



MENTAWAIDAZE UPDATED BOOKING / CANCELLATION POLICY DUE TO COVID-19

Dear Clients of Mentawaidaze,

Well, we have a glimmer of hope. Both D'Bora and Indo Satu have resumed charters for US based guests who have opted in to our Business Visa entry and are not restricted to quarantine regulations on returning home.

For our other booked guests facing tighter travel restrictions, the ongoing spread of Covid-19 and the disruptions to surf trip planning has meant that we will continue with our rescheduling juggling act for both boats through 2021.

Mentawaidaze continues to offer a relaxed rescheduling policy to a later date within 2021 or 2022 for guests who have charters booked that depart **before 1 October 2021** on either D'Bora or Indo Satu.

You are eligible to re-book your charter with us if:

- Your country of residence issues an Indonesia travel ban restriction.
- You are facing government enforced 14 day quarantine upon returning home from international travel.
- A ban on inbound tourism to Indonesia remains in place

Bookings can be rescheduled to either later in 2021 or 2022 subject to [availability](#).

If you have made full payment and are unable to select a date at this time you can also keep this credit with us and select a date in 2021 or 2022 when you are able to confirm, subject to schedule availability.

If you have paid a deposit for a charter that departs before 1 October 2021 and wish to reschedule, your balance of payment will be due 1 month before charter departure. If you have paid a deposit and have rescheduled your charter but fail

to complete balance of payment earlier than 1 month of charter departure date, you will forfeit your deposit.

If you have paid in full for a charter departing before 1 October 2021 and choose not to take our reschedule option we will refund your payment less deposit.

For charters on either Indo Satu or D'Bora departing after 1 October 2021, we revert to our standard [Terms and Conditions](#). Due to the constantly changing situation we will revisit our Booking/Cancellation policy in the near future as conditions dictate.

This policy has been updated on 28 April 2021 and will remain in effect until further notice.

Thanks for your understanding. We're trying our best to do what is fair and practical for all of us and hoping as much as anyone else that this storm soon passes.

Sincerely,

Tom Plummer

Operations Manager,
PT East West Tour and Travel (Trading as Mentawaidaze Surf Charters)