



RULES OF THE BALI EDEN

Our top priority is the health and well-being of our guests and employees at The Bali Eden. To ensure your health, the resort has adopted several precautionary measures, met strict public area sanitation and hygiene standards, and followed the local authority's advice.

BALI EDEN OPENING HOURS

06:00 - 22:00 wita

CLOTHING AND HYGIENE

We require all members and guests to wear suitable clothing (non-offensive) and appropriate enclosed sporting footwear when visiting any of the exercise areas (excluding wet areas).

Clothing bearing offensive images or inappropriate advertising is not permitted.

It is also paramount that personal hygiene is considered when visiting The Bali Eden, so it is appreciated that everyone wears deodorant and is aware of their own body odor.

PETS AND ANIMALS

Under no circumstances are pets or animals of any kind to be brought into The Bali Eden facilities.

MUSIC MEDIA

Playing the music of any kind is not permitted within The Bali Eden Facilities unless played through earphones/plugs or authorized by the Manager as part of an organized function.

PARKING POLICY

The parking area is available free of charge.

SMOKING POLICY

Please be advised that smoking is not allowed by law in the following area in The Bali Eden.

1. Fitness Center
2. Health Suite
3. Arana Spa
4. Locker Room
5. Lanang Wadon Restaurant
6. Public Area



MINIMUM AGE

Membership is limited to persons who are at least 15 years of age. If you are under 18 years of age, the Contract must be signed on your behalf by a parent or legal guardian. Any person under the age of 16 can use cardio equipment only and CANNOT use weights. All new members under the age of 16 must have a private PT session which is covered under their registration fee as their premium offering.

FITNESS CENTER

- The Fitness Center operates from 6:00 to 22:00 daily.
- Only guests aged 15 or above can be allowed to use the fitness room and gym facilities. Any person under the age of 16 can use cardio equipment only and CANNOT use weights. Members between the ages of 15 to 17 are only permitted to use the Fitness Center with guidance from a Personal Trainer.
- A personal trainer is available on request at an additional cost.
- Please wear appropriate attire and gym footwear when using the Fitness Center.
- Jeans, street clothes or shoes, bare feet, or sandals are strictly prohibited due to hygiene and safety concerns.
- It is advisable to keep personal belongings in the lockers at all times.
- For health and sanitary reasons, it is advisable to carry a towel and use it as a cover when using the equipment.
- As a courtesy, please wipe down equipment after usage with disinfectant wipes, which are already available at the towel counter.
- Please keep your distance. Following the advice from our local authority, we have marked some areas to ensure a safe space is maintained.
- Kindly use our fitness equipment mindfully and do not drop free weights or dumbbells onto the floor.
- Please respect fellow guests by adopting courteous and appropriate behaviors."
- Fitness Centre's room temperature will be kept at between 22 °C (72 °F) and 24 °C (75 °F), as recommended by health experts.
- Eating and smoking are not allowed in the facilities at any time. Please refer to our attendant on duty for any questions or assistance.
- The use of the Fitness Center is at the participant's own risk. Guests are responsible for acknowledging their physical limitations.
- Talking on a mobile phone is not permitted in the Fitness Center. Also, you may use personal music as long as they do not become unsafe for the user or become a nuisance to other users.
- No pets are allowed in the Fitness Center.



- The Bali Eden management does not assume any liability for any injury or loss of life or loss of, or damage to, property, however, in connection with the fitness center's existence, condition, or use.

THE POOL, STEAM ROOM AND SAUNA

- The main access gate closes at 6:00 PM. After 6:00 PM, access is through the locker change rooms. The facilities close at 7:00 PM.
- All the guests are requested to use the poolside showers before using the pool, steam room and sauna.
- No diving in the pool, running and shouting around the pool area are not permitted.
- No person shall be allowed near the pool during a thunderstorm or lightning.
- Persons with sores, other evidence of skin diseases, or wearing bandages of any kind will not be permitted to use the pool, steam room and sauna.

LANANG WADON RESTAURANT

- Own food and drinks are not allowed.
- Food and drinks may only be consumed at the Restaurant.
- Food and beverages may thus not be consumed in our saunas, steam cabins, whirlpools, or swimming pools.
- Wet-clothed and bathrobes are not allowed in the Restaurant area.
- Menu availability is subject to change without notice. Don't hesitate to get in touch with the Restaurant for further details.
- Please note that we may not be able to accommodate your requests for specific seating.
- For our guest's convenience, the holding time for the tables will be 15 minutes from reservation time, and the table will be released automatically if the determined time has been reached.

LOCKERS

- Lockers are provided for use whilst exercising and will be cleared daily once The Bali Eden is closed.
- Please be advised that the lockers provided are not security lockers and therefore we request all valuable items are carried.
- Whilst care is taken to safeguard locker contents, thefts can occur.
- Please be aware that we do not accept responsibility for any loss or damage to property that occurs as a result of unknown persons breaking into lockers or where items are not placed in lockers.
- When using lockers, please ensure that the locker key is secure at all times on your person, the keys should be carried INSIDE a zipped pocket.



