

# **FINNS BEACH CLUB TERMS & CONDITIONS**

## **1. FINNS BALI GENERAL TERMS AND CONDITIONS**

Payment constitutes acceptance of all FINNS Bali terms and conditions. Upon entry to any FINNS Bali venue, guests acknowledge and agree to all of the following terms and conditions.

### **1.1 OPERATING DAYS & HOURS**

1.1.1 FINNS Bali opening hours vary between facilities. Please refer to FINNS Bali websites for hours of operation.

1.1.2 FINNS Bali Management reserves the right to change the operations days and hours as it deems fit without prior notice.

1.1.3 FINNS Bali will not open on Nyepi (Silence Day) in accordance with Balinese custom.

### **1.2 BOOKINGS & RESERVATIONS FOR FURNITURE**

1.2.1 Online bookings must be paid in full at time of booking.

1.2.2 Online payments are processed through Airwallex or Stripe for international card transactions and MidTrans or bank transfer for domestic transactions.

1.2.3 Prices are in Indonesian Rupiah excluding tax and service charges.

1.2.4 Currency conversion rates are estimates only. Final payment calculations will be determined by your financial institutions.

1.2.5 After completing your booking, an automatic e-booking confirmation will be emailed to your designated email address.

1.2.6 Guests purchasing BOOK & SAVE "Arrive Before 1pm" must arrive and check in at the Front Office before the designated time of 1 pm to guarantee the availability of the prepaid bed.

1.2.7 FINNS Bali will automatically release the reserved bed after 1.00 pm, however, the guests will be able to enjoy the minimum spend credit at the restaurants and bars areas.

1.2.8 FINNS Bali will use their best endeavours to find a suitable alternative based on availability.

1.2.9 Upon arrival guests with furniture reservations must provide the credit card and the ID used for the online booking. If the guests are not able to present them, FINNS Bali will refund the online payment and request a new payment on the spot.

1.2.10 Guests must show booking confirmation via hard copy or mobile device upon arrival at Reception.

1.2.11 If you cannot present booking confirmation or valid ID in booking name then the check-in will be denied and no refunds will be provided.

1.2.12 All information given to FINNS Bali must be accurate and current.

1.2.13 Booking is not applicable for group bookings. All bookings will be treated individually.

1.2.14 FINNS Bali strictly forbids selling of bookings at an increased price by any third party. In such cases bookings will be automatically void with no refund.

1.2.15 Guests will have two attempts within 1 hour to reserve their bed. FINNS Bali will block IP addresses for 2 hours if guests exceed this limit.

1.2.16 Guests who leave the venue even for a short time without processing the check out will automatically lose their reserved furniture and no refund will be provided.

### **1.3 BOOKINGS & RESERVATIONS FOR RESTAURANTS**

1.3.1 Table reservations may be released after 15 minutes if the party hasn't arrived.

1.3.2 Maximum dining table size is 12 guests per table.

1.3.3 Dress code applies (see section 1.13)

1.3.4 Prices are in Indonesian Rupiah. Prices are 100% credited towards food & beverages excluding tax and service charges.

1.3.5 Subject to availability to confirm a group table reservation a fully redeemable deposit is required.

1.3.6 All bookings are entitled to a 2 hours seating window from booking time, however, the party must arrive within 15 minutes from the booking time otherwise the table will be released and no refund will be provided.

### **1.4 REFUND POLICY**

1.4.1 Bookings are 100% refundable if the venue is closed or a special event is cancelled prior to commencement.

1.4.2 No refunds will be issued if the venue is open. This includes, but is not limited to, personal emergencies, sickness, travel disruptions, changes in plans, booking misunderstandings, weather-related events (unless the venue closes), or no-shows, regardless of reason, if the venue is open on the booking date.

### **1.5 AMENDMENT POLICY**

1.5.1 Date change requests can be made within 2 hours after the original transaction time, subject to availability - free of charge.

1.5.2 Date change requests can be made between 2 hours after the original transaction time and 48 hours before the arrival date, subject to availability. An amendment fee of IDR 500,000 applies, which is a fee and not valid towards the minimum spend credit.

1.5.3 Date change requests can be made less than 48 hours before the booking arrival date. An amendment fee of IDR 1,000,000 applies, which is a fee and not valid towards the minimum spend credit.

1.5.4 Date or time change requests more than 2 hours from online restaurant booking times are available, subject to availability at the latest 48 hours in advance of the booking arrival date with an amendment fee of IDR 500,000++ allocated towards minimum spend credit.

1.5.5 Furniture upgrades and bed type changes can be made at any time, subject to availability. An additional minimum spend may be required.

1.5.6 Amendment requests after 11am (Bali time) on the booking date will be denied with no exception.

1.5.7 Reservations Office hours are 9am – 8pm daily. Requests outside of office hours will be responded to the following morning.

1.5.8 All amendment requests must be submitted in writing with original booking confirmation attached to [reservations@finnsbeachclub.com](mailto:reservations@finnsbeachclub.com) by latest 5pm (Bali time).

1.5.9 Failure to attend on the day of booking is considered a no show and 100% cancellation fee applies.

## 1.6 FLEXI BOOKING

1.6.1 Flexi booking may be purchased at the time of making an online reservation.

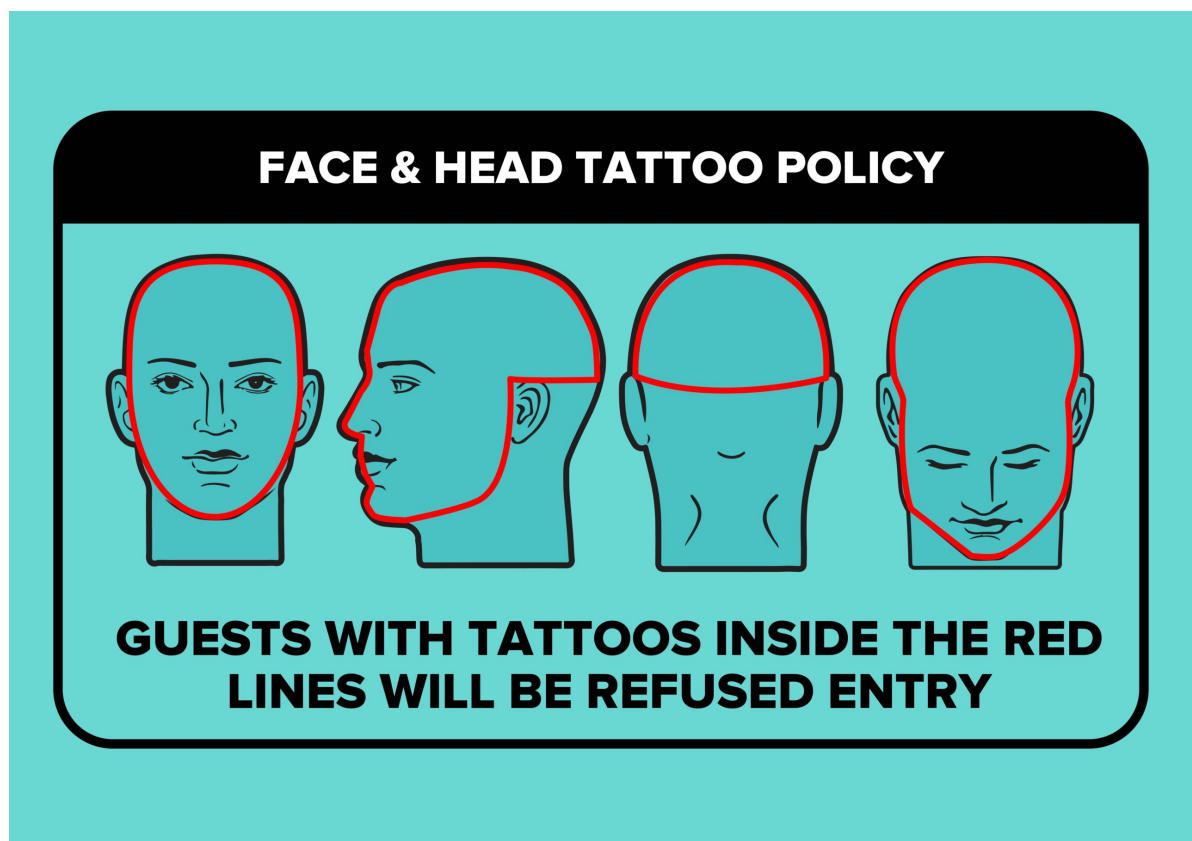
1.6.2 After the successful purchase of a Flexi Booking, you can change your booking date up to two times to any other date you would like, up to the exact same value of your original booking. Booking changes must be made 48 hours or earlier before the opening time on your booking date (special event dates are not eligible).

1.6.3 Booking changes must be communicated to [reservations@finnsbeachclub.com](mailto:reservations@finnsbeachclub.com) and approved prior to the 48 hours of the opening time of your booking. Proof of purchase of both the Flexi Booking pass, and your original booking must be provided. The booking name must also be exactly the same as the original booking name. Transfers of Flexi Bookings are not permitted.

1.6.4 Date change requests with Flexi Bookings can be made less than 48 hours before the booking arrival date. An amendment fee of IDR 500,000 applies, which is a fee and not valid towards the minimum spend credit.

## 1.7 TATTOO POLICY

1.7.1 Guests with head or facial tattoos are not permitted to enter the venue.



1.7.2 Guests with tattoos inside the red lines will be refused entry

## 1.8 DAMAGES

1.8.1 Guests are liable for any repairs or replacement of any FINNS Bali Facilities which is damaged by them, whether accidental or intentional.

