

Coronavirus update 17 May 2020

Caring For Your Wellbeing

As we welcome you back, you can be rest assured that we are taking precautionary measures in an effort to maintain a safe environment for our guests and staff.

The safety and wellbeing of our guests is our top priority

Here are some of the steps that guests will see at our lodge, in an effort to provide a healthy environment:

Cleaning & Sanitization

We are conducting regular—cleaning and sanitization of frequently touched surfaces The restaurant and our restroom. For our massage, our staff are stepping up the cleaning and sanitization of surfaces and equipment. Routine cleaning extends to our staff areas & break room.

Temperature & Wellbeing Checks

During check-in, guests are asked if they are feeling well or showing any signs of illness, anyone with a fever above 37.5 C or who is experiencing any symptoms will be advised to see a doctor immediately.

Hand Hygiene

Good hand hygiene is one of the most important steps individuals can take to protect themselves.

We have placed posters with correct hand-washing techniques and hand sanitizer dispensers—at the guest restroom and employee area, all staff much was there hands whenever they enter the property & after breaks.

Masks & Gloves

Our staff are well-equipped with masks and gloves, and the policies for utilizing them.

From front desk to housekeeping, massage therapists, drivers, trekking guides and kitchen staff, our staff are trained on the importance of wearing appropriate protective gear and will be taking precautions in an effort to provide a safe environment for our guests.

Room Service

To promote safety for our guests and staff, all room service orders will be delivered to the door. To minimize contact, our staff will knock on your door to notify you upon the delivery of your order.

During this time there will be no room service charges.

Hygiene Protocols

We have implemented new precautionary measures starting from food preparation, to set-up and service. We are frequently disinfecting kitchen surfaces, and staff are wearing masks and gloves when plating and serving made-to-order dishes.

We are offering a pre ordered à-la-carte menu.

Guests are able to reserve and sit at the same table for all meals.

Air Quality

Our bungalows & restaurant all have opening windows for free flowing air.

There are not air conditioners on our property

Housekeeping

During this time we are giving guests the option of no housekeeping (cleaning items will be provided) for the duration of your stay. If you choose to have housekeeping, our staff will wear gloves & a mask to protect both parties.

Cancellation / Change date of stay

For those who already have a reservation at our lodge (made before April 2020)

Our cancelation policy – For bookings made before April 2020

The Coronavirus is considered a Force Majeure (an extraordinary event or circumstance beyond the control of the parties)

We are not able to refund your 50% deposit, although your deposit is transferable* within 1 year of your stay date. *Subject to availability & any price changes

Our cancelation policy – For bookings made after April 2020

All guests with bookings made after the 1st April 2020 are able to cancel without incurring any cancelation fees.

Deposit payments – For bookings made after April 2020

A 1-night stay deposit is required at the time of booking, this deposit is nonrefundable but transferable* within 1 year of your stay date. *Subject to availability & any price changes

Considering booking in the future?

For now, our Eco lodge is closed due to government restrictions. Our village has been self-isolating for 7 weeks now with no cases of Covid-19.

We have been advised that tourists are not able to enter our village until the end of May, so for now we are renovating and doing garden improvements.

We hope to be open again In June 2020.

Our location in Bali is very remote in the mountains, we live in a small village where locals don't travel out of the country or far from home, so If you are living in a populated area, or subjected to crowds, our remote location may be an appealing place to be to get away from people.

Stay safe & I hope we will get to welcome you soon and share our new natural no chemical pool 😊

All the best

Linda & Norm vant Hoff