

Ratu Motu

Terms and Conditions

EBMI = PT Echo Beach Maritim Indonesia trading as Ratu Motu

RESERVATIONS

- 25% deposit of full payment is required per group/person to secure traveling dates.
- All bookings are considered open until deposits and booking forms are received.
- Bookings show as available until monies show in EBMI account.
- Bookings will not be held without deposits.
- All deposits are 100% non-refundable.

PAYMENTS

- 25% deposit of full payment is required per person to secure traveling dates.
- Balance of payment is required to be paid 30 days prior to departure and is non-refundable due to boat booking conditions and provisioning terms.
- All prices quoted are for RATU MOTU and DO NOT include international airfares OR extra nights needed in transit prior to or after guests trip.
- Confirmation will be sent via email receipt when any money is paid to confirm that we have received payment.
- There are no refunds or partial refunds given for poor surf, inclement weather, airline related delays or cancellations and late departures from a designated trip date or itinerary.
- In addition, there are no refunds given for reasons pertaining to unstable global, national, or local political or natural conditions that do not directly pose a threat to the safe operations of our lodge.
- Group/Individual payment not received by due dates, forfeits trip to first group/individual on wait list.
- All trips are non-refundable
- Transfer of dates must be 90 days prior to travel. Any transfer of dates is pending availability.
- Package price per person is dependent on numbers confirmed / booked on each trip.
- Payment is accepted as cash transfer, All EFT transfers must be in USD or IDR.
- Incoming calls are free of charge, however if guests wish to make calls from RATU MOTU phones a charge will apply.
- Captain accepts payments in cash, but a credit card facility is on board. Please clear your cards with your bank for international use.

AIRLINE RELATED INFORMATION

- EBMI is not responsible for airline board fees or baggage policies.
- EBMI does not accept any responsibility or fees for late arrival or non-arrival of surfboards, surfboard bags, diving equipment, fishing equipment or any other luggage.
- Departure, Airport & Airline taxes are the responsibility of passengers and may vary depending on airport.
- As guests will be travelling to some of the most remote surf regions in the world that are occasionally hampered by unstable local politics & infrastructure and natural disaster, please ensure the airline tickets guests purchase in advance are through an airline which is flexible with date change & destination changes and has a minimal cancellation policy. Again as per items under Payment – "There are no refunds or partial refunds given for poor surf, inclement weather, airline related delays or cancellations and late departures from a designated trip date or itinerary. In addition, there are no refunds given for reasons pertaining to unstable global, national, or local".
- When guests agree to terms & conditions of travel aboard RATU MOTU they take on travel on any airline or aircraft at their own risk.

TRANSIT, TRANSFERS & ACCOMMODATION

- All guests MUST use EBMI ground handlers and preferred accommodation.
- EBMI will provide Airport-Harbour-Airport transfers in port as part of the package price.
- EBMI is not responsible for ANY accommodation or incidental costs in transit.
- Should transfers be unable to operate due to unfavourable weather conditions, guests will be accommodated on board or at harbour until next available transfer.
- EBMI do not offer a refund or compensation if this happens.
- International Transfers - EBMI is not responsible for airline board fees or baggage policies.
- EBMI does not accept any responsibility for late arrival or non-arrival of surfboards, surfboard bags, diving equipment
- EBMI will not be held responsible for missed flights, delayed departures of flights or transfer of destination.
- EBMI will not be held responsible for any lost or damaged luggage.
- All prices quoted are for RATU MOTU and DO NOT include international airfares OR extra nights needed in transit prior to or after your trip.
- Booking and payment of international flights, taxes, and insurance are the responsibility of individuals and booking agents.
- Any group/individual who misses connection to RATU MOTU due to cancelled/delayed or missed flights will only be transferred to vessel at an additional charge equal to the cost of this transfer/handling.
- Costs associated with facilitation of transfer will be at expense of guests or agent.
- EBMI accepts no responsibility or expenses for missed/cancelled or delayed international flights and domestic flights.

- Changes to guest flights and or accommodation or any additional ground handling will be at the expense of guests or agent.
- Any services rendered by EBMI ground agent in regard to flights and accommodation changes will be at the fees nominated by EBMI ground agent at the expense of guests.

DOCUMENTS

- Guest's passports must be valid for at least 6 months from the date you enter Indonesia.

RIGHT OF REFUSAL

- EBMI and their representatives reserve the right to remove guests from the boat and cancel accommodation for any reason with no refund.
- EBMI reserve the right to refuse any booking for any reason.
- Guest of EBMI & Ratu Motu are expected to behave in a respectful and courteous manner at all times to staff, accompanying guests, surfers and locals. Behaviours otherwise will not be tolerated.

DAMAGES

- Any equipment or boat damaged/lost, beyond the normal wear, by guests will be charged to guests or agent at the replacement cost of same.