

TELEPHONE DIRECTORY

IN-HOUSE TELEPHONE NUMBERS

RESORT HOST / RECEPTION / INFORMATION	1
ROOM SERVICE (available from 00.00 - 24.00)	2
HOUSEKEEPING	1
LAUNDRY SERVICE	1
CHAYA SPA	3
GUEST ACTIVITIES	1
BUSINESS CENTER	1
ANDALU SHOP	6500

TELEPHONE GUIDELINES

Room to room calls :

1. Dial 8 first + villa number.

Local calls (Bali) :

1. Dial 9 to obtain tone (for outside line).
2. Dial the telephone number.

Domestic calls (Indonesia) :

1. Dial 9 to obtain tone 9 (for outside line).
2. Dial the area code or city code number.
3. Dial the telephone number.

ID calls:

1. Please dial 1 or 5 to inform you need International call.
2. Please inform your telephone number and our staff will assist you.

CALL CHARGES

Rate varies according to area and countries you are connected to. Cost of call will be added to your bill automatically.

telephone directories

COUNTRY CODES

AFGHANISTAN	+93	LUXEMBOURG	+352
AUSTRALIA	+61	LEBANON	+961
AUSTRIA	+43	MALAYSIA	+60
ARGENTINA	+54	MEXICO	+52
BANGLADESH	+880	NETHERLANDS	+31
BELGIUM	+32	NORWAY	+47
BELIZE	+501	NEW ZEALAND	+64
BRAZIL	+55	PERU	+51
BRUNEI	+673	PHILIPPINES	+63
CANADA	+1	POLAND	+48
CHILE	+56	PORTUGAL	+351
CHINA	+86	RUSSIA	+7
COLOMBIA	+57	SAUDI ARABIA	+966
DENMARK	+45	SINGAPORE	+65
EGYPT	+20	SOUTH AFRICA	+27
FINLAND	+358	SOUTH KOREA	+82
FRANCE	+33	SPAIN	+34
GERMANY	+49	SRI LANKA	+94
GREECE	+30	SWEDEN	+46
HONGKONG	+852	SWITZERLAND	+41
HUNGARY	+36	TAIWAN	+886
INDIA	+91	THAILAND	+66
INDONESIA	+62	TURKEY	+90
IRELAND	+353	VENEZUELA	+58
ISRAEL	+972	VIETNAM	+84
ITALY	+39	UAE	+971
JAPAN	+81	UNITED KINGDOM	+44
KENYA	+254	UNITED STATES	+1
KUWAIT	+965		

WI-FI CONNECTION, TV, AND SHUTTLE DIRECTORY

WI-FI CONNECTION

1. Enable Wi-Fi on your device.
2. Go to Wi-Fi Connection Status window, connect to "Kamandalu Ubud" SSID.
Password: kindly request the password from our Resort Host at extension 1.

IN-VILLA TV CHANNELS

for your viewing pleasure

1. RESORT VIDEO
2. RESORT INFORMATION
3. HBO
4. HBO FAMILY
5. NICKELEDION
6. NATGEO WILD
7. IN-HOUSE CHANNEL
8. NET TV
9. RCTI
10. TRANS TV
11. SCTV
12. METRO TV
13. AXN
14. BBC WORLD NEWS
15. SPORT TV
16. SPORT TV 2

SHUTTLE SERVICE TO UBUD CENTER

DEPARTS (everyday from the resort):

10.00 11.00 14.00 18:00 19:00 21.00

PICK UPS (everyday from Ubud Center):

10.20 11.20 14.20 18:20 19:20 21.20

Transportation services beyond the above timings and/or to different destinations can be arranged for you at a reasonable price. Please contact your Resort Host.

EXCLUSIVE PRIVILEGES

For our esteemed Pool Villa guests, we’ve curated a selection of exclusive privileges designed to enhance your stay. From personalized in-villa services to exquisite dining, every detail is tailored to ensure your comfort, and enjoyment at Kamandalu Ubud.

