

ARAH PESONA TRIP

PT Arah Pesona Indonesia · NIB 1305230025097 · Kampung Air, Jl. Soekarno Hatta, Labuan Bajo, Nusa Tenggara Timur, Indonesia

TERMS & CONDITIONS

Cancellation, Refund, Reschedule and Payment

Effective 21 October 2026 · arahpesona.com · arahpesonaindo@gmail.com · +62 895-6390-87176

1. BOOKING AND PAYMENT POLICY

1. Customers may make a reservation by paying a Down Payment (DP) of **30%–50% of the total package price**, depending on the type of trip and the agreed offer.
2. The remaining balance must be settled no later than 1 day (H-1) before the departure date.
3. A reservation is deemed confirmed once the DP has been received and a booking confirmation has been issued by Arah Pesona Indonesia.
4. The availability of vessels, cabins, and facilities cannot be guaranteed until the reservation payment has been confirmed.
5. Payments may be made through the official methods provided by the company, including:
 - Wise
 - PayPal
 - Revolut
 - Xendit (credit cards, debit cards, and other available payment methods)
 - Domestic and international bank transfer
 - Other official payment methods approved by the company.
6. Administrative fees, transaction fees, and currency conversion fees, if any, will be communicated prior to payment.
7. Proof of payment, invoices, and booking confirmations are provided to the customer via WhatsApp or email.
8. If the customer fails to settle the balance by the deadline, the company reserves the right to suspend or cancel the reservation after giving notice.

2. VOLUNTARY CANCELLATION BY THE CUSTOMER

A voluntary cancellation is a cancellation made at the customer's own discretion, not as a result of cancellation by the operator or force majeure.

1. The DP/Booking Fee of 30%–50% that has been paid is **non-refundable** if the customer voluntarily cancels the trip.
2. The DP is used to secure the vessel, cabin, crew, and operational requirements of the trip.
3. If the customer has paid in full, any refund beyond the DP will be assessed based on services not yet rendered, costs already incurred, and the terms agreed at the time of booking.

4. Cancellations must be submitted in writing via the company's official WhatsApp or email.
5. Customers who fail to appear at departure (no-show) without prior notice are not entitled to a refund of service costs that have already been prepared and cannot be recovered.
6. The non-refundable provisions for voluntary cancellation do not automatically apply to cancellations by the company or to force majeure.

3. RESCHEDULE POLICY (CHANGE OF SCHEDULE)

1. **A voluntary reschedule may only be requested no later than 60 calendar days (H-60) before the original departure date.**
2. Voluntary reschedule requests submitted less than 60 days before departure cannot be processed under the regular reschedule policy.
3. A voluntary reschedule may be made a maximum of one time per reservation.
4. The replacement date must be mutually agreed and is subject to the availability of vessels, cabins, and services.
5. If the price on the new date is higher, the customer is required to pay the price difference.
6. If the package price is lower, the difference may be converted into a service credit by mutual agreement.
7. Rescheduling due to force majeure or cancellation by the company may be requested without being subject to the H-60 limit, under the specific provisions set out in the force majeure section.
8. Rescheduling due to force majeure or cancellation by the operator is not subject to any reschedule administrative fee from Arah Pesona Indonesia.

4. CANCELLATION BY ARAH PESONA INDONESIA

If a trip is cancelled by Arah Pesona Indonesia for operational reasons within the company's control, such as failure to meet the minimum number of participants or the unavailability of confirmed services, the customer may choose one of the following:

1. A reschedule with no administrative fee.
2. A 100% refund of the payment received for the cancelled trip.
3. A transfer to another package or destination by mutual agreement.

5. FORCE MAJEURE POLICY

Force majeure refers to circumstances beyond the company's reasonable control that affect the safety or execution of the trip.

