



## TERMS AND CONDITIONS & PAYMENT DETAILS

Please make sure you familiarise yourself with our Terms and Conditions. These are to ensure that the interests of both you and our staff are looked after at all times.

### TO SECURE DATES:

**+ To secure your dates, we require:**

- All requested details in regards to location, contact person, staff contact, etc
- Full payment to be made in full into the account below (unless otherwise arranged) so that we can secure staffing for your event.

+ For Last Minute Parties (within 3 days of the party taking place) the event must be paid via Paypal. It will incur a 3.5% transaction fee.

+ We do not accept cash payments on the day.

+ We need at least 24 hours in advance to organise a party.

### PAYMENT

+ No party can be confirmed without payment being received

+ Payment must be made in one amount, by one person, and not in multiple transactions by different guests.

+ Minimum numbers (6) are based on full paying guests and do not include children 15 and under in these rates. Events requested on a Peak date, ie NYE, Christmas, etc may be quoted with a surcharge or minimum numbers so that we can guarantee staffing.

+ We offer a reduced rate of \$10 per guest who would like to participate and is 15 years or under in age. Any guest who is 16 years or above is considered a standard guest.

## BANK DETAILS

+ We have an Australian Commonwealth account set up, so there are no International Transfer fees for Australian Guests. We can also accept Paypal payments for any other international guests (3.5% transaction fee)

**Account:** Anna Genders

**Bank:** Commonwealth Bank of Australia

**BSB:** 063-097

**Account:** 70212662

\*We can also issue you a Paypal invoice. Please note there is a 3.5% transaction fee for this.

+ Make payment using your name and party date as **reference (ie SMITH 12/3/23)**

+ You must then send through your proof of payment via email.

+ Payments need to be made in one amount (no split payments with other people as these are too hard for me to keep track of)

## DATE & TIME CHANGES

+ No changes can be considered inside of 48 hours prior to the event taking place.

+ We need at least 7 days' notice for date and time changes, and these are all subject to availability. If we don't have any availability, then you will need to keep your existing date and time or cancel.

## CANCELATIONS

+ We do not offer refunds for any cancellations.

+ A credit note for 24 months will be offered for the full amount for cancellations greater than 7 days prior to the event.

+ Events cancelled with less than 7 days' notice will forfeit their booking.

+ Event times changed between 48 hours prior, and 7 days are subject to availability

+ We strongly advise you DO NOT book a party on the day of arrival into Bali. There are too many unforeseen circumstances that may impact your party which we cannot be responsible for. Should you need to make any changes within the 48 hours due to flight changes or cancellations, we can provide a receipt for you to claim on travel insurance.

+ Where you require documentation at any stage for a Travel Insurance claim for a holiday cancellation or delay impact, please make contact and we can provide a full receipt.

+ Should **Cocoloco** due to unforeseen circumstances, have to cancel your event, you will be offered an alternative time or full refund.

\*Additional payments may be required when using a Credit Note in the case where price changes have taken place. We do not refund in the case where less numbers of people are present, and the full credit note is offered for the re-use of one party only.

## Event Details

+ It is your responsibility to notify us of any increases in party numbers so appropriate staff numbers and provisions can be provided. If more guests are present at the time of party than previously advised, then payment will be required prior to the party taking place before the party can start.

+ **Cocoloco** will not take responsibility for incorrect details being provided to us regarding venue and guests. Please check all confirmed details are accurate. It is the responsibility of the guest to provide **ALL REQUIRED** information as stated in the initial email, **Cocoloco** will not be responsible for following up incomplete event details.

+ It is your responsibility to have permission from your villa for **Cocoloco** to attend. It is vital that your villa staff are available to be contacted by our team prior to the event. We do not contact your accommodation provider in advance as our booking is with you and not the accommodation. If the team are asked to leave by the venue by the venue operators, Police or Banjar, then no refunds are applicable under any circumstance.

## PARTY RULES

+ Guests must always remain respectful. Should staff feel they are in a compromising, unsafe or illegal situation, they will leave the event immediately and no refunds will be issued for outstanding time.

+ HAVE FUN! Make sure you take lots of photos and upload to social media, tagging us @cocolocoinbali and using hashtags #cocolocoinbali & #gonuts

Please do not hesitate to discuss any of the above further

Team Cocoloco