SERVICES BY BUTLER AT VILLAGE CLUB includes complimentary:

BREAKFAST SERVICE	07.00-10.30
at Petulu Restaurant or at the privacy of your own Villa	
AFTERNOON TEA SERVICE	14.00-16.00
Snacks and Coffee/Tea at Village Club	
COCKTAIL SERVICE	16.00-18.00
Snacks and a glass of Cocktail at Village Club	

KAMANDALU GUEST ACTIVITIES complimentary program:

YOGA SESSION Monday - Saturday at scheduled time

COMPLIMENTARY REFRESHMENT

2 PIECES OF LAUNDRY PRESSING

per villa per day.

RECEIVE EXCLUSIVE DISCOUNTS AT THE FOLLOWING OUTLETS:

- 5% at Andalu Shop
- 10% at Petulu Restaurant & Aira Café (food only)
- 15% at Chaya Spa
- (above discounts are not combinable with any other offer)

FOR YOUR NEEDS

ADAPTER / POWER CONVERTER / ELECTRICITY / CABLES / MOBILES CHARGER

Indonesia is using the continental system. All power outlets within the resort are 220 Volts. Your villa is equipped with imbedded adapter for your ready use. Please contact your Resort Host (1) or Butler (5) suppose you need further information or assistance.

AIRLINES

Your Resort Host or Butler will be pleased to assist you with your travel inquiries (ticket reservation, reconfirmation, etc). Additional charges may incur for any necessary long distance phone calls.

ANDALU SHOP

Andalu Shop is located underneath the Lobby.

BABIES

Baby Cot/Crib

Baby cot /crib is available on complimentary basis. Please contact your Resort Host or Butler, should you need any baby cot/crib.

Babysitting

Please contact your Resort Host or Butler for paid babysitting arrangement. Kindly note that a minimum of 5 hours advanced notification is required to make the necessary arrangement.

Baby Car Seat

Please contact your Resort Host or Butler should you need to rent any baby car seat.

Baby Stroller

High Chair for baby / toddler is available at the restaurants.

BAGGAGE & LUGGAGE SERVICE

Please contact your Resort Host or Butler for any inquiries on baggage and luggage services. Checkroom is available for keeping your luggage after passing Resort's security check.

SPECIAL EVENT ARRANGEMENTS

Please contact your Resort Host or Butler for further information.

BIBLE

Available on request , please contact your Resort Host or Butler.

CHECK-IN & CHECK-OUT TIME

Check –in times is at 14.00 and check-out time is at 12.00 Additional charges are incurred for any day-use. Please contact your Resort Host if there is any revision on your departure time.

CREDIT CARD

We accept the following major credits: Visa , Master, Amex, and Diners Club.

DURIAN

Not everyone can appreciate durian's unique scent. Bringing durian inside our property is strictly prohibited. Any violation of this policy will be subjected to the resort's discretion penalty.

for your needs

DUTY MANAGER

Located at the lobby area. Please contact your Resort Host should you need to see Duty Manager.

FLASH LIGHT

A flashlight is located on top of the bedside table in each of the villa.

FOREIGN EXCHANGE

Please contact your Resort Host or Butler for your foreign exchange needs.

GUEST ACTIVITIES

Culinary Journey, Village Visit, Balinese Dance Lesson, Bali Royal Palace Visit, and many more. Your Resort Host will be happy to assist you for any special request on Kamandalu's activities. For detailed selections, please refer to the Activities section in this directory.

HOTEL TAXI

To book a Taxi, please contact your Resort Host.

LOST & FOUND

Please contact your Resort Host for assistance.

MEDICAL SERVICE

On-call Doctor can be arranged through your Resort Host.

NEWSPAPER

Available at the main lobby and Village Club. For further information please contact your Resort Host.

POSTAL SERVICE

Please contact your Resort Host for any postal assistance.
Additional fees are applicable.

