



TERMS AND CONDITIONS

Grace Wave Resort is owned and operated by Grace Wave Ministries (EIN# 45-5153391). The user understands that all proceeds from Grace Wave Resort go toward the operation of Grace Wave Ministries.

User Agreement

Access to and use of this website is conditional upon your acceptance of these terms and conditions. Please read the following terms and conditions closely before using our website. If you do not agree with any part of these terms and conditions, you must not use this website.

Any use of the gracewave.com website, or written communication with Grace Wave Ministries, for the purposes of travel arrangements/ accommodation, confirms that you are aged 18 or over and that you have read and fully accept these terms and conditions. These terms and conditions are devised for the protection of all parties.

Booking Conditions

The gracewave.com website is owned and operated by Grace Wave Ministries, with an office located at 30602 Willow Village Dr. Menifee, CA 92584.

Customers are responsible for reading the terms and conditions including booking conditions which are available at www.gracewave.com/terms-and-conditions.html. You agree to abide by the terms or conditions of purchase imposed by Grace Wave Ministries with whom you elect to deal. You understand that any violation of any such conditions of purchase may result in cancellation of your reservations or purchases, in your being denied access to the resort, in your forfeiting any monies paid for such reservations or purchases, and Grace Wave Ministries debiting your account for any costs we incur as a result of such violation. You will be completely responsible for all charges, fees, duties, taxes, and assessments arising out of your use of this website, and, without limitation, you will be responsible for all charges, fees, duties, taxes, and assessments arising out of transactions performed by others on your behalf, whether or not such uses were performed with your consent.

With respect to resort reservations and ground arrangements made directly through this website, your reservation will become confirmed once you have sent an on-line booking and provided your credit card details, and paid the total amount due in full.

Booking Your Holiday

A booking is confirmed only after we receive full payment of accommodation. (This may be waived solely at the discretion of Grace Wave Ministries.)

Methods of Payment

Payments for accommodation reservation may be made by credit card through our STRIPE secure internet payment gateway facility available on our website gracewave.com/booking.

Child Policy

Grace Wave Resort will consider the following conditions as our Child Policy:

- 0 to 4.99 years old is considered as 'Infant' and will be free of charge when sharing a parent's bed. If an extra bed is required, there will be an additional supplement as specified by the resort.
- 5 to 12.99 years old is considered as 'Children' and the resort's child policies and rates will apply to them.
- 13 years old and above will be considered as 'Adult'.

Rates and Changes

All room rates are in USD (United States Dollars). Rates are set once a booking is confirmed. Rates are subject to change if the customer wishes to change the dates of their booking.

Cancellation Policy

All bookings at the Grace Wave Resort are final and non-refundable.

Date Changes

Date changes are subject to availability. Generally no fee is charged for date changes unless it is from a low season to a high season. If you wish to change the date of reservation, it can be done so by sending an email to gary@gracewave.com.

Airport Transfers

Airport Transfers can be arranged at favorable rates. We would require your confirmed flight details to arrange and confirm airport transfers and rates for the same. Please send the details to gary@gracewave.com. Please note that an external vendor may be used to provide transportation to and/or from the resort.

Overbooking Transfers

In the case where the hotel is overbooked we will request to transfer your booking to a similar or higher category hotel.

You may agree to be transferred or you may cancel the booking. If you agree to be transferred, then we will do so to the best of our ability and without any additional cost. If you wish to cancel the reservation at this point, we will do so without any penalties and refund the full amount (minus any bank charges)

Proof of Reservation

The guest must have a confirmed reservation made through gracewave.com/booking . The confirmation email sent after making the online reservation will be considered as proof of reservation.

Booking (Reservation) Disputes

If a dispute arises with regard to a reservation made by Grace Wave Resort, then Grace Wave Resort has the sole authority to cancel the reservation by informing the guest via email. The reservation amount will be refunded in full minus any bank charges to the credit card or bank account of the guest.

Health, Passport and Visas

It is your responsibility to ensure that you and other members of your party obtain the right inoculations and medical advice before you travel. Similarly, it is your responsibility to ensure that you and other members of your party have correct and valid passports, visas and have conformed to all other requirements pertaining to your travel arrangements before the holiday commences.

Should you require assistance on this matter we will be pleased to make recommendations. We will not be held responsible for you travelling without the correct travel documents.

International and Domestic Air Booking

Reconfirmation of flight bookings is your responsibility. As travel arrangements may be booked to connect with international and domestic air flights, it is your or the travelers responsibility to keep us updated as to flight times and numbers.