## **1.9 LOSSES**

1.9.1 FINNS Bali is not responsible and will not be held responsible for any loss of personal belongings of members, visitors and guests. Lockers rental are available, however, FINNS Bali cannot be held liable in case of loss, theft or damage of any valuables.

1.9.2 Lost and Found matters should be directed to Reception and will be recorded on the Lost and Found report by FINNS Bali employee.

1.9.3 FINNS Bali's items that are rented by members, visitors and guests such as towels, locker's key and any others that are lost, the replacement cost will be borne by the members or by the owners of the membership, visitors and guests.

## **1.10 WEAPONS**

1.10.1 No weapons, firearms or dangerous items are allowed inside the venue. The exception to this rule are FINNS Bali in-house Police or when Police or Army escorting VIP Guest, Politicians etc.

1.10.2 Armed members of Bali Polda forces are stationed at FINNS Bali entrances and seawall to act as a deterrent and take action if any act of terrorism is carried out on FINNS Bali property. They are stationed at FINNS Bali discretion.

## **1.11 UNDER THE INFLUENCE**

1.11.1 Members, visitors and guests who are under strong influence of alcohol or prohibited drugs will not be permitted to enter FINNS Bali or use any facilities.

## **1.12 VEHICLES & CAR PARKING**

1.12.1 All vehicles must be fully checked by security at entry, prior to access to the venue.

1.12.2 FINNS Bali accepts no responsibility for cars parked on their premises.

1.12.3 The car parks will remain open during operating hours of the FINNS Bali or as otherwise determined by Management.

1.12.4 Guests are required to observe all directions and signage of FINNS Bali within car parking areas.

1.12.5 Vehicles entering the FINNS Bali facilities are not permitted to park or drive in a manner which; obstructs fire or emergency access; obstructs pedestrian ways; or disturbs the ground or landscaping of the FINNS Bali facilities.

## **1.13 DRESS CODE FOR EACH AREA**

### **1.13.1 FINNS BEACH CLUB & VIP BEACH CLUB**

Smart Casual outfits are appreciated.

No matching shirts or costumes are permitted to be worn by groups.

Any person bearing or wearing gang colours are not permitted to enter the venue.

No AFL jerseys are permitted.

### **1.13.2 BONDI & MONSOON**

Smart Casual outfits are appreciated.

Male minimum dress standard: t-shirts/singlet, shorts/board shorts and sandals.

Female minimum dress standard: bikini top, sarong/pareo and sandals.

Wet swimwear is not permitted.

### **1.13.3 ST TROPEZ**

Casual Chic outfits are appreciated.

Male minimum dress standard: t-shirts, shorts/board shorts and thongs/sandals

Female minimum dress standard: bikini top, sarong/pareo and sandals.

Wet swimwear is not permitted.

#### **1.14 PETS & ANIMALS**

1.14.1 Under no circumstances are pets or animals of any kind to be brought into the premises.

#### **1.15 SMOKING**

1.15.1 Smoking is not permitted in the following areas: FINNS Beach Club and FINNS VIP Beach Club Entrance Foyer, Reception, Toilets and Locker Rooms.

1.15.2 FINNS Bali reserves the right to extend the areas where smoking is not permitted as it sees fit.

#### **1.16 PROHIBITED ITEMS**

1.16.1 All bags and other goods in your possession will be checked upon entering FINNS Bali premises. Any items not permitted will be labeled and held by security until departure.

1.16.2 Outside food and beverages are not permitted.

1.16.3 Single use plastic bottles and tumblers are not permitted.

1.16.4 The following items may not be used on the FINNS Bali Facilities: golf clubs, rollerblades, roller skates, "wheelies", skateboards, scooters, remote-controlled toys, including drones and any other item that might deemed unfit or dangerous by management.

1.16.5 No professional photography equipment including video cameras, telescopic lenses or drones are allowed into the venue without prior arrangement with FINNS Marketing Department.

1.16.6 Animals are not permitted in the venue.

1.16.7 Inflatable pool toys are not permitted.

1.16.8 Balloons and decorations are not permitted.

1.16.9 Illegal substances are not allowed inside the venue. Indonesia carries severe penalties for possession of illegal drugs.

1.16.10 Illegal or immoral activities including gambling, prostitution, prohibited drugs, possession or use of pyrotechnics or dangerous goods, and possession or use of firearms and other weapons are all strictly prohibited. The authorities will be notified immediately without warning.

1.16.11 Entry with personal towels is not permitted.

#### **1.17 BACK OF HOUSE**

1.17.1 Except with the prior permission of Management, Guests may not enter the back of the house areas.

#### **1.18 VAT & CHARGES**

1.18.1 All prices and fees payable at FINNS Bali are subject to prevailing Indonesian Government regulations.

1.18.2 A schedule of FINNS Bali charges and fees determined by the Management and as detailed in the FINNS Bali rules will be posted on FINNS Bali websites.

#### **1.19 AMENDMENTS**

1.19.1 FINNS Bali terms & conditions may be amended or modified without prior notice.

1.19.2 FINNS Bali Reserves the right to change venue layout at any time without prior notice.

1.19.3 FINNS Bali Reserves the right to change pricing at any time without prior notice.

1.19.4 Restrictions or limitations on access to the beach club and beach may be imposed at any time.

1.19.5 We may close the complete beach club, specific areas and/or the beach on a permanent or temporary basis at any time. If your reservation is affected, FINNS Reservations will contact you as soon as possible and advise the alternatives.

1.19.6 We reserve the right to modify these conditions at any time.

## **1.20 SPORTING GROUPS AND BUCKS PARTIES**

1.20.1 No Male Australian, NZ or UK Sporting Teams or Bucks/Stag groups are permitted in FINNS Beach Club or FINNS VIP Beach Club.

## **1.21 COMPLIANCE WITH FINNS BALI RULES**

1.21.1 FINNS Bali reserves the right to deny access to anyone who refuses to comply with the FINNS Bali rules.

1.21.2 FINNS Bali reserves the right to remove and ban any person from FINNS Bali facilities at any time if directions are not followed and/or Terms and Conditions in place are not followed.

## **1.22 MANAGEMENT AND STAFF**

1.22.1 The day to day operations of FINNS Bali are performed by salaried managers and staff who report directly to the FINNS Bali Manager. The Operator reserves the right to appoint a third party organization to act as Manager of FINNS Bali upon such terms, conditions and payments as the Operator deems fit.

1.22.2 All members and guests agree to treat all FINNS Bali staff with the utmost decency and respect.

1.22.3 FINNS Bali has zero tolerance to any disrespect towards FINNS Bali staff and customers and reserves the right to evict anyone upon a substantiated report of disrespect towards FINNS Bali staff or customers.

## **1.23 CONDUCT OF PERSONS AT FINNS BALI**

1.23.1 FINNS Bali has a zero tolerance policy for bad behavior that affects the enjoyment of other guests in our venues. The following acts will be deemed as breaches of the FINNS Bali rules:

1.23.2 Subjecting another Member or Staff to physical or verbal abuse which shall include use of profanity and the threat of or actual violence and threatening, offensive or harmful conduct.

1.23.3 Interrupting the operations of FINNS Bali by countermanding or questioning instructions issued to Staff by Management.

1.23.4 Broadcasting and publishing or assisting therein, any statement which could be construed in the opinion of the Management as detrimental to the reputation of FINNS Bali, including its Members, Management and Staff.

1.23.5 Management has been granted authority by the Operator to remove immediately from the FINNS Bali Venues any person breaching the FINNS Bali Rules relating to conduct.

1.23.6 FINNS Bali reserves the right to evict immediately anyone (guest or complete group) causing excessive damage or nuisance or if unlawful activities occur. If required, the relevant Indonesian authority will be contacted. FINNS Bali decision is final and no-refund will be provided.

## **1.24 INTERPRETATION OF FINNS BALI RULES**

1.24.1 In the event of any ambiguity in the interpretation of the FINNS Bali rules, the Management's opinion on the matter shall be final.

## **1.25 ADULT ONLY AREAS**

1.25.1 VIP Oceanfront Pool is adult only, 16 years and over. Children are not permitted in this area.

1.25.2 FINNS Beach Party is adult only, 16 years and over. Children are not permitted in this area including Party Beds or the Party Platform.

1.25.3 Starting 1st May 2025 FINNS Beach Club is an Adults Only Venue (16+)

## **1.26 CHILDREN**

1.26.1 Children must be supervised by an adult at all times. Supervision of children is the sole responsibility of the parent/guardian. FINNS Bali is not responsible for supervision of children or injury or damage that occurs on the premises from a result of children not being supervised.

1.26.2 Children remain at all times the responsibility of a parent who is expected to ensure that they act in a reasonable manner without causing undue disturbance to other guests.

1.26.3 Starting 1st May 2025 guests under 16 years of age will no longer be allowed into FINNS Beach Club.

## **1.27 SWIMMING POOLS**

1.27.1 Guests using the swimming pool do so at their own risk and responsibility.

1.27.2 All visitors must rinse off at the designated showers located at the main entry and beach entry before entering or reentering the venue.

1.27.3 Proper bathing attire must be worn at all times. Nudity is not allowed.

1.27.4 No child is allowed in the pool area or in the pool unless accompanied by an adult (parents, nanny or guardian). Although the facility will have a lifeguard on duty during operational hours, any adult bringing children into the swimming pool shall be responsible for their safety.

1.27.5 Lifeguard instructions and signed directions must be followed at all times. FINNS staff reserves the right to restrain and do what is necessary to any person who does not follow directions causing danger to themselves or others.

1.27.6 Running and shouting around the pool area is not permitted.

1.27.7 No person shall be allowed near the pool area during a thunderstorm or lightning.

1.27.8 Persons with sores, other evidence of skin diseases or wearing bandages of any kind will not be permitted to use the pool.