SAFE DEPOSIT BOX

Secure your valuables inside the safe deposit box in your villa or make use of our Deposit Box Service at the lobby. We recommend you to secure your valuables in safe deposit boxes at our lobby. Please contact your Resort Host for any assistance.

SHUTTLE SERVICE

Our Resort provides complimentary scheduled shuttle service. Please refer to the Shuttle Service in this directory.

SPA TREATMENTS

Chaya Spa is available from 09.00 to 21.00. Choices of treatments can be found on the Spa section in this folder. Please call our Spa for your reservation at extension 3

SWIMMING POOL

The main pool is open daily from 08.00 until 20.00. Please keep in mind that there is no lifeguard on duty. Do swim responsibly and with caution. We are unable to accept any responsibility for any accident that happens in the pool area.

for your needs

TIME

Please contact your Resort Host should you need information about the local time.

TELEPHONE ASSISTANCE

Telephone operator services is available for 24 hours at extension 1

TRIP RESERVATION

Please contact your Resort Host to arrange a tour for you. Additional charges may incur.

VISITOR

Kindly inform Telephone Assistance whenever you are expecting visitor(s).

PREVILLAGE CLUB

Exclusive personalized services with total privacy and comfort for guests staying at Pool Villas, Deluxe Pool Villas, Two-Bedroom Pool Villas, Junior Presidential Villa and Presidential Villa.

WAKE UP CALL

Please call our Operator for any wake up call request at extension 1.

WIRELESS INTERNET CONNECTION

Complimentary wi-fi is available in your villas and through out the resort. Please see instruction to turn on the complimentary wi-fi or contact your Resort Host or Butler for further assistance.

TERMS AND CONDITIONS

CHILDREN POLICY

Children age is from 0 - 11 years old. Only 1 child is allowed to share a room with parents, unless otherwise permitted.

RESORT FACILITIES

Some resort facilities are free of charge, such as scheduled shuttle service to/from Ubud center, main swimming pool, wireless internet connection in all resort area including in the villas as well as Village Club (valid only for original bookings in Pool Villa and the above categories). Some other facilities are subject to additional charge. Please contact your Resort Host for further inquiries.

PETS POLICY

No pets are allowed. In-house guests and visitors shall not permit any pet or animal, even temporarily, anywhere in the area of Kamandalu Ubud.

SMOKING POLICY

It is strictly prohibited to smoke inside any of our villas, in Petulu Restaurant, in the lobby, Village Club, meeting room and Andalu Shop or in any of our enclosed public areas due to health and safety reasons. Smoking is only allowed in designated outdoor areas of the resort. Please smoke responsibly.

GUEST CONDUCT POLICY

We expect our in-house guests to conduct themselves in an orderly and adequate manner and not to disrupt the enjoyment of other guests. In the event that you or your party causes distress, danger or annoyance to other guests in our premises, we reserve the right to terminate your booking arrangements and eject you from our resort immediately. No refunds nor redemption for any unused accommodation, facilities or services will be credited, nor we will borne any expense nor costs incurred as a result of such termination. Full payment of all your reserved accommodation, consumption, use of facilities and/or services must be completely settled upon check-out.

PROPERTY DAMAGE LIABILITIES

In-house guests and visitors are financially responsible for any damage and permanent injury, as a result of human negligence, alcoholic-beverages consumption, the use of fireworks or other inflammatory goods, suffered to the resort's properties during their stay/visit (including inspection, check-in and check-out time).

LOSS OF PROPERTY

We are unable to accept any responsibility for theft or loss of your personal belongings during your stay. An in-room safe in each villa and safe boxes in the front desk area are provided in complimentary basis to place your personal valuables and belongings.

