

Terms and Conditions

Last Updated: 10 March 2026

Introduction

Welcome to [Akar Mentawai](#). These Terms and Conditions govern the use of our website, located at www.akarmentawai.com and the services provided by [Akar Mentawai](#).

By accessing this website, making a reservation, or staying at our property, you agree to be bound by these Terms and Conditions. If you do not agree, please do not use our website or services.

Intellectual Property Rights

Unless otherwise stated, [Akar Mentawai](#) and/or its licensors own all intellectual property rights for all material on this website, including text, images, logos, and design.

You are granted a limited, non-exclusive license to view and use the website for personal and non-commercial purposes only.

Restrictions

You are specifically restricted from all of the following:

- Publishing any website material in any other media without prior written consent;
- Selling, sublicensing, or otherwise commercializing any website material;
- Publicly performing or displaying any website material without authorization;
- Using this website in any way that is or may be damaging to the website or its availability;
- Using this website in any way that impacts user access;
- Using this website contrary to applicable laws and regulations;
- Engaging in data mining, data harvesting, data extracting, or similar activities in relation to this website.

Reservations

Reservations may be made through our website, by email, phone, WhatsApp, or via authorized third-party platforms.



A reservation is considered confirmed only after receipt of payment or deposit, as agreed at the time of booking, and has to be reconfirmed within 2 days before arrival. The booking may be otherwise released and the deposit retained.

Accepted payment methods may include bank transfer, Wise, cash, or other methods agreed in writing.

Cancellation and Refund Policy

With all direct bookings we allow free cancellation up to 60 days before arrival, and the deposit will be returned.

For cancellations within 60 days before arrival, the deposit is non-refundable.

Different cancellation terms may apply for:

- Peak seasons
- Promotional or discounted rates
- Group bookings

Refunds, where applicable, will be processed using the original payment method.

Guest Stay & Property Rules

Guests agree to:

- Respect check-in and check-out times as communicated;
- Use the property responsibly and avoid damage;
- Follow all house rules communicated before or during the stay;
- Refrain from illegal activities, excessive noise, or behavior that disturbs others.

Akar Mentawai reserves the right to refuse service or terminate a stay without refund in the event of serious violations.

Loss, Damage, and Liability

Guests are responsible for any damage caused to property, furnishings, or equipment during their stay.

[Akar Mentawai](#) shall not be responsible for loss, theft, or damage to guests' personal belongings.

To the maximum extent permitted by law, [Akar Mentawai](#) liability shall be limited to the total amount paid for the stay giving rise to the claim.



No Warranties

This website and its content are provided “as is” and “as available,” without warranties of any kind, express or implied, to the maximum extent permitted by law.

Limitation of Liability

In no event shall [Akar Mentawai](#), its owners, directors, employees, or agents be held liable for any indirect, incidental, special, or consequential damages arising out of the use of this website or services.

Force Majeure

[Akar Mentawai](#) shall not be liable for failure or delay in performance due to events beyond reasonable control, including but not limited to natural disasters, extreme weather, government actions, transportation disruptions, or other force majeure events.

Indemnification

You agree to indemnify and hold harmless [Akar Mentawai](#) from and against any claims, damages, liabilities, costs, or expenses arising from your breach of these Terms and Conditions.

Severability

If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.

Variation of Terms

[Akar Mentawai](#) reserves the right to amend these Terms and Conditions at any time. Continued use of the website or services constitutes acceptance of the updated terms.

Assignment

[Akar Mentawai](#) may assign or transfer its rights and obligations under these Terms without notice. You may not assign or transfer your rights without prior written consent.



Entire Agreement

These Terms and Conditions constitute the entire agreement between you and [Akar Mentawai](#) regarding the use of this website and services, superseding any prior agreements or understandings.

Governing Law & Jurisdiction

These Terms and Conditions shall be governed by and interpreted in accordance with the laws of the Republic of Indonesia.

You agree to submit to the jurisdiction of the courts of the Republic of Indonesia for any dispute arising from these Terms.