1.27.9 No metal articles, large inflatable toys or toys of a hazardous nature will be permitted in the pool area.

1.27.10 Only experienced swimmers should swim in the deep end of the pool.

1.27.11 FINNS Bali shall not be held responsible for accidents to bathers using the pool and to any other persons in the vicinity of the pool area.

1.27.12 FINNS Bali shall not be responsible for any injury, death or illness or any loss or damage in the FINNS facility whatsoever/howsoever caused; sustained or incurred out of, or in any way connected with the use whether proper or otherwise, of the Swimming Pool area, whether defective or otherwise.

## **1.28 SECURITY AND EMERGENCY PROCEDURES**

1.28.1 FINNS Bali has signed a contract with International security consultants and Management will introduce security and emergency measures from time to time.

1.28.2 For the protection of FINNS Bali Facilities and Members/Visitors/Members' Guests, all patrons are encouraged to familiarize themselves with all security and emergency measures implemented by FINNS Bali and in times of emergency, obey all instructions of Staff who will have been trained to handle such situations.

## **1.29 LUGGAGE CHECK-IN**

1.29.1 Guests may check in luggage with our valet for convenience and security purposes. All luggage must be properly tagged and identified upon check-in.

1.29.2 For the safety and security of all guests, any checked-in luggage will be subject to inspection by our trained sniffer dogs.

1.29.3 These inspections are conducted discreetly to minimize any disruption to the guest experience and ensure compliance with FINNS safety protocols.

1.29.4 Prohibited items, including weapons, explosives, illegal substances, or any other items deemed unsafe by FINNS, are not permitted on the premises.

1.29.5 Should restricted items be detected during inspection, FINNS security reserves the right to take appropriate action, including notifying the relevant authorities.

1.29.6 Guests are responsible for ensuring their luggage does not contain any prohibited or unsafe items.

1.29.7 Any luggage left with the valet remains the property of the guest, and FINNS Beach Club is not liable for loss or damage unless otherwise specified.

1.29.8 All luggage inspections are conducted with the utmost discretion to protect guest privacy. No personal items will be removed or handled unnecessarily during the inspection process.

1.29.9 FINNS Beach Club reserves the right to refuse to check in luggage that poses a safety or security risk, or if the guest declines to comply with the inspection process.

1.29.10 By checking in luggage with the valet, guests acknowledge and accept these terms and conditions as part of FINNS Beach Club's overall commitment to safety and security.

### **1.30 LEGAL DRINKING AGE**

1.30.1 The legal drinking age in Indonesia is 21 years. FINNS Bali may request photo ID to show proof of age at any time.

1.30.2 Alcoholic beverages will not be served to persons under 21 years.

### **1.31 GIFT CARDS**

1.31.1 Validity: the voucher is valid for a period of 12 months from the date of issue, and cannot be used after this period.

1.31.2 Redemption: applicable for online bookings, or in-venue for a food & beverages credit at FINNS BEACH CLUB. Not redeemable during special events such as Anniversary and New Year's Eve. Cannot be used to purchase add-ons such as the Birthday Package.

1.31.3 Non-transferable: the voucher is non-transferable, non-refundable and cannot be exchanged for cash.

1.31.4 Discounts: the voucher cannot be used in conjunction with any other offers or discounts.

1.31.5 Remaining Balances: if your purchase is less than the value of the voucher, the remaining balance will not be returned.

1.31.6 Partial Redemption: in case of a purchase exceeding the voucher value, the difference shall be paid by the bearer.

1.31.7 Single Use: this voucher is intended for one-time use only, irrespective of the value of the purchase.

### **1.32 Gift Vouchers (Charity, Third Parties & Partners)**

1.32.1 This voucher expires on the date stated; no extensions.

1.32.2 Valid for use from Monday to Thursday and not redeemable on weekends.

1.32.3 This voucher cannot be redeemed during special events such as New Year's Eve.

1.32.4 This voucher is non-transferable, non-refundable and cannot be exchanged for cash.

1.32.5 If your purchase is less than the value of the credit, the remaining balance will not be returned.

1.32.6 In case of a purchase exceeding the voucher value, the difference shall be paid by the bearer.

1.32.7 This voucher is intended for one-time use only, irrespective of the value of the purchase.



1.32.8 To redeem this voucher, please email it to our Reservations team [reservations@finnsbeachclub.com](mailto:reservations@finnsbeachclub.com) when making a booking, or present it to our Front Office when at the venue.

### **1.33 VIP WELCOME DRINK**

1.33.1 Welcome mimosa per eligible guest for all VIP bed bookings.

1.33.2 Welcome drink is subject to availability and may be changed without notice.

### **1.34 ULTIMATE EXPERIENCE**

1.34.1 All Ultimate Experience bookings include a minimum spend fully credited towards food and beverages, purchases on the day of your booking. The value of your minimum spend equals the amount paid at the time of purchase.

1.34.2 All components of the package must be availed on the same visit and cannot be redeemed separately or across different visits.

1.34.3 This package cannot be exchanged for cash and is non-transferrable.

### **1.35 ULTIMATE EXPERIENCE INCLUSIONS**

1.35.1 15% Exclusive Discount at our VIP retail store and Grand Boutique.

The discount is applicable only on full-priced items and cannot be used in conjunction with any other discounts or promotions.

1.35.2 All components of the package must be availed on the same visit and cannot be redeemed separately or across different visits.

### **1.36 TAILORED ADD-ONS MENU**

#### **1.36.1 BIRTHDAY PACKAGE**

1.36.1.1 The birthday package can be booked online 72 hours in advance or in-venue on the day, subject to availability.

1.36.1.2 Guests have the option to add the birthday package to their existing booking, subject to availability.

1.36.1.3 This package is not available for purchase during special events, such as New Year's Eve.

1.36.1.4 This package is non-transferable to other individuals or bookings.

1.36.1.5 This package is non-refundable, and its cost is not included in the minimum spend requirement.

1.36.1.6 All items included in the package are subject to availability.

1.36.1.7 The bottle show is not available during our daily happy hour (between 8-9PM)

1.36.1.8 Beverages selections within the package are subject to availability. If an item is unavailable, a substitute of equal value will be provided.

1.36.1.9 Any damage incurred to items included in the birthday package will be charged directly to the guest.

1.36.1.10 The package can only be redeemed on the day of the reservation.

#### **1.36.2 VIDEO PACKAGE**

1.36.2.1 A notice period of at least 7 days is required prior to the scheduled shootu

1.36.2.2 Our package includes 2 hours of total content collection, which can be exploited across the day in periods of 30 minutes.

1.36.2.3 Allow a turnaround time of 7 days for the final video product to be created.

1.36.2.4 The package includes one edit/revision to ensure the final product meets your satisfaction. Please allow a minimum of 48 hours for each round of revisions to be completed.

1.36.2.5 The final video will have a maximum duration of 30 seconds.

1.36.2.6 The final video will be delivered through a google drive link, in both landscape and portrait formats to facilitate diverse platform use.

1.36.2.7 The inclusion of the FINNS watermark is mandatory in all videos.

1.36.2.8 The video package is exclusively available to group bookings or private events and is not offered for purchase for individual or non-event related bookings.

### **1.36.3 PHOTO PACKAGE**

1.36.3.1 A notice period of at least 7 days is required prior to the scheduled shoot.

1.36.3.2 Our package includes 2 hours of total content collection, which can be exploited across the day in periods of 30 minutes.

1.36.3.3 Allow a turnaround time of 7 days for the pictures to be edited and delivered.

1.36.3.4 The package includes a maximum of 30 pictures.

1.36.3.5 The photos will be delivered through a google drive link, with a mix of both landscape and portrait formats to facilitate diverse platform use.

1.36.3.6 The inclusion of the FINNS watermark is mandatory in all photos.

1.36.3.7 The photo package is exclusively available to group bookings or private events and is not offered for purchase for individual or non-event related bookings.

### **1.37 ONLINE PURCHASES**

1.37.1 All bottles, merchandise and donations purchased online are in addition to minimum spend.

### **1.38 ADD TO CART ITEMS**

1.38.1 Add to cart items are subject to availability.

1.38.2 If the purchased item is not available on the date of your arrival, a food & beverages credit of equal value will be given.

1.38.3 All add to cart item purchases are non-refundable.

1.38.4 FlyBali add to cart items are subject to FlyBali's booking terms & conditions as per <https://flybali.id/policy>. Your purchase of a FlyBali tour through FINNS, is a voucher purchase to redeem directly with FlyBali. FlyBali flights DO NOT start, or end, at FINNS Beach Club. FlyBali Add-On Vouchers purchased through FINNS Beach Club online are valid for 6-months from the date of purchase. Redemption & service delivery is conducted by the FlyBali team directly.

### **1.39 MONSOON FREE FLOW PACKAGE**

1.39.1 The Monsoon Free Flow is available daily from 11:00 AM to 11:45 PM.

1.39.2 Menu items are subject to availability, and management reserves the right to change them without prior notice.

1.39.3 Guests consuming items from the Monsoon Free Flow menu must have purchased the package either online or in-venue.

1.39.4 All guests in a party must purchase the Monsoon Free Flow Package to be seated at the same table.

1.39.5 Guests are entitled to order one drink per person at a time.

1.39.6 Guests may not order a new drink until the previous one is finished.

1.39.7 Beverages may not be taken away. All drinks must be consumed at Monsoon during the designated seating time.

1.39.8 Free Flow drinks may only be ordered at the guests' assigned table in the Monsoon restaurant.

1.39.9 The Free Flow Package is not available in any other area of the Beach Club.

1.39.10 The Free Flow ends when guests leave their table to move to a different area of the Beach Club, and it will not be restarted, even if the three-hour time limit has not expired.

