

Terms & Conditions

Reservation Policy

Reservation Procedures and Policies

- When you make your reservation, whether online or by telephone, you will be deemed to have read, understood and accepted these Reservation Terms and Conditions and the Reservation Privacy Policy.
- The Marind Dive Eco Resort website enables you to check the accommodations offerings and availability of our rooms and its products and services. On completion of the reservation process, Marind Dive Eco Resort will send you an email confirmation of your reservation. Relevant details relating to products or services must be confirmed by you directly with the Marind Dive Eco Resort admin including but not limited to airport pick up, boat pick up and drop off times.

Payment

It will be necessary for you make a full payment (through bank transfer) to secure a room or products and services. During COVID-19 our bookable rates have flexible cancellation and amendment policies. We will allow revisions and last minute changes free of any penalties up to 2 days prior to arrival. If you booked via online travel agents either Traveloka, Agoda, Booking.com, Expedia or other third party travel agents, you are advised to contact their booking providers for more information on their respective reservation policies.

Cancelation&Refund Policy

We remain flexible and understand that unexpected changes may happen during these unprecedented times caused by COVID-19. Cancellation requests due to COVID-19 travel restrictions will be treated on a case-by-case basis.

- **Best Flexible Rates:** Changes and cancellations are permitted up until 2pm hotel local time within 24 hours prior to arrival. Changes or cancellations after this time will be charged in full. No shows will also be charged in full.
- **Non-Refundable Rates:** Please be aware that these special rates do not allow any changes or cancellations.
- We advise you to make any cancellations or amendments to your reservation either via email, telephone or directly through your booking providers. The cancellations and amendments policies that apply to your reservation will depend on the respective Marind Dive Eco Resort's policy presented at the time of booking.