



## **PAYMENT CONDITIONS**

Komodo Cruises is a cruise ship belonging to the Company: **PT Rutas Viajes Indonesia**. Rutas Indonesia is a travel agency based in Indonesia with offices in Bali and Labuan Bajo.

Payments for the contract services will be made to the bank account of Permata Bank in Indonesia that is in the name of **PT Rutas Viajes Indonesia**.



### ***PT RUTAS VIAJES INDONESIA***

*Jalan Wae Wasa, Kel. Wae Kelambu, Kec. Komodo,  
Kab. Manggarai Barat. Prop. Nusa Tenggara Timur.*

***Número licencia//Nomor Induk Berusaha***

***8120004803712***

[www.rutasindonesia.viajes](http://www.rutasindonesia.viajes)

Jl Mertasari, 12 x Pengubengan. Kerobokan.

Teléfonos: +62 (0) 812 39 88 26 69/ +62 (0) 361 9342272

**Skype: rutas.viajes**

## CHARACTERISTICS AND DESCRIPTION OF THE BOAT

NAME OF THE BOAT	: RUTAS INDONESIA
TYPE	: PHINISI.....
FLAG	: INDONESIA
BUILD IN	: 10 JULIO 2018
CONSTRUCTION	: MADERA TEKA
GROSS TONNAGE	: 30 Tons
LENGTH OVER ALL	: 29.00 M
WIDE	: 5.10 M
DRAFT	: 6.42 M
POWER	: 1XMITSUBISHI 240 HP ENGINES
MAXIMUM SPEED	: 18 KNOT
CREW	: 5 STAFFS
PASSENGERS	: 14 PERSONS MAX.
SAFETY EQUIPMENT	: COMPLY WITH ISM-CODE

## DESCRIPTION OF EXCURSIONS WITH KOMODO CRUISES

### HOW TO BOOK YOUR TRIP WITH KOMODO CRUISES

For the reservation of any excursions to be confirmed, a **deposit of 50% of the total cost will be required.**

**\*After making the transfer, the client will send the receipt to the Komodo Cruises contact persona.**

When this amount reaches the coffers of Rutas Indonesia, the trip will be reserved. One of the members of Komodo Cruises will send you a confirmation of payment by e-mail with a receipt so that entire transaction is recorded.

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The rest of the payment must be **15 days before the start of the trip.**

**PAYMENT METHOD:**

**Payment can be made in the following ways:** (Any bank fee must be borne by the customer\*)

**Bank transfer:**

When the bank transfer is made, please send us a copy of it. As soon as the money arrives in the coffers of Rutas Indonesia, we will send you an e-mail with the receipt so the operation is confirmed.

The client is going to be one who pay the transfers costs.

**Data to make de transfer:**

\*BENEFICIARY: PT RUTAS VIAJES INDONESIA

\*REQUEST SWIFT TYPE TRANSFER

**Account in €**

**Beneficiary: PT RUTAS VIAJES INDONESIA**

Num cc: 5802134225

Swift code: BBBAIDJA

Name of the bank: PermataBank

Address of the bank: JL. Pura Bagus Taruna, num 522 Legian  
Kuta Badung Bali , 80361  
Phone number Permata Bank: +6221 1500111

*This information will be confidential in accordance with our private privacy.*

Once the transfer is made, please send a copy of the transfer to the following address:

[info@rutasindonesia.viajes](mailto:info@rutasindonesia.viajes)

### **Credit card:**

All the payments with credit card will carry a **charge of 3%** of the total that the client will assume.

In order to pay by credit card, the following method can be used:

### **CREDIT CARD AUTHORIZATION:**

Through this document by which the customer authorizes the company Rutas Vietnam Co. Ltd, to make the payment with your credit card.

[Down load authoriaztion document.](#)

**\*\*The card charge is made from Rutas Vietnam offices in Hanoi and the currency is in VND (Vietnam Dong). Rutas Indonesia will apply the exchange rate on the date of the transaction, but your bank may apply a differential to the exchange rate.**

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To summarize, it would be a charge of 3% + a surcharge that your bank can apply to the exchange rate.

**PayPal Method:**

Pay Pal users can make the payment through their account to our account associated to this email: [hangnga@rutasvietnam.viajes](mailto:hangnga@rutasvietnam.viajes). **4% will be charged** to the total payment to be made.

**All the payment must be confirmed with a receipt from Rutas Indonesia team.**

(Any clarification that you need about the forms of payment and the conditions, we are at your disposal).

**CANCELLATION POLICY**

## **CANCELLATION POLICY**

Rutas Indonesia offers to all the clients travel cancellation insurance along with the assistance, for the total amount of the trip plus the flight, so the client will be fully covered in case of cancellation with justified reasons.

Below you can see the general conditions of the insurance to be hired:

- [Travel insurance](#)

**In the event of cancellation, delay or advance of a flight, if this entails any extra expenses, the claim should be made on the corresponding airline.**

**PT RUTAS VIAJES INDONESIA**, reserves the right to modify the itinerary or services if unforeseen reasons such as floods, typhoons appear, navigation conditions are not good. Orders of the Authority in relation to permits to visit areas, cancellations of flights or train services, etc. that make impossible to carry out the contracted program. In these cases, Rutas Indonesia will replace the canceled services with similar ones whenever possible. If the second services offered were of lower category, the contracted company will pay the difference. If, on the other hand, the available services were more expensive, the traveler will have the option to pay the difference or cancel the rest of the trip and receive the reimbursement of the unused services.

Rutas Indonesia undertakes to provide its passengers with all the contracted services with the characteristics and conditions stipulated. Rutas Indonesia declines all responsibility for personas injuries, accidents and illness on route. As well as stolen objects.

### **END OF CONTRACT**

Rutas Indonesia reserves the right to terminate the contract if the behavior or behavior of the traveler is offensive to other travelers or poses a risk t himself or to other travelers. In this case, the Company will apply the relevant cancellation policy mentioned in the “Cancellation Policy” section. If the conduct of a traveler causes any damage to the place of accommodation, transportation or any of the places included and reverses in the trip, the relevant compensation will be the cause of such damage, including legal costs incurred against the Company by third parties.



In compliance with the Organic Law on Data Protection 15/1999, we inform you that your personal data are incorporated into a commercial file whose responsible is Rutas Indonesia, in order to send them commercial communication. If you wish you can exercise the rights of access, rectification, cancellation or opposition of your personal data in this email: [info@rutasindonesia.viajes](mailto:info@rutasindonesia.viajes).

This message and any document attached to it, is confidential and intended only for the person or entity to whom it has been sent. If you have received this message in error, we inform you that the content in this is reserved and unauthorized use is legally prohibited, therefore, please, notify by e-mail: [info@rutasindonesia.viajes](mailto:info@rutasindonesia.viajes)

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**Nomor Induk Berusaha: 8120004803712**

**RUTAS VIETNAM Co. Ltd**

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**Tel: +84 4 3747 6325 / 3747 6326**

**Telephone: +62 81239882669 Fran or +6282310213528 Clara**

\*Any questions or clarification about the General Conditions, please contact us. In this team we understand and adapt to the particular situations of each traveler.

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