1.39.11 For online bookings, the Free Flow period will follow the reserved time, regardless of late arrival.

1.39.12 For walk-in guests, the Free Flow begins upon arrival.

1.39.13 Reservations for groups exceeding 20 people are considered group bookings. Please contact [events@finnsbeachclub.com](mailto:events@finnsbeachclub.com).

1.39.14 The Monsoon dress code applies (see section 1.13.3).

1.39.15 Bookings are non-changeable, non-transferable, and non-refundable.

1.39.16 Management reserves the right to discontinue the Monsoon Free Flow Package at any time, for any reason. If a paid reservation cannot be honored due to discontinuation, the reservation may be amended to a replacement product or the payment allocated to other appropriate products.

1.39.17 Standard FINNS Beach Club and Monsoon terms and conditions apply to this product.

1.39.18 The Monsoon Free Flow Package is for adults only; guests must be 21 years or older.

#### **1.40 LOCKER RENTAL**

1.40.1 The locker rental fee is IDR 100,000.

1.40.2 A refundable security deposit of IDR 400,000 is required at the time of rental.

1.40.3 Guests with a Blue tab number are exempt from the deposit.

1.40.4 The rental period lasts until 11:59 PM on the day of rental.

1.40.5 The security deposit will be refunded only upon the return of the locker key on the same day

1.40.6 Failure to return the key, returning a damaged key, or returning the key after the rental period will result in a full or partial forfeiture of the security deposit

1.40.7 FINNS is not responsible for any loss or damage to belongings stored in the locker.

#### **1.41 TOWEL RENTAL**

1.41.1 The towel rental fee is IDR 50,000.

1.41.2 The rental period lasts until 11:59 PM on the day of rental.

1.41.3 Any damage or loss of the towel will incur a charge of IDR 200,000.

#### **1.42 PAYMENT POLICY**

1.42.1 We prefer cashless payments. Cash is accepted, but only in IDR (Indonesian Rupiah). Please note that no currency exchange services are available on-site.

#### **1.43 PERSONAL SECURITY / BODYGUARDS**

1.43.1 Guests must obtain prior approval from the venue's management to bring personal security. Approval is at the discretion of the venue.

1.43.2 Guests are fully responsible for the actions and behavior of their personal security personnel while on premises.

1.43.3 Personal security must adhere to all venue rules and regulations. Any disruptive behavior will result in immediate removal.

1.43.4 The venue reserves the right to deny entry or eject personal security personnel or guests at any time without notice.

#### **1.44 FINNS MERCH ONLINE**

##### **1.44.1 ORDER COLLECTION**

1.44.1.1 All online orders must be collected in person at FINNS Boutique's on the date of your visit, as indicated in your FINNS purchase confirmation email and receipt.

1.44.1.2 Guests must present their booking name to staff to retrieve their order.

1.44.1.3 FINNS Hostess team will guide guests upon arrival to the retail team for order pick up.

##### **1.44.2 STOCK UNAVAILABILITY AND SUBSTITUTIONS**

1.44.2.1 In the event an item is unavailable after purchase, we will offer an exchange for an alternative item of equal or greater value, or provide full refund if no suitable exchange is not accepted

##### **1.44.3 ORDER FULFILLMENT**

1.44.3.1 Orders are prepared and packed by our shop team immediately upon receipt of purchase notification.

1.44.3.2 Customers will be contacted in advance if there are any fulfillment issues prior to their arrival.

##### **1.44.4 ORDER AMENDMENTS**

1.44.4.1 If your booking is amended, the Reservations Team will notify the Retail Team and the pick up date will be adjusted in our system, and the item will be held accordingly.

##### **1.44.5 BOOKING TRANSFERS TO ANOTHER PERSON**

1.44.5.1 The order will remain valid, and the new guest may collect the item.

1.44.5.2 Size exchanges will be accommodated, subject to availability.

1.44.5.3 All other Terms & Conditions apply to the transferred person(s).

#### 1.44.6 RETURNS AND REFUND

1.44.6.1 All sales are final. We do not offer any returns or refunds.

#### 1.44.7 EXCHANGES

1.44.7.1 Permitted only for

Alternate sizes (if available).

To other FINNS merchandise of equal or higher value (price difference payable by the guest).

No credit or refund will be issued if the new item is of lesser value.

#### 1.44.8 HOLDING PERIOD

1.44.8.1 Orders will be held for 14 days from the scheduled pick up date.

1.44.8.2 After this period, the purchase is considered forfeited, and the item may be returned to stock without refund.

## 2. PROMOTIONS

### 2.1 ULTIMATE EXPERIENCE FLASH SALE

- 2.1.1 Upon purchasing the Ultimate Experience, you will receive a unique booking code sent to your email address after payment.
- 2.1.2 The Ultimate Experience voucher can be used to book the 'Ultimate Experience' online from Monday through Thursday only.
- 2.1.3 All Ultimate Experience bookings include a minimum spend fully credited towards food and beverages purchases on the day of your booking. The value of your minimum spend equals the amount paid at the time of purchase.
- 2.1.4 The free bottles selection includes 3 spirits and 2 wines: East Indies Archipelago Dry Gin, SKYY Vodka, Bacardi Carta Blanca Rum, Rose Wine Sacred Hill, Sparkling Wine Two Islands Reserve Brut. Please note that the selection is subject to availability and may change without prior notice.
- 2.1.5 Voucher cannot be redeemed during special events.
- 2.1.6 VIP Ultimate Experiences will be available after our VIP makeover is complete, 1 June 2024.

### 2.2 FEEDBACK COMPETITION WINNER

- 2.2.1 Validity: the voucher is valid for a period of 3 months from the date of issue, and cannot be used after this period.
- 2.2.2 Redemption: Redemption is exclusively available through a FINNS representative, who will contact you to assist with the process. Valid for use from Monday to Thursday and not redeemable for the weekend and special events such as New Year's Eve.
- 2.2.3 Non-transferable: the voucher is non-transferable, non-refundable and cannot be exchanged for cash.
- 2.2.4 Remaining Balances: if your purchase is less than the value of the credit, the remaining balance will not be returned.
- 2.2.5 Discounts: the voucher cannot be used in conjunction with membership discounts.
- 2.2.6 Partial Redemption: in case of a purchase exceeding the voucher value, the difference shall be paid by the bearer.
- 2.2.7 Single Use: this voucher is intended for one-time use only, irrespective of the value of the purchase.

### 2.3 ONLINE BIRTHDAY PROMO

- 2.3.1 Offer can be redeemed only once.
- 2.3.2 Booking date must be within six months of receiving the promotional email.
- 2.3.3 Promotion applies exclusively to daybed bookings, excluding luxe bed reservations.
- 2.3.4 This offer cannot be used during major events.
- 2.3.5 The complimentary bottle must be claimed on the same day as the booking and cannot be transferred or redeemed for cash or any other service.

2.3.6 Voucher cannot be redeemed during special events.

2.3.7 This offer cannot be used in conjunction with any other offer.

2.3.8 Promo code must be applied at checkout to redeem this offer; no retroactive discounts will be applied.

2.3.9 Choose one bottle between East Indies Gin, Bacardi Rum or SKYY Vodka.

2.3.10 Bottles subject to availability.

## **2.4 BUY 1 GET 1 FREE DAYBED**

2.4.1 This promotion is valid from January 27 2025 until February 28 2025.

2.4.2 The unique code to redeem your free daybed will be sent via email and is valid for 48 hours after email is sent.

2.4.3 The free daybed booking must be made within 7 days of your initial booking and cannot be claimed on the same day as your first booking.

2.4.4 The free daybed code is valid only for “Arrive Before 1 PM” bookings from Mondays to Thursdays.

2.4.5 Redemption is available for Deluxe Booth, Party Booth, Deluxe Beds, Party Beds, Luxe Beds, and VIP Beds only. All bookings are subject to availability.

2.4.6 The free daybed does not include any food and beverage credit.

2.4.7 This offer cannot be used in conjunction with any other offer.

2.4.8 Your reservation may be released after 15 minutes if no one has arrived to confirm the booking.

2.4.9 Amendments for the free daybed is not allowed.

## **2.5 BLACK FRIDAY SALE - 50% OFF DAYBEDS + A FREE BOTTLE**

2.5.1 A minimum spend is an upfront commitment to consuming food & beverages.

2.5.2 Minimum spend value equals the amount paid at the time of purchase.

2.5.3 50% off applies to minimum spend only. Guests will receive the F&B credit in line with their discounted minimum spend amount. This promotion does not give the full price minimum spend food & beverages credit amount.

2.5.4 Choose one complimentary bottle at checkout from the following selections: East Indies Gin, SKYY Vodka, Bacardi Spiced, Bacardi Carta Blanca, Tungjung Sparkling Wine or Little River Bourbon

2.5.5 Available for new online bookings from November 22, 2024 to November 22, 2025 excluding special event days and private areas.

2.5.6 Discount is valid for all daybeds except Luxe Beds, Booths, Deluxe & Party Platforms, Luxe Beds and Grazing on the Green.

2.5.7 Offer valid for bookings made any day of the week.

2.5.8 Discount does not apply to private event space areas, Ultimate Experience, walk-ins, and any add-to-cart items including merchandise, Flexi-booking, and bottles purchased online.

2.5.9 This offer cannot be used in conjunction with any other offer.

2.5.10 Offer only valid if a guest enters promotional code BLACKOUT during the checkout process online.

## **2.6 RETURN & SAVE 50%**

2.6.1 A minimum spend is an upfront commitment to consuming food & beverages. Minimum spend value equals the amount paid at the time of purchase.

