



Villa Ke Bali located in a secluded lane off Jalan Drupadi, Villa Ke Bali is blessed with a fantastic location from which you can easily make the most of your visit to Bali. It's close to what's known locally as, 'Eat Street' where you'll find a wide range of cafes, warungs and restaurants including famous names such as Ku De Ta, Gado Gado, La Lucciola, Tulip, Kura Kura, La Sal and Lestari. Also, just a few minutes' walk away, is Jalan Dhyana Pura – a street rapidly gaining a reputation for its vibrant live music scene, quality restaurants and colourful shops. The beach too, is just a short walking distance from the villa. The villa's excellent location means that dining, shopping and spa facilities are all available within a radius of one kilometer!

Table of Contents

Table of Contents.....	1
Contact Information.....	2
Internet Access	2
Phone Usage	2
Guest Services.....	3
Safety and Security	4
Additional Safety Notes	4
Medical Assistance.....	5
Police.....	5
In-Villa Dining.....	5
Breakfast arrangements	5
Dinner preparation with a Cooking Assistant	5
Suggested Dinner Menus.....	6
Environmental Awareness	7
Other Important Information	7
Upon Arrival	8
On Departure, please:.....	8
Loss and Damage	8
For more Information... ..	8

Contact Information

In Villa Ke Bali, our team will be happy to assist you. You may contact:

Villa Manager

- Komang Mertayasa (Sirot) : 081 805 343 096 (Villa Manager is contactable until 10pm)

Guest Assistant

- I Wayan Sudiawan : 081 999 049 076
- I Ketut Kasih : 081 805 547 266
- I Putu Gede Merta Sedana : 081 999 685 177
- I Nyoman Dirga : 085 738 466 945

Operations Manager

- Rachel : 081 916 664 688

Security staff is on duty 24/7, please feel free to reach out to them for assistance with security at any time. You may reach them at: +62 361 558-2537

Internet Access

All the villas have broadband internet connection. The internet connection is complimentary.

Simply connect to the Wi-Fi SSID: **Villa Bugis Drupadi**

Start by opening a browser to search the internet, and you will be redirected into the Villa Bugis Login page.

Please insert

Username: **villakebali**

Password: **vbkebali05**

Once you login, you will be returned to the previous web address that you browsed.

Please note:

- If your device is idle for more than one day, you may need to disconnect and reconnect and/or re-insert username and password

Phone Usage

There is a flexi phone available for your convenience to make calls within Indonesia. We provide a complimentary credit of 50,000 Rp during your stay. For making calls using this phone, please use the tips below. To call:

- *A land-line number mentioning area code (0)361:* You may dial the number without the area code.
- *A land-line number in Indonesia with a different area code:* area code + number.
- *A local mobile number in Indonesia:* The full number with a "0" in front i.e. 081xxxxxxx.

Also note, it is not necessary to dial the Indonesian country code "+62" when using this phone.

Guest Services

- Airport pick up and transfer service.
- Child care services including experienced babysitters charged at US \$ 10 Nett/hours. Pool fencing is also available at a charge.
- Daily professional personal guest assistant service available from 07.00 AM – 11.00 PM.
- Housekeeping: Inform the staff what time you would like to have housekeeping services so that you are not disturbed if you are not an early riser! Housekeeping is available from 8am to 4pm or later if requested.
- Internet facilities (wireless broadband internet connections).
- Laundry and dry cleaning services.
- Leisure and entertainment including in-villa massage and spa treatments.
- Meal delivery service or groceries shopping assistance.
- Personal cooking assistant services for in-villa dining.
- Security: Security staff is on-duty 24 hours, 7 days a week.
- Safety Deposit Box: The villa has safety boxes available for your convenience. When you leave, please empty the safe and leave the safe open. Some are opened with a key, others with a code :
 - To reset code, press the red button on the inside of the door and wait for a beep then enter your 3-6 digit personal code and end by pressing A or B.
 - To close the safe, close the door and turn the knob anti-clockwise - it is now closed and when you open again you need to use the same code as before.
 - To open the safe, enter your 3-6 digit personal code (that you entered when resetting the code) and turn the knob clockwise.
- Transportation assistance: For transportation, car rental or driver, let your Guest Assistant know or call our office 0361 7448592 or hotline: 081 236 832 838. If you need a taxi, either ask the staff or call 0361 701111 for the Bluebird taxi company.

