



TERMS & CONDITIONS

BOOKING TERMS & CONDITIONS

These Booking Terms & Conditions apply to all seating reservations at Luna Beach Club, including daybeds, sofas, booths, high tables, pods, tree houses, and cabanas.

By completing a reservation, you agree to the terms outlined below.

1. Reservation Confirmation

All reservations must be secured with advance payment of the applicable minimum spend.

Your reservation is only confirmed once payment has been successfully processed.

Minimum spend is fully credited toward food and beverages on the day of your visit.

All advance payments are non-refundable.

2. Arrival Time & Holding Policy

Early Bird Reservations

Early Bird bookings must arrive between 10:00am and 1:00pm.

Arrivals after 1:00pm will be charged the "Ultimate Experience" rate, margin to be paid in-venue.

Ultimate Experience Reservations

Ultimate Experience bookings may arrive at any time throughout the day.

These reservations are not subject to time-based arrival restrictions.

Reservation Holding Time

All reservations will be held for up to one hour after the confirmed arrival time.

If you do not arrive within this window, your reservation may be released and your payment forfeited.

3. Guest Capacity

Each seating type includes a maximum guest capacity.

If your group exceeds the allocated capacity, an additional fee of IDR 300,000 per extra guest will apply.

This policy allows flexibility while ensuring comfort and service quality for all guests.

4. Minimum Spend & Payments

A minimum spend applies to all seating reservations and is fully credited toward food and beverages.

Minimum spend must be paid in advance to secure your booking.

All advance payments are non-refundable, including in cases of late arrival, no-show, or partial attendance.

Unused minimum spend is non-refundable and cannot be carried forward.

5. Walk-In Pricing

Walk-in seating is priced higher than online reservations.

By booking online, you lock in the best available rate and guarantee availability.

6. Seating Assignment

Specific seating locations and layouts are subject to availability and operational requirements on the day.

Luna Beach Club reserves the right to assign or adjust seating to ensure optimal guest experience and venue flow.

For premium seating categories such as Pods, Tree Houses, and Cabanas, all reasonable efforts will be made to honor the booked seating type.

7. Amenities & Inclusions

Some seating types include complimentary towels or other amenities.

The number of complimentary towels is based on the booked seating type.

Additional towels are available at a fee of IDR 50,000 per towel.

Amenities and features may vary by seating category.

8. Non-Smoking Areas

Certain seating areas are designated as non-smoking zones. Guests must respect all non-smoking area policies.

Failure to comply may result in relocation or removal from the venue without refund.

9. Pets & Animals

For health, hygiene, and licensing reasons, pets and animals are not permitted anywhere on the Luna Beach Club property, including all dining, pool, beach, event, and seating areas.

This policy applies to all guests and all seating categories, and is enforced at the entrance.

Guests arriving with a pet will not be permitted entry. Advance payments in these cases remain non-refundable in line with Section 4.

Assistance and service animals may be permitted at Luna Beach Club's discretion. Guests requiring an assistance animal must contact Luna Beach Club in advance of their visit so that arrangements can be confirmed in writing before arrival.

Luna Beach Club accepts no responsibility for animals left unattended in vehicles, at the entrance, or in the surrounding area.

10. Conduct & Safety

Luna Beach Club reserves the right to refuse service or remove guests whose behavior is disruptive, unsafe, or inappropriate.

In such cases, no refunds will be issued.

11. Weather & Operational Changes

Luna Beach Club operates in an outdoor environment.

Weather conditions or operational requirements may require adjustments to seating or service.

No refunds will be issued due to weather or venue layout changes.

12. Force Majeure

Luna Beach Club shall not be liable for failure to perform due to events beyond its reasonable control, including but not limited to natural disasters, government restrictions, or safety concerns.

13. Amendments

Luna Beach Club reserves the right to amend these Terms & Conditions at any time.

The version in effect at the time of booking shall apply.