2.6.2 50% off applies to minimum spend only. Guests will receive the F&B credit in line with their discounted minimum spend amount. This promotion does not give the full price minimum spend food & beverages credit amount.

2.6.3 The code is valid for one-time use only.

2.6.4 Available for new "Arrive Before 1pm" online bookings made within 7 days of the email being sent.

2.6.5 Discount is only valid for selected daybeds: Deluxe Beds, Super Deluxe Beds, Party Beds, Super Party Beds, VIP Beds, and Super VIP Beds.

2.6.6 Offer valid for bookings made from Monday to Thursday only.

2.6.7 Discount does not apply to private event space areas, group bookings, Ultimate Experience, walk-ins, and any add-to-cart items including merchandise, Flexi-booking, and bottles purchased online.

2.6.8 This offer cannot be used in conjunction with any other offer.

2.6.9 Offer valid if guest enters the unique code during the checkout process online.

## **2.7 2025 SALE - 25% OFF DAYBEDS**

2.7.1 A minimum spend is an upfront commitment to consuming food & beverages. Minimum spend value equals the amount paid at the time of purchase.

2.7.2 25% off applies to minimum spend only. Guests will receive the F&B credit in line with their discounted minimum spend amount.

2.7.3 Available for new online bookings between 13 January, 2025 and 28 February, 2025 excluding special event days and private areas.

2.7.4 Discount is valid for all daybeds except Party Platform, Deluxe Platform, Booths.

2.7.5 Offer valid for new "Arrive Before 1pm" online bookings made any day of the week.

2.7.6 Discount does not apply to private event space areas, group bookings, Ultimate Experience, walk-ins, and any add-to-cart items including merchandise, Flexi-booking, and bottles purchased online.

2.7.7 This offer cannot be used in conjunction with any other offer.

2.7.8 Offer only valid if guest enters promotional code during the checkout process online.

2.7.9 Offer is only available in Kinabalu, Kuala Lumpur, Brunei, Singapore, Hong Kong, Darwin, Perth, Bangkok, Jakarta, Surabaya, and Australia.

## **2.8 DECEMBER GIVEAWAY**

2.8.1 The daybed & credit are valid for 12 months from the date of winning.



2.8.2 Winners will be notified through a direct message from the official FINNS Beach Club account.

2.8.3 Upon receiving the notification, winners have 24 hours to respond and confirm their prize details.

2.8.4 If a winner does not confirm within the specified time frame, the prize may be reassigned, and FINNS Beach Club reserves the right to select an alternative winner.

2.8.5 Availability for reservations at FINNS Beach Club is subject to the venue's discretion.

2.8.6 The voucher is not valid during major holidays or special events.

2.8.7 The prize must be registered in the winner's name and is non-transferable to another individual.

2.8.8 The food and beverage credit is applicable only for food and beverage and tobacco purchases at FINNS Beach Club.

2.8.9 This credit is valid for one-time use only, regardless of the total purchase amount and the credit cannot be split across multiple bookings or future visits.

2.8.10 Any purchases exceeding the food and beverage credit will be the winner's responsibility.

2.8.11 The credit and/or daybed reservation cannot be refunded, exchanged, or redeemed for cash or any other products or services.

2.8.12 The credit cannot be combined with any discounts or promotions.

## **2.9 BRANDPAY**

2.9.1 A tab is required to use BrandPay as a payment method, this can be opened at the front office upon arrival.

2.9.2 BrandPay cannot be used at cash bars in the venue

2.9.3 BrandPay payments must be made at front office when the tab is settled

2.9.4 BrandPay is not applicable on special event days

2.9.5 BrandPay cannot be used to purchase tickets to special events in the venue

2.9.6 BrandPay is not applicable for any online purchases

2.9.7 BrandPay cannot be used on retail store items

2.9.8 FINNS reserves the right to approve or reject content posted on BrandPay if the content is deemed to be unfit to receive payment

2.9.9 FINNS reserves the right to set and change earnings per like at any time without notice

2.9.10 FINNS reserves the right to stop a BrandPay campaign at any time without notice

2.9.11 FINNS reserves the right to set the maximum amount of BrandPay credit to be redeemed per bill

2.9.12 Please see the BrandPay privacy and data usage here - <https://brandpay.io/privacy-policy>

## **2.10 MONSOON TASTE THE WORLD GIVEAWAY**

2.10.1 The giveaway prize includes 2 Taste the World food-only packages for dinner at Monsoon, valid for 3 months from the date of winning.

2.10.2 Winners will be notified through a direct message from the official Monsoon account.

2.10.3 Upon receiving the notification, winners have 24 hours to respond and confirm their prize details. If a winner does not confirm within the specified time frame, the prize may be reassigned, and Monsoon reserves the right to select an alternative winner.

2.10.4 Availability for reservations at Monsoon is subject to the venue's discretion. The prize must be booked in advance by contacting Monsoon at [reservations@monsoonbali.com](mailto:reservations@monsoonbali.com).

2.10.5 The prize is not valid during major holidays or special events.

2.10.6 The prize must be registered in the winner's name and is non-transferable to another individual.

2.10.7 The prize includes 1 x Bottle of Whispering Angel, 2 million IDR to spend in the Grand Boutique or VIP Boutique, and 2 Taste the World food and alcohol packages for 2 people. The Taste the World package includes a 5-course meal per person from the Monsoon Taste the World menu, along with 3 cocktails per person. The prize is redeemable for the food and alcohol package and does not include any additional drinks or upgrades beyond the set menu.

2.10.8 The prize can only be used once, and cannot be split across multiple bookings or visits.

2.10.9 Any purchases exceeding the value of the prize will be the winner's responsibility.

2.10.10 Standard Monsoon Taste the World terms and conditions apply for this giveaway, and any unmentioned terms from the official Monsoon Taste the World T&Cs will be enforced.

2.10.11 The prize cannot be combined with any other discounts or promotions.

## **2.11 FEBRUARY FLASH SALE - 50% OFF DAYBEDS**

2.11.1 A minimum spend is an upfront commitment to consuming food & beverages. Minimum spend value equals the amount paid at the time of purchase.

2.11.2 50% off applies to minimum spend only. Guests will receive the F&B credit in line with their discounted minimum spend amount.

2.11.3 Available for new "Arrive Before 1pm" online bookings between 14 February and 30 April 2025 excluding special event days and private areas.

2.11.4 Discount is valid for all daybeds except Luxe Beds, and Deluxe & Party Platforms.

2.11.5 Offer valid for bookings made from Monday to Thursday only.

2.11.6 Discount does not apply to private event space areas, Ultimate Experience, walk-ins, and any add-to-cart items including merchandise, Flexi-booking, and bottles purchased online.

2.11.7 This offer cannot be used in conjunction with any other offer.

2.11.8 Offer only valid if guest enters promotional code FEBFLASH during the checkout process online between 14 February until 28 February 2025.

2.11.9 This offer applies to new bookings only from 14 February and 30 April 2025.

## **2.12 FINNS X THURSDAY - 50% OFF DAYBEDS**

2.12.1 A minimum spend is an upfront commitment to consuming food & beverages. Minimum spend value equals the amount paid at the time of purchase.

2.12.2 50% off applies to minimum spend only. Guests will receive the F&B credit in line with their discounted minimum spend amount.

2.12.3 Valid for online bookings until 30 June 2025.

2.12.4 Available for new "Arrive Before 1pm" online bookings excluding special event days and private areas.

2.12.5 Discount is valid only for the following furniture: Deluxe Booths, Deluxe Beds, Surf Deck Booths, Super Deluxe Beds, Party Booths, Super Party Booth, Party Beds, Party Lagoon Beds, Super Party Beds, VIP Beds and Super VIP Beds.

2.12.6 Offer valid for bookings made from Monday to Thursday only.

2.12.7 Discount does not apply to private event space areas, Ultimate Experience, walk-ins, and any add-to-cart items including merchandise, Flexi-booking, and bottles purchased online.

2.12.8 This offer cannot be used in conjunction with any other offer.

2.12.9 Offer only valid if guest enters the assigned code for this promotion during the checkout process online.

## **2.13 48 HOUR FLASH SALE**

2.13.1 A minimum spend is an upfront commitment to consuming food & beverages. Minimum spend value equals the amount paid at the time of the purchase.

2.13.2 50% off applies to minimum spend only. Guests will receive the F&B credit in line with their discounted minimum spend amount.

2.13.3 Available for new "Arrive Before 1pm" online bookings between 7 April and 10 April 2025, excluding special event days and private areas.

2.13.4 Discount is valid for all furniture except Luxe Beds, Deluxe and Party Platforms.

2.13.5 Discount does not apply to private event space areas, Ultimate Experience, walk-ins, any add-to-cart items including merchandise, Flexi-bookings and bottles purchased online.