Safety and Security

Although criminality is considered low in Bali and overnight security is provided, you are staying in what is called an “open concept villa”. Therefore, here are a few friendly reminders:

- Kindly make use of your safety deposit box at all times for all your valuables.
- Store laptops, cameras, hand phones, iPod etc. inside your bedroom when going out of the villa.
- Keep the villa front door closed and locked, especially at nighttime. Our staff will ring your doorbell when visiting you. When going out, be sure to lock the bedroom and villa front doors.
- The keys, which are found in the doors to the bedrooms, also have a key for the villa front door. Ensure you take it with you each time you go out, and lock the villa.
- No drugs or any illegal activities are permitted in the villa.
- Showing consideration regarding noise levels and respecting the privacy of other guests and neighbors is highly appreciated.
- No party or event with more than the specified villa occupancy without permission from management. A party with more than the specified villa occupancy will be charged an additional night as a party venue surcharge and there will be an Banjar fee at Rp. 1,500,000,00.
- The villa owner or management is not responsible for any cost of dealing with police or other authorities.

Fire Safety: There is a fire extinguisher in the kitchen in the event of an emergency. Please kindly refrain from smoking in the bedrooms both for safety reasons as well as for the comfort of other following guests.

Pool Service: The Pool is chlorinated, and levels checked and cleaned regularly and there is an outside shower for your convenience, before and after pool use.

Additional Safety Notes

- Please don't take glasses in or near the pool – if they break, we have to carry out a pool drain, clean, and re-fill. It's not pretty and you won't be able to enjoy the pool during this time! Please use the plastic glasses provided.
- Make sure you know how to get back to the villa BEFORE you leave the villa. We provide a small location map and the villa address.
- If you're going to ride a motorcycle, wear a helmet! They are cheap and readily available to buy, even upstairs at Bintang, and only cost about Rp 100,000.

It is also advisable to obtain an international driving license if you wish to drive a car or motorbike in Bali. It is quite common for the traffic police to pull over tourists to check for registration and licenses - you wouldn't drive without registration, a helmet or a license in your own country - Bali is no different really.

Medical Assistance

Should you require a doctor visit, please let your personal Guest Assistant know. Or simply contact as mentioned below:

- **Dr. Adi & Associates Medical Services;** Jl. Nakula No. 28 legian – Bali Phone : 0361 8016677
- **BIMC – Bali** Jl. Bypass Ngurah Rai 100 X, Kuta 80361, Bali, Indonesia T: (+62 361) 761263 F: (+62 361) 764345
- **Kuta Clinic** Jl. Raya Kuta, Denpasar Phone : 361-753268
- **Legian Clinic** Jl. Benesari Legian Kuta, Denpasar Phone : 361-758503
- **Bali Clinic** Jl. Laksmana No. 54 XX Seminyak Phone: 733 301. Doctor on call service available.
- **SOS – Bali** Jalan By Pass Ngurah Rai 505X Kuta 80361, Bali, Indonesia Phone : 0361 720 100

Police

For police assistance you may call (0361) 751598. (If dialing from the villa phone, you may exclude the area code). Should you need a police report, please contact our staff for assistance.

In-Villa Dining

At any time during housekeeping hours:

1. Arrange with staff about next day's breakfast.
2. Request in-villa-dining.
3. If you would like to order food from outside restaurants, either call directly or ask the staff for assistance. The staff are available to serve the food during housekeeping hours or later by prior arrangement (upon availability of staff).
4. You can request the staff to do grocery shopping for you. Please give them an estimated amount of money for the shopping and they will return with the receipts and the change.

Breakfast arrangements

For package breakfast inclusions, we offer American, Indonesian, or pancake breakfasts. We are also able to prepare other breakfast items (at additional cost), just let the staff know what you would like to have.

Dinner preparation with a Cooking Assistant

Let the staff know if you would like a special local meal cooked for you in the villa – ask the staff for selections and prices – it's a great option, highly recommended! Our staff are available to prepare a home-style Balinese or Indonesian meal for you or to help you throw your own BBQ dinner. Some suggested menus are included here, but feel free to arrange the menu with our staff according to your liking. The charge for a staff cooking assistant is just USD \$5 per guest plus the cost of ingredients. Please kindly arrange with the staff one day in advance.

Any party over 12 people will be arranged through the management as a Special Event. The cost for cooking assistants for a Special Event will be based upon a set menu price and total number of guests. Please contact Wiwik at info@villabugis.com or by phone at 0361 744 8592 for more information.

