovery if required.
- The amount charged will reflect the reasonable cost of repair, replacement, or compensation for losses incurred.

## Force Majeure

- Neither Pulau Private Charters nor the guest will be liable for failure to perform obligations under this agreement if prevented by events beyond their reasonable control, including but not limited to natural disasters, severe weather, fire, flood, war, terrorism, pandemics, or government restrictions.
- If such an event occurs, affected bookings will be cancelled or rescheduled in line with the Cancellations Policy.

## Prohibited & Restricted Items

- For the safety and comfort of all guests and crew, the following items are strictly prohibited on board:
- Weapons, firearms, and ammunition
- Illegal drugs or controlled substances
- Guests found in possession of prohibited items may be denied boarding and may face legal penalties. Pulau Private Charters reserves the right to confiscate any dangerous or restricted items and to refuse service to any guest in violation of this policy.

## Acknowledgment

I have read, understood, and agree to the Terms & Conditions outlined above.

## Contact

- **Guest Enquiries:** +62 812-3834-4040
- **Agent Enquiries:** +62 811-3881-011 | +62 812-1477-7004
- [info@pulauprivatecharters.com](mailto:info@pulauprivatecharters.com)
- [www.pulauprivatecharters.com](http://www.pulauprivatecharters.com)
- @pulaulife