2.13.6 This offer cannot be used in conjunction with any other offer

2.13.7 Offer only valid if guest enters promotional code FLASH50 during the checkout process online between 4 April and 6 April 2025

2.13.8 This offer applies to new bookings only from 7 April to 10 April 2025.

## **3. SPECIAL EVENTS**

3.1.1 Additional terms and conditions may apply for Special Events. Please refer to the relevant web page for details.

## **4. GROUP BOOKINGS**

4.1.1 Group Bookings are compulsory for groups of 21+ people (Adults or Children)

4.1.2 Prices are in Indonesian Rupiah. Prices are 100% credited towards food & beverages excluding tax and service charges

4.1.3 Reservations are not confirmed until full payment has been received.

- 4.1.4 Bookings are non changeable, non-transferable and non-refundable.
- 4.1.5 Table reservations will be released 15 minutes after confirmed reservation time unless FINNS Beach Club has been contacted.
- 4.1.6 Maximum dining table size is 12 guests per table.
- 4.1.7 No decorations or table arrangements are permitted.
- 4.1.8 Maximum number of guests allowed on the Deluxe & Party Platforms is 20 guests per platform.
- 4.1.9 Pool towel hire is included with furniture bookings only.
- 4.1.10 Lockers are included with VIP furniture and Deluxe & Party platform bookings only and subject to availability.
- 4.1.11 Subject to availability locker and towel rental is available at additional charge for other areas.
- 4.1.12 Male Australian, NZ or UK Sporting Teams or Bucks / Stag groups are not permitted in FINNS Beach Club or FINNS VIP Beach Club.
- 4.1.13 All standard venue terms and conditions apply.
- 4.1.14 Signs, banners, back drops, staging and decorations connected with the event must be approved by FINNS Bali prior to the function. No nails, screws, staples adhesives or fastenings may be driven into or attached to the walls, doors, glass, floors, furniture, fittings and equipment without the express consent of the Event Manager. Additional charges may apply to the items

#### **4.2 GROUP BED BOOKINGS - 4+ BEDS OR 24+ PEOPLE**

- 4.2.1 Bookings of 4 or more beds (24 or more people) must agree to pay the Ultimate Experience price.
- 4.2.2 Bookings are not confirmed until full payment has been received.
- 4.2.3 Bookings are non changeable, non-transferable and non-refundable.
- 4.2.4 Group booking pricing applies please contact [events@finnsbeachclub.com](mailto:events@finnsbeachclub.com).

#### **4.3 GROUP FOOD & BEVERAGES**

- 4.3.1 No outside food and beverages is permitted, with the exception of special occasion cakes which incur a fee of:
  - IDR 250,000++ for small cakes (up to 15 cm diameter/ width).
  - IDR 350,000 ++ for medium cakes (up to 20 cm diameter/ width).
  - IDR 450,000++ for large cakes (30 cm diameter/ width).
- 4.3.2 Food and beverages are available from the a la carte menu.
- 4.3.3 Pre order a la carte are not available.

## **5. VENUE HIRE & PRIVATE EVENTS**

- 5.1.1 The following Terms and Conditions are applicable in addition to all standard terms and conditions. Individual areas may have specific terms and conditions as stated in the Quotation, Booking Confirmation or Event Agreement Document.
- 5.1.2 The Hirer shall pay the amount specified for hire of the space, facilities and any fees and charges arising from the hire by the agreed dates.
- 5.1.3 Event Hire Fee applies when guests want an event area exclusively for a group.
- 5.1.4 No minimum food and beverages spend applies when the event hire fee is paid.
- 5.1.5 Event Hire Fee is inclusive of service staff, Banjar fees, existing furniture in all areas, standard food and beverages material including crockery, cutlery and glassware.
- 5.1.6 Existing furniture can be completely or partially removed with minimum 7 days notice.
- 5.1.7 To book an event area the event fee or a 50% deposit payment must be paid within 7 days of booking confirmation and this is non-refundable. Balance monies to be paid no later than 60 days prior to the event.
- 5.1.8 If the event date is less than 60 days away, 100% payment is required immediately to confirm the booking.
- 5.1.9 Monies paid are non-refundable and non-transferable.
- 5.1.10 Booking details are as per invoice/booking confirmation. A booking is not confirmed until FINNS Bali has received all necessary payments and written confirmation has been sent via email.
- 5.1.11 In the case of full buyout, final balance is due 90 days prior (not 60 days).
- 5.1.12 No outside food and beverages is permitted, with the exception of special occasion cakes which incur a fee of:
  - 5.1.12.1 IDR 250,000++ for small cakes (up to 15 cm diameter/ width).

5.1.12.2 IDR 350,000 ++ for medium cakes (up to 20 cm diameter/ width).

5.1.12.3 IDR 450,000 ++ for large cakes (30 cm diameter/ width).

5.1.13 FINNS Bali expressly reserves the right to revise its fees and charges. However, once a deposit is paid no revision to fees will occur unless the conditions of hire are amended, there is a change to government tax, permits or extreme cost fluctuations e.g. food or beverages produce, operational costs.

5.1.14 The agent or event planner must be advised at time of booking and must be from FINNS Bali approved list of companies.

5.1.15 No Commercial events (ticketed) permitted, unless agreed by FINNS Bali Management.

5.1.16 FINNS Bali Catering is compulsory. Outside caterers will not be permitted. No outside food and drinks are permitted.

5.1.17 Food and beverages promotions do not apply to private events e.g. happy hour, member discount, etc.

5.1.18 Valet parking will be provided for vehicles excluding buses which must park at the designated offsite area.

5.1.19 All Vehicles must be fully checked by security at the entrance prior to entering the premises.

5.1.20 Maximum bus size permitted to enter the Berawa area is 24 seater. Bus details must be advised minimum 2 weeks prior to the event.

5.1.21 FINNS Bali is not responsible for service delivery, conduct or disputes from any third party that have been arranged by FINNS Bali on behalf of the Hirer.

5.1.22 Amendment is possible (one time only) before 30 days, free of charge and under approval from FINNS Bali. Within 30 days prior to the event, a fee of IDR 1,500,000 will apply to each amendment made. Guests should be aware that some changes may not be possible and venue areas are subject to availability.

5.1.23 FINNS Bali venues have public liability insurance. Personal accident insurance and event insurance are the responsibility of The Hirer.

5.1.24 FINNS Bali will not be liable for any personal injury or loss where negligence cannot be attributed to the owners and operators of FINNS Bali. Any disputes are to be settled in the Republic of Indonesia and shall be governed by the laws of the Republic of Indonesia.

5.1.25 Opening Hours are 11.00 am to 12.00 am daily. Extended opening hours can be requested, with a minimum 30 days notice, additional charge will apply. Amplified music will be turned off at 12am. When vacating the venue guests are asked to respect the neighbourhood and behave appropriately.

5.1.26 The Hirer agrees to let FINNS Bali security team inspect any bags or other goods in their staff or suppliers' possession upon entering premises. All items not permitted will be labeled and held by security until departure.

5.1.27 Signs, banners, back drops, staging and decorations connected with the event must be approved by FINNS Bali prior to the function. No nails, screws, staples adhesives or fastenings may be driven into or attached to the walls, doors, glass, floors, furniture, fittings and equipment without the express consent of the Event Manager. Additional charges may apply to the items

5.1.28 One Additional generator is available and must be rented from FINNS Bali. Two or more gensets required are to be arranged by the Hirer.

5.1.29 All external entertainment require approval from FINNS management.

5.1.30 Glass decorations should not be used in pool areas.

5.1.31 All candles to have candle base to prevent wax spillage and avoid damaging surfaces

5.1.32 After cables installation, vendors on behalf of the Hirer must cover and remove any remaining pieces left from cutting the wire cables to prevent any danger for FINNS Bali guests.

5.1.33 Any goods, properties or materials brought in by or on behalf of the Hirer, are the responsibility of The Hirer. The Hirer shall vacate the premises by the agreed time in the booking confirmation. Specific arrangements to extend must be confirmed by the Event Manager. Any extension of time or failure to vacate the premises at the agreed time shall incur an additional fee (based on an hourly rate).

5.1.34 The Hirer must leave the premises in clean condition. Failure to do so will incur additional cleaning charges. All goods and event decorations must be removed and event areas cleaned by 2 am the latest after the event. A final inspection must be conducted with FINNS Bali and the Hirer.

5.1.35 The Hirer shall be responsible for the cost of any damage or loss caused to the objects, buildings, furniture, fittings and equipment arising out of and/or in the course of the Hirer's event.

5.1.36 If any damage is found to event areas photographic evidence and report with replacement/ repair cost will be provided.

5.1.37 FINNS Bali will allocate service staff to your private area one hour prior to the confirmed event time.

## **5.2 CANCELLATION AND NO SHOW POLICY:**

- 5.2.1 If the reservation is canceled, the deposit will not be refunded.
- 5.2.2 Final payments are non-refundable and non-transferable.
- 5.2.3 In case of “No Show” on arrival day, forfeit 100% of booking payment.
- 5.2.4 Failure to attend on the day of booking is considered a no show and any payments will be non-refundable.
- 5.2.5 Bookings are 100% refundable if the venue is closed or a special event is canceled prior to commencement.

## **5.3 LOADING AND VENDOR POLICY**

- 5.3.1 The Hirer vendors must respect loading times provided by FINNS Bali according to the area booked by the Hirer. Any loading outside the hire times provided is upon request and subject to approval by FINNS Bali.
- 5.3.2 Big items such as tables, chairs, stage, and main decorations must be dropped off at designated parking area.
- 5.3.3 Trolleys are allowed to be used only on the main paths leading to the Hirer event areas.
- 5.3.4 All vendors' trucks are subject to FINNS Bali security check before loading.
- 5.3.5 Vendors' teams must present to FINNS Bali security upon arrival (from the staff entrance) a valid KTP or identity document. A visitor badge will be provided to check in. The badge must be returned upon check out.
- 5.3.6 Vendors are not permitted to use FINNS Bali equipment and must supply their own trolleys.
- 5.3.7 All vendors must leave the Hirer event area once installation and setup is complete.
- 5.3.8 All Hirer employees and vendors must hold valid work permits as required by Indonesian law. Proof of work permit must be able to be produced at request of FINNS Bali or Indonesian authorities. FINNS Bali is not responsible for agent employees work permits.

## **5.4 FINNS BALI SOUND POLICY**

- 5.4.1 All sound, electrical and lighting requirements must be approved by FINNS Bali prior to the event. Interference with, or alteration of any of the electrical installations, lighting sound systems, or other property is prohibited.
- 5.4.2 All sound in event areas is managed by FINNS AV team at agreed sound levels (microphone and music).
- 5.4.3 Amplified music curfew is 12am. FINNS Bali management and security reserve the right to shut down any event abusing these rules.

