

*Dear guests, Welcome to  
Villa Simprana*

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This manual provides you with essential information about your stay. It has been prepared to introduce some of the features of the property and to assist you in settling in. If you have any further queries, let us know and we will be pleased to help you.



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# Useful Info



Jl. Bidadari II E,  
Seminyak 

Click on the location on  
Google Maps



**USERNAME**  
Simprana Villa In  
Simprana room 2 and 3  
simprana villa\_EXT

**PASSWORD**  
simprana123



**Manager of the villa**  
Agus : +62 (0)812 3646 2086

The country code for Indonesia is +62  
Main emergency.....112  
Police.....110  
Ambulance .....118  
Fire department.....113



# Included



WELCOME DRINK



HOUSEKEEPING



GARDEN & POOL MAINTAINING



SAFETY BOX



CONCIERGE SERVICE



DRINKABLE WATER DISPENSER



ONE- WAY OR RETURN AIRPORT TRANSFER SERVICE IS AVAILABLE UPON REQUEST WITH EXTRA COST



POOL FENCE IS AVAILABLE UPON REQUEST WITH EXTRA COST



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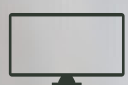


# Entertainment



**WIFI**

**PASSWORD**  
simprana123



**TV**

In each room



**SONOS\***

*CLICK ICON BELOW TO  
DOWNLOAD SONOS APP*



Connect with your  
phone or device by  
**Bluetooth** or  
download the App

\*To ensure a pleasant experience for everyone and out of respect of the neighbourhood, please be aware about the volume.\*



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# Housekeeping



## STAFF HOURS

Two\* housekeepers work 8 hours a day with 1 hour for lunch break.

\*In 2 days in the week, only 1 housekeeper.



## BREAKFAST

Breakfasts can be prepared upon request on the day before. You only have to pay for groceries and the staff will do the shopping and prepare everything for you.



## LINENS

Bed linen is changed every four days, towels every two days. Ask our staff if an earlier change is needed (extra charge).



## ASK THEM !

Do not hesitate to ask our staff if you have any enquiry. They will be pleased to help. Showing your appreciation of the villa staff through tips is always welcome in Bali.



# Villa Characteristics



We cordially invite all the guests to respect the nicely and finely decorated villa and all the elements contributed to its elegance.



Water or any other liquid can damage the surface of wooden or glass tables and cabinets. Please use the table mats and drink coasters provided.



Use the candles with precaution. No matter how sweet the smell, candles are still an open flame. It is important to take caution.



Please help us to protect the planet! Turn off AC and lights when you are not at the villa.



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# Rules & Policy

## 1. CHECK IN & CHECK OUT

Check in : 3 pm      Check out : 12 pm/noon  
Always assisted by a manager.

## 2. ADDITIONAL GUESTS

The villa comfortably fits 8 people (10 with 2 extra beds - extra charge applies). The exceeding guests (not validated by the marketing and management) will not be allowed inside the villa for safety and security reasons. Entry or access to the property may be refused or limited where the number of guests exceeds the number stated in the booking.

## 3. SMOKING

Smoking is not allowed inside the rooms and living area when closed, but is allowed outside the rooms or in the pool area. Please use the ashtrays provided.

## 4. FOOD AND BEVERAGES

Are not permitted in the bedroom.

## 5. DRUGS

All use of drugs is strictly forbidden and the management company of the villa has every right to exclude the guests from further entrance to the villa without refund after drug abuse. Drugs are forbidden and police will be notified. Indonesia is one of the strictest countries in the world regarding drug use and penalties.

## 6. NOISE & PARTIES

Out of respect for the peaceful neighbourhood, the guests are kindly requested not to make any kind loud noise or to play loud music after 10:30 pm. Parties are strictly forbidden. Fireworks, paper candle lanterns are not permitted.



## 7. POOL SURROUNDINGS

Under no circumstances are any glasses or mugs to be used in or around the pool areas. Plastic trendy glasses are provided for you to enjoy while drinking in or by the pool without any hazard. Any glass broken might be dangerous for the guests and will result in a full draining of the pool.

## 8. DAMAGE

Guests are liable for any damage or missing property. They will be charged for the cost of replacing or repairing. Guest damage charges are payable prior to check-out date. Pay particular attention to avoiding *cigarette holes on cushions and sofas*, and if you have a *new tattoo*, take precautions to protect it as some stains may be impossible to remove.

## 9. PARKING AREA

Whether for scooters or cars, guests are allowed to park in the spaces only allocated to the villa. Any violation, like parking in the neighbours' parking area or access road may result in fines or towing by local authorities.

## 10. VALUABLES

Valuables or personal property left at the property are at the guest's own risk. Valuables and/or personal property should be stored in the safety box provided in each room. We do not accept any responsibility for loss or damage to guests' valuables or personal property.

## 11. CHILD SAFETY

In the interests of safety, due care should be taken at the property at all times, especially with children. Suitable supervision should be given around pools, beaches and roads, and when using all property's facilities.



# Special Requests

## PRIVATE DINNER

Enjoy a dinner at the villa cooked by a private chef !  
Price on request. 24-hour notice.



## OTHER REQUESTS ?

Any further request ? You can ask our manager or our staff.

## SPECIAL OCCASIONS

Romantic flower decoration, rose petals, balloons can be provided for special occasions such as proposal, honeymoon, birthday, and anniversaries. Price on request.

## CONCIERGERIE SERVICE

Please click on the icon below to get access to the Conciergerie service.



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All the villa team wish you a pleasant stay at

*Villa Simprana*



WANT TO KNOW MORE ABOUT  
**PROPERTY INVESTMENT**  
IN BALI?

Feel free to contact us!



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