DEVELOPMENT WORKS

General refurbishment is necessary to maintain our resort's standards. We make announcements on any then-current building/refurbishment work and should this risk to spoiling the enjoyment of your stay, we may give you the option of a different comparable package or booking another package when necessary.

terms and conditions

FORCE MAJEURE

We cannot accept liability or pay compensation of the failure or improperness of the performance of our obligations to you when prevented by any event that we cannot foresee or avoid, even with all due care, including but not limited to war, riot, terrorist activity, natural, nuclear, chemical or biological disaster, fire, bad weather condition, and similar events beyond our control.

CONCERN AND FEEDBACK

It is our commitment to take care of your booking arrangements and make sure that everything goes smoothly. In the case of any problem occur during your stay, please notify a member of our management staff immediately so that we can investigate further.

If the problem still cannot be resolved upon check-out and you wish to complain, you must write your feedback by e-mail to **operation.manager@kamandaluresort.com**

or by registered post within 10 days from your check-out date, mentioning your detailed complaints and sent to :

Kamandalu Ubud

Jalan Andong , Banjar Nagi, Ubud, Bali 80571, Indonesia.

We cannot be held responsible for any complaint received after the given period of time.

AROUND AND ABOUT

The Resort is located strategically in a tropical Ubud Valley. It has retained the original landscape and its natural inhabitants. Therefore, during your stay, you might find some local animals or plants which you may not have encountered before.

Lizards and geckos are quite common in Bali. They feed on bugs and insects. You may see them crossing the pathway. Please do not be panic when you see them, they are harmless and very shy animals. They often hide or run away quickly when they see human beings.

Tokay geckos are the largest geckos in the area. They are nocturnal and prefer to hide. They have unique vocals and are quite loud when they are on a mating call. You can recognize them by the sound as they are similar to their name “to-kay”. They are territorial, but generally keep to themselves unless threatened.

Early in the morning, you may see monkeys visiting some of the villas or Resort area. As they are energetic and full of curiosity, it is best to scare them away. Please do not feed them otherwise they will come back wanting for more food.

Frogs – called katak or kodok in Indonesian – live in the surrounding garden and rice paddy area. They often have their own musical orchestra during the night. Same as lizards and geckos, frogs prey on bugs and insects.

As a part of tropical inhabitants, insects and bugs can also be found in the wide open nature. We have a bi-weekly maintenance program to minimize the insects and bugs in the Resort. We also provide each villa with insect repellent for your comfort. In case you experience any allergies or bug bites, please contact the Resort Host for immediate treatment.

Squirrels are rather hard to see. However, you might see them up on the coconut trees or jumping from trees to trees. They normally run away when they see humans.

Different kinds of tropical birds can be found around the Resort. Occasionally you will see a flock of wild doves, sparrows, or the rare white herons perching or taking a delight playing with water in the pool’s edge.

As a part of natural tropical inhabitants, you might see one or two snakes amongst the bushes or the trees. Snakes do not blindly attack people. Contrary to popular beliefs, not all snakes are deadly or poisonous. Please be calm when you see one as you do not want to scare them which in turn will put them on offensive mode. However, we are aware that snakes will discomfort anyone greatly. Our resort has a snake catcher specialist with the main task to minimize the number of snakes around the area and to prevent them going to guests’ area.

Around Kamandalu Resort and Spa, you will find plenty of plants; some have been there for many years, some are recently planted by our guests who participated in our Tree Planting Program. As you walk around the pathway, you will be introduced to the different kinds of plants by their name plates.

around and about

There are also wild plants and trees that grow around the resort. One interesting plant is called Putri Malu or known as Touch-Me-Not. Aptly named so due to its leaves' tendency to shrink and closed up when touched. The plant's sensitivity to touch is a source of curiosity by many of guests who encounter it.

Nearby the lobby, Kamandalu Resort and Spa has its own paddy fields. The paddies are cultivated approximately three times a year and maintained by Kamandalu's skilled gardeners. During the cultivation we have a small festivity in which guests can participate to either harvest or plant the paddies together with our staffs.