## **5.5 FINNS BALI PHOTOGRAPHY POLICY**

- 5.5.1 Drones are not permitted to be used in FINNS Bali venues.
- 5.5.2 No professional photography equipment including video cameras, telescopic lenses are allowed into the venue without prior advice from the FINNS Bali Marketing Department. Equipment list must be provided.
- 5.5.3 Once approved, photos and video can only be taken of guests attending the private event. Privacy of other guests in the venue must be respected. If this policy is not followed the photographer will be evicted from the premises immediately.
- 5.5.4 FINNS Bali may ask permission to shoot the event for FINNS marketing purposes. If this is agreed then photos/videos can be used at FINNS Bali discretion.
- 5.5.5 FINNS Bali can request copies of the photos/videos from the event organizer photographer. It is at the discretion of the event organizer/client if these are shared. If shared, photos can be used at FINNS Bali discretion.
- 5.5.6. Guests are permitted to take photos with FINNS Bali temples as a backdrop. However, guests are not allowed to touch or enter the temple(s).

## **5.6 EVENT CATERING**

- 5.6.1 Final food and beverages orders must follow the minimum notice period required for the specific menu:
  - Customised menus require 14 days.
  - FBC Set menu with more than 150 pax requires 14 days.
  - FBC Set menu with less than 150 pax requires 7 days.
  - VIP Set menu requires 3 days.
  - Buffet menu with more than 150 pax requires 14 days.

Buffet menu with less than 150 pax requires 7 days.

Bits & Bites menu require 3 days.

Cake menu requires 3 days.

Beverages menu requires 2 days.

5.6.2 If food and beverages menu is not chosen within the specified time then orders must be made from the a la carte menu at the time of the event.

5.6.3 FINNS Bali event menus are recommended. Customised food or beverages menus are subject to availability and will include extra charge as below:

5.6.3.1 Bookings made and paid 14 days prior to event are entitled to a complimentary customised food and beverages menu.

5.6.3.2 Guests are entitled to amend the menus once and all product changes will be subject to price changes.

5.6.3.3 Thereafter if the guest wants to amend one item an amendment fee of IDR 5 million ++ applies. This is a fee and is not credited to the event fee or minimum spend.

5.6.3.4 Any additional amendments will be charged a fee of IDR 10,000,000 ++ This is a fee and is not credited to the event fee or minimum spend.

5.6.4 Bookings within 14 days are subject to approval from GM.

5.6.5 Any increase of guests numbers are subject to availability and payable immediately. Any decrease of guest numbers are non refundable and monies are non transferable to other items eg. food, beverages or other.

## **5.7 TOWEL HIRE**

5.7.1 When Event Hire or Minimum Spend for event areas has been paid one pool towel per person is included.

5.7.1.1 Security deposit of credit card and ID are required from event organiser/PIC.

5.7.1.2 Alternatively event organiser can advise that the guest will need to supply individual credit card and ID guarantee per towel hired.

5.7.1.3 Additional towels are Rp 50,000 nett per towel.

5.7.2 Towel arrangement must be advised minimum 7 days prior to the event.

## **5.8 MISCELLANEOUS**

5.8.1 Any clients' Testimonials submitted to FINNS Bali can be used for marketing purposes.

5.8.2 A representative of FINNS Bali will be on-site for the duration of the event. Any instructions given by FINNS Bali representative in relation to the conduct of the function must be followed immediately.

5.8.3 FINNS Bali representative has the authority to terminate the event should any instructions or contract conditions not be observed. In this case nil monies will be refunded.

5.8.4 If FINNS Bali terminates the contract through no fault or breach of the contract by the Hirer, FINNS Bali will refund all monies received from the Hirer for that event. We may close some specific areas on a permanent or temporary basis at any time. If your reservation is affected FINNS reservations will contact you as soon as possible and advise the alternatives.

5.8.5 Plus (++) Prices are subject to service fee and government tax, as stated in your invoice. Gratuities paid above this will be distributed evenly to all staff members involved and should be handed directly to the manager in charge.

5.8.6 FINNS Bali facilities are hired on the rules and conditions above mentioned, and the payment for such facilities, and the issue of any receipt or confirmation of hire shall be deemed to be an acknowledgment and acceptance by such person of the conditions herein contained.

5.8.7 Event Agreements form a binding contract and may not be transferred from one company to another without the authorization of FINNS Bali.

5.8.8 FINNS Bali Event Terms and Conditions are subject to change at any time without notification.

5.8.9 Restrictions or limitations on access to FINNS Bali venues may be imposed at any time.

## 6. FORCE MAJEURE

6.1. If you cannot attend your booking on the date booked due to Force Majeure, you may amend your booking date free of charge or be issued with a credit voucher of equal value to your original booking with 12 months validity. Force Majeure includes but is not limited to volcanic activity, fire, strikes, flood, earthquake, riots, war, acts of terrorism, airline cancellations, government actions or any other natural disaster. Please email [reservations@finnsbeachclub.com](mailto:reservations@finnsbeachclub.com).

## 7. DISCLAIMER

7.1. FINNS Bali and/or the FINNS Recreation Club and/or the FINNS Beach Club and/or the Operator shall not be responsible for any injury, death or illness or any loss or damage to property whatsoever/ howsoever caused, sustained or incurred out of, or in any way connected with the use, whether proper or otherwise, of any of the FINNS Bali Facility, whether defective or otherwise. Specifically, it is an ongoing condition of entry that all guests understand and accept:

7.2. By your participation, you accept the inherent risks of possible injury or harm associated with water sports and other activities at our beach club and the inherent risks associated with any activity in or near water.

7.3. You should consider this participation in a responsible manner and with good judgment.

7.4. We will not be liable for any personal injury or loss where negligence cannot be attributed to the owners and operators of FINNS Beach Club.

7.5. All personal belongings are solely the guests responsibility. FINNS Bali takes no responsibility for lost, damaged or stolen items.

7.6. Assume and accept all risks related to participation by them and their families in activities organized by FINNS Bali or undertaken in the FINNS Bali Facility.

7.7. Grant permission to the Operator, Management, Staff and the FINNS Bali to act on their behalf according to their best judgment in any emergency affecting themselves and their Families which may occur whilst they are attending activities organized by FINNS Bali.

7.8. Authorise FINNS Bali to arrange for them or their families to be administered such medical attention and to have them brought to a medical facility as deemed appropriate by FINNS Bali.

7.9. Agree that all and any medical or hospitalization charges relating thereto will be entirely for their account and not be the responsibility of FINNS Bali.

7.10. Specifically absolve FINNS Bali of any and all responsibility for personal accidents, injuries or damages sustained by them and their Families whilst in the FINNS Bali Facility or during their participation in activities organized by FINNS Bali.

7.11. Release FINNS Bali irrevocably from any and all personal and corporate liability claims.

7.12. Take out insurance cover deemed by them to cover activities to be carried out by FINNS Bali in relation to them and their Families.

7.13. Acknowledge that FINNS Bali is not obliged to and may not purchase insurance coverage in respect of personal accidents, injuries or damages sustained by them and their Families during activities supervised by FINNS Bali or carried out in the FINNS Bali Facility.

7.14. Indemnify FINNS Bali in full against all claims, losses, damages, costs and expenses which FINNS Bali may suffer or incur as a result of or in connection with the breach by such Member, his Spouse (if any) or guests of any of these Rules and Regulations, or any applicable rules or regulations in use in any manner at FINNS Bali, and each Member shall forthwith on demand pay in full to FINNS Bali such claim, losses, damages, costs and expenses.

7.15. The Operator shall be solely responsible for any provision of finance to FINNS Bali and for ensuring that at all times; FINNS Bali complies with all statutes, rules, regulations and governmental and regulatory requirements applicable to the operation and business of FINNS Bali.

7.16. Guests understand that photos and video footage may be taken for advertising, promotion, and marketing purposes.



## 8. PRIVACY POLICY

### 8.1 DATA PROTECTION, PRIVACY & SECURITY

8.1.1 We have structured our website so you can visit us and obtain information easily. Once you choose to provide us with any information by which you can be identified, you can be sure that it will only be used in accordance within the data protection laws.

8.1.2 We respect your right to privacy. This Privacy Policy sets out details of the information that we may collect from you and how we may use that information. Please read this Privacy Policy carefully.

8.1.3 In this Privacy Policy, references to “we” or “us” are to PT. Pantai Semara Nusantara trading as FINNS Bali, a company incorporated in Indonesia whose registered office is at Jl. Pantai Berawa, Canggu, Kec. Kuta Utara, Kabupaten Badung, Bali 80361, who will be the controller of any personal data processed as described in this Privacy Policy

### 8.2 SENSITIVE INFORMATION

#### 8.2.1 Types of Personal Data.

We may collect and process the following types of personal information:

Name, last name, and other identifying information.

We may record your name, title, date of birth, and your nationality.

Your contact details and personal account or registration details.

Your contact details including your email, telephone number (home, mobile, and/or business), home and/or office address, company name.

Information about your reservations, bookings, and purchases.

When you make a reservation with us, we collect and process your information, including details about your booking, prices, and date of your reservation or booking. In addition, we also collect and process information relating to your purchases.

Information about your payment.

When you have purchased tickets or other products we offer, payment is processed through a third party secure online payment gateway. FINNS Bali does not collect credit card details.

Information regarding your travel.

When you book with us, we process information related to your booking, such as your ticket, order confirmation, check-in (when you arrive) and special request (if any). At your request, we may also record any detail information such as medical condition to meet your medical needs or dietary requests you have or any additional assistance you require to help us serve you better.

Your FINNS Bali membership.