Such circumstances include:

- Extreme weather, high waves, and hazardous sea conditions.
- Natural disasters, earthquakes, floods, and major fires.
- Sailing bans or route restrictions imposed by the Harbour Master (Syahbandar).
- Closure of destinations by the management of Komodo National Park or the government.
- Government policies or decisions of the competent authorities that directly affect the trip.

A. If the trip cannot be carried out

1. The company will prioritise the safety of all customers and crew.
2. The customer will be offered a reschedule with no administrative fee from the company, with a replacement date no later than 60 calendar days after the original departure date, subject to availability.
3. If a reschedule is not possible or not agreed, a refund will be assessed based on the payment received and non-recoverable third-party costs.
4. Any deductions must be transparently explained and supported by documentation.
5. If no costs have been incurred or are non-recoverable, the payment for the cancelled services will be refunded in full.

B. If Komodo National Park remains open and the trip can still be carried out

1. If Komodo National Park remains in operation but access to certain destinations is restricted due to weather, sea conditions, or instructions from the authorities, the itinerary may be diverted.
2. Destination diversions are made in accordance with the directions of the Harbour Master (Syahbandar), the management of Komodo National Park, the government, and the safety judgement of the vessel's captain.
3. Arah Pesona Indonesia will endeavour to provide safe and comparable alternative destinations.
4. **If the trip can still be carried out with a destination diversion in accordance with the directions of the authorities, such a change of destination shall not constitute grounds for a refund or a free-of-charge cancellation**, provided that the agreed principal services are still delivered or a comparable substitute is available.
5. Customers are required to comply with the safety provisions and destination restrictions set by the competent authorities.

6. REFUND POLICY

1. Approved refunds are processed within **7–14 business days** after approval and receipt of complete refund information.
2. Refunds are processed via the original payment method where possible, including Wise, PayPal, Revolut, Xendit, bank transfer, or other methods.
3. Refunds to credit/debit cards are subject to the terms of the issuing bank and the payment provider.
4. Transfer fees or currency conversion fees on refunds for eligible voluntary cancellations are the responsibility of the customer, provided this has been communicated in advance.
5. If the cancellation is caused by an operational error on the part of the company, the refund to which the customer is entitled will not be reduced by transfer fees.
6. The time at which funds are received depends on the processing of the bank and the payment provider.
7. All refund processes are documented by the company.

7. CHANGES TO ITINERARY AND DESTINATIONS

1. The itinerary, order of visits, duration of activities, and destinations may change due to weather, operational, or safety conditions, or decisions of the authorities.

2. If Komodo National Park remains open and the Harbour Master (Syahbandar) or the government instructs a change of route, the company will follow such directions.
 3. Destinations that cannot be visited may be replaced with safe and comparable alternative destinations.
 4. **A change of destination made in accordance with the instructions of the authorities does not give rise to a right to a refund if the trip proceeds and the principal services are still delivered or replaced with a comparable substitute.**
 5. If a principal service cannot be delivered and no comparable alternative is available, settlement will be made on a proportional basis according to the services not delivered.
 6. Decisions of the maritime authorities and the vessel's captain concerning safety are mandatory and must be complied with.
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8. CUSTOMER OBLIGATIONS

1. Provide accurate identification and travel documents.
 2. Be present in accordance with the pick-up and departure schedule.
 3. Comply with the safety instructions of the crew, tour guides, the vessel's captain, and local authorities.
 4. Complete payment by the agreed deadlines.
 5. Understand that natural conditions, weather, and access to destinations may change beyond the company's control.
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9. TRANSPARENCY AND CONSENT

1. Information on prices, facilities, payment, cancellation, refunds, and rescheduling is provided prior to payment.
 2. Customers are given the opportunity to read and understand the terms and conditions before agreeing to the transaction.
 3. Customer consent may be given in writing via WhatsApp, email, or the consent mechanism on the booking page.
 4. The company retains invoices, proof of payment, booking confirmations, and customer communications as transaction documentation.
 5. The policy applicable to a given reservation is the policy that was communicated and agreed at the time of booking.
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