Travel Insurance

You are strongly recommended to take out personal travel insurance, at the time of booking, for all members of your party. It is your responsibility to ensure that the insurance you purchase is adequate. Booking acceptance shall be deemed to include your confirmation that you have taken out such insurance.

Responsibility

We will only accept liability for incidents that arise as a direct result of our proven negligence, or that of our suppliers, in respect of arrangements forming part of your holiday itinerary, in cases where all your holiday accommodation, transfers, excursions, activities and sports which are arranged by us for the entire extent of your stay. This applies to illness, injury and/or death.

Grace Wave Resort (and Grace Wave Ministries) cannot be held responsible for the failure of any component of the holiday for which we do not have direct responsibility. This includes any difficulty in finding hotels if customers choose to arrange their own transport.

There are circumstances where it is impossible to full fill the contract as a result of war, the threat of war, riot, civil strife, industrial dispute, terrorist activity, pandemics, natural or nuclear disasters, fire or adverse weather conditions and all similar events outside our control. In these circumstances we shall not be liable for compensation where we are forced to cancel, delay, curtail or change your reservation in any way or where our performance of the contract is affected or prevented.

We assume no responsibility for any loss, damage to baggage, property or for injury illness or death or for any damages or claims however so caused arising directly or indirectly from accidents, loss or damage to person or property, delays, transport failures, strikes, war, force majeure, Acts of God etc. or any other loss arising from or pursuant to Your Travel Arrangements./hotel reservation.

We accept responsibility for ensuring the rooms which you book with us are supplied as described and that the services we are contractually obliged to provide are to a reasonable standard.

There may be instances where alternative accommodation or services may need to be provided, in such instances we will ensure this is of a similar or superior standard.

Breakages and Damages

You will be responsible for any breakages, losses or damage caused by you or a member of your party during your stay in the accommodation. It is your responsibility to put right the damage or to make full payment to the hotel before departure and to indemnify us against any losses, damages or claims made against us.

Behavior

You are responsible for compliance with all relevant regulations applicable to the resorts during your holiday. If in the opinion of our Management your behavior is disruptive or causing distress, injury or danger to other clients, our staff or any other third party, your reservation may be terminated and we shall not be responsible for any costs or claims that are incurred.

Severability

If any of these booking conditions are invalid or unenforceable then subject to law, all other provisions of these booking conditions shall be and continue to be valid and enforceable.

Arbitration

When your booking is confirmed with us, a contract between Grace Wave Resorts and you is constituted. That contract and these booking terms and conditions shall be governed in all respects by the laws of the United States.

Complaints

We would wish to resolve amicably any reasonable complaint that we receive relating to the standard of service or accommodation arrangements.

If your complaint cannot be resolved locally during your stay at the Resort. you must follow this up by writing a formal complaint letter to us within 28 days of your return home incorporating all other relevant information. It is a condition of this agreement that you communicate any problem relating to the standard of service or accommodation arrangements to the relevant authority at the Grace Wave Resort. Please mail your concerns to gary@gracewave.com

EXCLUSION OF LIABILITY

Grace Wave Resort. does not guarantee that all information available is free from errors or omissions but we will use all reasonable endeavors to correct any errors or omissions once notified of them. Our opinions are our own. Whilst we rigorously strive for accuracy, these opinions are necessarily subjective to some degree.

All recommendations, opinions expressed and prices regarding properties and/or destinations displayed are provided for guidance only. You agree as the user that the use of, or reliance upon, any of the content of the Grace Wave website, and in particular any content recommending any hotel, product or service, is done entirely at your risk. (Including content in subsequent itinerary documents sent to you)

We have endeavored to portray and describe each hotel and/or service as best we can and also to provide the most up to date information through our website and other communications with you to the best of our knowledge.

Information provided by you

All information provided by you should be true and accurate. We will treat it confidentially and not forward it to any third party. We have a strict anti-fraud policy and take responsible steps to protect personal information such as credit card details.

Electronic Communication

You communicate with us electronically whenever you visit our website or send emails to us. You consent to receive communications from us electronically and by fax. You agree that all notices, disclosures, agreements and other communications that we provide to you electronically or by fax satisfy any legal requirements that communications be in writing.

Grace Wave Resort accepts no liability for any virus or any other type of electronic infection that may be transferred through the site. Under no circumstance will we be liable for any loss or damage caused by a user's reliance on information obtained through this site.

Copyright

The copyright and all other Intellectual Property rights in all of the material on this website are owned by Grace Wave Ministries. Copying of any part for commercial or business use without our written permission is strictly prohibited.

Governing Law and Jurisdiction

These terms and conditions are subject to the Laws and the jurisdiction of Indonesia.

Validity

The above terms and conditions are valid from December 12, 2021.