When you join our membership program, we collect your information, for instance name, nationality, date of birth, email and phone number. We also process your membership number, rewards and benefits, type and level of membership, check-in history, complaints, requests, and other information related to your membership.

Our communication with you.

When you send us an email, telephone, or other communication, or through our social media, we may register your communication with us. When you contact us, our customer service will register your

questions, complaints, needs, or other purposes in our database. We may also collect information you choose to share with us, for instance, when you fill out our customer survey, fill out a suggestion or complaint form, or submit for a contest held by us. Should these contests be in conjunction with other partners, these partners will also have access to registration data.

Use of our website, social media accounts, and other digital media.

When you visit our website or social media accounts, we may collect information such as IP address, browser type, operating system, referring website, web-browsing behavior, device ID (for mobile apps only), and app use.

8.2.2 We consider certain categories of personal information such as medical conditions, special service requests, such as special meals, special assistance, or other special requests such as sensitive data. We may collect, use and share sensitive information with third parties for purposes stipulated in this privacy policy. For example, we keep records of customers who allegedly committed a crime or harmed the safety of others.

8.2.3 You may also share your sensitive information with us, for instance, your medical condition because you need medical assistance or you have been permitted (with written evidence) to attend our venue with such a medical condition or you request a special meal we can offer which may refer to your religion. By providing information which may be considered as sensitive information, you agree that we may collect and process, including share this information to our third parties to help us tailor our service to you, as described in this privacy policy. If you choose to withdraw your consent, we may not provide the service which you have requested.

## **8.4 COLLECTION OF INFORMATION**

8.4.1 FINNS Bali may collect your personal data in various ways, for instance when you make a booking, use our website, register for membership, purchase our products through one of our retail stores/ticketing office/travel agency/partner websites, communicate with us via social media, reservations center, and other indirect channels.

8.4.2 We may receive information about you from our group (FINNS Bali Group), partners, service providers, third parties contracted with us, or public authorities who are legally entitled to disclose that information.

8.4.3 When you choose to use a third party platform to make a booking, such as a travel agent, online sales agent, media partner, we may receive your personal data from them and you are also subject to their privacy policy. When you have purchased from our partners, they may share your booking reference, name, email, phone number and ticket number with us.

## **8.5 USE OF YOUR INFORMATION**

8.5.1 By accessing our website via any means, including travel agency and other indirect channels, you agree that your personal information may be collected, stored, used and shared by us and our partners, third parties we work with, or other institutions that are legally entitled to inquire with us regarding legal matters, for any of the following purposes:

To comply with legal interest and regulatory compliance requirements applicable within and outside the territory of Indonesia to FINNS Bali;

To provide our services to you during your time with us.

To identify you in relation to emergencies purposes.

To announce and notify you in connection to your booking with us;

To enhance our promotional or marketing at FINNS Bali or with other parties contracted with us;

To store your personal data for a period of time in accordance with applicable laws and regulations;

To facilitate our membership program;

To make a profile for consumer behavior.

## **8.6 LEGAL BASIS FOR PROCESSING YOUR INFORMATION**

8.6.1 Our legal basis for collecting and using the personal information described above will depend on the personal information concerned and the specific context in which we collect it.

8.6.2 However, we will normally collect personal information from you only (i) where we have your consent to do so, (ii) where we need the personal information to perform a contract with you, or (iii) where the processing is in our legitimate interests and not overridden by your rights. In some cases, we may also have a legal obligation to collect personal information from you.

8.6.3 If we ask you to provide personal information to comply with a legal requirement or to perform a contract with you, we will make this clear at the relevant time and advise you whether the provision of your personal information is mandatory or not (as well as the possible consequences if you do not provide your information).

8.6.4 Similarly, if we collect and use your personal information in reliance on our legitimate interests (or those of any third party), we will make clear to you at the relevant time what those legitimate interests are.

## **8.7 DISCLOSURE OF YOUR INFORMATION**

8.7.1 We may disclose your personal information to third parties for the following purposes:

To facilitate your bookings with us.

To provide your booking arrangement with us, we may disclose your personal data with our group (FINNS Bali) and other companies involved. When you purchase our services through a travel agent or other third party, we also disclose your personal data.

To support services we associated with your booking.

We cooperate with third parties to provide our services, such as IT support provider, social network provider, marketing agencies, bank, our insurance provider, hotels. All such third parties will be required to adequately protect your personal data and only process it in accordance with our instructions.

To support our membership program.

We disclose your personal data to our group (FINNS Bali), bank, and our affiliated partners, when you use your membership to purchase products or services within our group or partners.

To comply with legal obligation.

If we are under a duty to disclose or share your information in order to comply with any legal obligation, or ordered by authorized institutions, or in order to enforce or apply our policies and other agreements; or to protect our rights, property, or safety, our users, or others. This includes exchanging information with other companies and organisations for the purposes of any criminal offenses.

To enhance our marketing purposes.

We may disclose your personal data within our group or third parties contracted with us for direct marketing purposes.

These parties' use of your personal data may be subject to their own privacy policies and which we suggest you familiarise yourself with in the relevant circumstances set out above.

## **8.8 DATA RETENTION AND SECURITY MEASURE**

8.8.1 We retain personal data we collect from you where we have an ongoing legitimate business need to do so (for example, to provide you with a service you have requested or to comply with applicable legal, tax or accounting requirements) or as long as required for the purposes described in this privacy policy.

8.8.2 FINNS Bali will make our best effort to protect your personal data against loss or unlawful use by providing appropriate technical and organizational measures.

## **8.9 YOUR RIGHT**

8.9.1 You have the following data protection rights:

You can request access to and be entitled to update and amend your personal data for our membership program.

In addition, you can object to the processing of your personal information, ask us to restrict processing of your personal information or request portability of your personal information. Again, you can exercise these rights by emailing us to [info@finnsbali.com](mailto:info@finnsbali.com) with subject "Customer Rights-Data Protection".

Similarly, if we have collected and processed your personal information on the basis of your consent, then you can withdraw your consent at any time. Withdrawing your consent will not affect the lawfulness of any processing we conducted prior to your withdrawal, nor will it affect the processing of your personal information conducted in reliance on lawful processing grounds other than consent. However, if you withdraw your consent, please be informed that it may have implications to our service provided to you.

You are welcome to exercise any other rights under applicable data protection law and regulations by emailing us to [info@finnsbali.com](mailto:info@finnsbali.com) with subject "Customer Rights".

## **8.10 INTERNATIONAL DATA TRANSFER**

8.10.1 FINNS Bali may transfer your personal data to countries other than your country of residence. We take this measure in order to fulfill your booking arrangements or because our group companies, partners, or service providers have operations in countries across the world. Where necessary, FINNS Bali will endeavor adequate protection to comply with the requirements or international data transfer under applicable data protection laws.

## **8.11 RECORDING ON FINNS PREMISES**

8.11.1 FINNS highly values the privacy and security of everyone on our property and in the surrounding area. To make sure everyone feels safe and comfortable, recording of any kind (this includes taking photos, videos and sound recordings) is not allowed within FINNS and the area of 50 meters around FINNS property.

The only exceptions are:

You have permission from the person or people you are recording, including FINNS staff (waiters, security, managers, etc.).

You have permission from FINNS management.

This rule is in place to protect our guests, staff and the company.

8.11.2 You agree to these Terms & Conditions, including this recording policy, when you enter FINNS.

8.11.3 If you are found recording and breaking this policy, you may be asked to stop recording and/or leave FINNS.

8.11.4 While recording on or near FINNS' property is not automatically a crime, some actions related to recording can have legal consequences under Indonesian law.

These include:

Violation of Privacy: Recording people without their permission in private areas (like bathrooms, changing rooms, or any place where someone expects privacy) is strictly prohibited and may result in legal action.

Violation of ITE Law: Using any recording to harm, spread lies, or damage the reputation of FINNS, its staff, or its guests, breaks Article 27 of the Indonesian Information and Electronic Transactions (ITE) Law. This will be reported to the police, and FINNS will take legal action.

8.11.1 FINNS highly values the privacy and security of everyone on our property and in the surrounding area. To make sure everyone feels safe and comfortable, recording of any kind (this includes taking photos, videos and sound recordings) is not allowed within FINNS and the area of 50 meters around FINNS property.

8.11.5 FINNS Staff will:

Tell guests about the recording policy and ask them to stop and delete any recordings if they are breaking the rules. If a guest refuses, FINNS will take legal action.

Report any suspected violation of privacy or ITE Law to the police.

8.11.6 You are responsible for any legal problems caused by your recording activities at FINNS.

**8.12 UPDATING THIS PRIVACY POLICY** 8.12.1 We may update or amend this Privacy Policy from time to time, to comply with law or to meet our changing business requirements. When we update our Privacy Notice, we will take appropriate measures to inform you, consistent with the significance of the changes we make. Any updates or amendments will be posted on the Website. By continuing to access the Website, your access and use will be subject to these updates and amendments.

### **8.13 CONTACTING FINNS BALI**

8.13.1 If you have any questions, comments or complaints about this Privacy Policy, please contact us using the details below with clear subject (PRIVACY POLICY) to: PT. Pantai Semara Nusantara Jl. Pantai Berawa, Canggu, Kec. Kuta Utara, Kabupaten Badung, Bali 80361 email: [info@finnsbali.com](mailto:info@finnsbali.com).

The agreement is made in the Republic of Indonesia and shall be governed by and constituted in accordance with the laws of the Republic of Indonesia. Any disputes will be settled in Bali, Indonesia.

Payment constitutes acceptance of all FINNS Bali terms and conditions.

Upon entry to any FINNS Bali venue, guests acknowledge and agree to all of the above terms and conditions.