Suggested Dinner Menus

<p>Seafood BBQ</p>	<ul style="list-style-type: none"> • Seafood Salad Green vegetables mixed with mix seafood in lemon dressing • BBQ Grill Fish Snapper, Prawn, Squid, Fish Sate Lilit ,Tuna Served with: Sweet corn , vegetables & white rice • Sauce Balinese sambel matah, sambel ulek , sweet & chilli soya • Dessert Fresh Fruit
<p>Balinese BBQ</p>	<ul style="list-style-type: none"> • Gudang Mekuah Chicken meat mixed with young papaya in chicken stock • BBQ Grill Satay Lilit, chicken wings, tenderloin, sirloin steak Served with : Urap (mixed green vegetables in coconut & Balinese sauce), White rice • Sauce Balinese sambel matah, sambel ulek , sweet & chili soya • Dessert Fresh Fruit
<p>Indonesian BBQ</p>	<ul style="list-style-type: none"> • Chicken spring Roll Stuffed with Chicken sauted with beans praut,leek,celery , • Main course Fried rice, Chicken satay, Fried noodle, Rendang (Braised beef) ,chicken curry, capcay • Sauce Balinese sambel matah, sambel ulek , sweet & chili soya • Dessert Fried Banana with ice cream
<p>Mix BBQ</p>	<ul style="list-style-type: none"> • Gado – Gado Mixed vegetables, boiled egg, tofu, potato in peanut sauce • Soto Ayam Shredded chicken in chicken stock • BBQ Grill Chicken wing, chicken breast, sirloin steak , squid , prawn , fish • Sauce Balinese sambel matah, sambel ulek , sweet & chili soya • Dessert Fried banana with Ice cream

Environmental Awareness

Environment & Energy Saving Program.

- We appreciate your support to protect and preserve a healthy environment in Bali when using the air conditioning, electricity and water. Please make sure everything is turned off when you leave the room. There is a national shortage and the government imposes heavy penalties if usage is high. Electricity is a scarce and costly commodity.
- To save energy used during laundry, we will change bed linen once every two days, unless they are dirty in the meantime. Please put any towels that you wish changed on the bathroom floor.

Electricity in Indonesia

- Power cuts can happen anytime. At times there is advance notice, in which case the staff will inform you. Our staff will assist as quickly as possible and switch on a small petrol generator to insure minimum services can run, such as water supply and kitchen appliances.

Other Important Information

Magazines, books and Bali reference information

Please feel free to make use of any available books and magazines here, but if you take one, please leave one. If there is reference material available, please kindly do not take it.

Mosquitoes



Bali has many rice fields and therefore many mosquito breeding grounds. The staff will assist to set up mosquito coils in the evening. If you use on your own, please be careful with the coils not to burn the floor, in case of burn marks we are obliged to charge. Personal repellent is the best solution. We strongly suggest you use the repellent spray

during the day and night. It is the most effective method to avoid bites if you need more coils, please do not hesitate to ask our staff. In order to avoid mosquitos in your bedroom, we advise that you keep the bedroom and bathroom doors closed, particularly as dusk approaches.

While In The Villa

- Please do use drink mats provided and place mats for hot dishes and plates on the table.
- If you like something in the villa, such as decorations or furniture, please do not take it – we would be more than happy to tell you where it came from.
- The freezer makes limited ice cubes. We recommend buying a bag from Bintang or a similar shop.
- We advise guests not to leave any opened food packages or leftovers out in the open (on the kitchen counter, the table, or in the bedrooms) as this attracts ants. Please kindly store any unsealed food or snacks in the refrigerator.

Tsunami Warnings

- In Bali, warnings will be announced by sirens, which are tested every 26th of each month at 10:00 am.
- In the unlikely event of a tsunami, the warning siren will sound for 3 minutes continuously.

Upon Arrival

1. Check-in time is 2pm and check-out time is 12 noon. Late check-out can be booked at half the daily rate, subject to availability. Please inquire with the staff or reservations.
2. A copy every guest's passport is needed to comply with regulations - we are required to register all guests with the local police and therefore need your passport or a copy of your passport. Only registered guests can stay in the villa and authorities impose heavy penalties for failure to comply. If you would like to bring other guests temporarily to the villa (not for an overnight stay), we ask that they leave their identification with the security.

On Departure, please:

1. One hour before check out please ask the staff to check all villa appliances to avoid misunderstanding.
2. Ensure you have your airport pick-up booked – we usually recommend 2.5 hours before departure – please check with staff.
3. Ensure you have the airport tax of Rp 150,000 per person readily available, levied by the airport authority for travelers on international routes, and (up to) RP 40,000 for those on domestic routes. They do not accept other currencies for this tax.
4. Take all your belongings with you.
5. Leave the safes OPEN.
6. Leave all the keys in the doors.

Loss and Damage

As our guest you are responsible for any damage caused to the villa or its content during your stay, this includes damages caused by other people that you might invite to the villa. A security deposit will apply by cash or credit card authorization, required upon arrival.

- Please be advised that the villa owner or management is not responsible for any loss or damage to personal items, illness, injuries or accidents during your stay in our villas.
- No responsibility can be taken for failure of machinery or equipment in the villa, but the management will aim to assist you in the best way possible and have any such problems rectified as quickly as possible.
- The management does not accept responsibility for any events that are not in control of the management, such as fire and severe weather.

For more Information...

We are pleased to share a variety of tour and restaurant recommendations for your stay on our website.

For Suggested Tours & Activities visit:

<http://villabugis.com/activities/>

For Recommended Restaurants visit:

<http://www.villabugis.com/restaurants>

Enjoy your stay with us