- Should a locker key be lost, or contents be left in a locker overnight, there is IDR 200.000 charge for replacement of the key and IDR 150.000 for return of items if need posting.
- If your belongings are left in a locker, they may be removed, and we will take no responsibility for loss or damage.

ARANA SPA

Opening Hours

Arana Spa's opening hours are from 09:00 to 21:00. The last reservation is at 20:00 for an hour massage. Arriving 15 minutes earlier allows you to make the most of your time with us. As spa time is valuable, arriving late will limit the treatment time. A spa confidential consultation form will be required to fill out for new guests before treatments begin to check for possible contraindication of any treatments.

Cancellation

As spa time is valuable, if you wish to cancel your appointment, please inform us at least six hours before to avoid a cancellation fee. If guests wish to reschedule, alter or move the appointment, contact us via email or directly on the telephone number noted below [0811-3906-144](tel:0811-3906-144) at least 6 hours before your treatment time to avoid a cancellation charge. A 50% cancellation fee will be applied if guests cancel in less than six hours.

We have a cancelation policy 24hrs before your scheduled appointment, so please keep this on mind should you cancel or amend this booking, should you feel unwell or develop any symptom with in 24hrs of your appointment, the cancelation charge will be waived, as the wellbeing of our guest is our priority.

Children's Policy

Arana Spa is a carefully curated experience that prides itself on the safety and relaxation of our guests. We are delighted to offer treatments for children under 13 years old with adult supervision except for manicures and pedicures. Please contact our receptionist for treatments availability for our young guests. Guests under 16 years old are restricted to our changing facilities, heat experiences and gym area.

Valuable

We recommend that no jewellery is to be worn at Arana Spa. The management and staff accept no responsibility for the loss, damage, or stolen valuables of any kind brought into the spa premises.



Gift Certificate

Gift an indulgent wellness experience offered by The Bali Eden. Choose from our varies wellness treatments, facilities with our customizable gift certificate. The gift certificate can be purchased in person or through email here: spa@gdasbali.com.

Spa Menu

At Arana Spa, we provide luxurious treatment administered by a team of professional therapists with exotic medicinal herbs, raw beauty ingredients, and organic plants native to the Balinese ancestor's principle. The Arana Spa menu is designed to offer a series of complete treatments that integrate Balinese holistic therapy with elements of water, fire, earth, and air. The ayurvedic Balinese ritual, facial treatments, body wraps, and Balinese massages, are all in the historical land of Mas Ubud.

Treatment Room

Our Spa treatment room is designed with the help of spa experts to make you feel unwind, relax and rejuvenate. There are three rooms available for couples to indulge in the treatments together. If you are a single guest who wishes to have a private room, we will cater to your need accordingly.

Gratuities

Gratuities are customary and greatly appreciated. Please leave any gratuities at the reception desk when checking out. Tipping envelopes for cash gratuities are provided at the front desk or you may add gratuity onto your credit card. Tipping is never expected, but always appreciated

YOGA

GENERAL

1. All purchases of services (classes, workshops, events) are non-refundable.
2. Purchases of products are only refundable in new and unused conditions up to 10 days after purchase.
3. Every effort is made to hold class on time. The schedule is subject to change without prior notice. Please check the online schedule for the most up-to-date schedule.
4. The Bali Eden is not liable to refund, transfer, or offer compensation for any reason for late classes being changed or cancelled.
5. Please arrive at least ten minutes before class (10 minutes).
6. Please check in at reception before each class.
7. Payment must be made upon booking. No Participant will be permitted to sign up for an unpaid class, workshop, or event unless it is a free or donation-based class.
8. Unpaid classes or membership payments will be back-charged.
9. The Bali Eden is not responsible for safe keeping of your personal belongings.



10. You agree that you have been examined by a qualified medical practitioner within the past six months and have been found by such a practitioner to be in good physical health and physically able to perform all yoga classes.
11. The participant must notify teachers of any previous injury, illness, or conditions that may impact their practice.
12. You will follow all instructions by The Bali Eden teachers, and you acknowledge that any failure to do so will be at your own risk and may cause injury.
13. In attending classes at The Bali Eden, you agree that neither you, your heirs, assigns, or legal representatives will sue or make any other claims of any kind whatsoever against The Bali Eden or its members for any personal injury, property damage/loss, or wrongful death, whether caused by negligence or otherwise.
14. The Bali Eden reserves the right to refuse entry.
15. Prices may increase from time to time to reflect increases in cost and benefits.
16. Terms, Conditions, and Fees are subject to change without prior notification.
17. By booking a class, you automatically agree to the above terms & conditions.

CLASS CANCELLATIONS & BOOKING ETIQUETTE

- If you do not show up for a class, you will not be charged for it and will be removed from the class. If there is an exception to this rule, it will say so in the description of the class as well as at the time of purchase. For these exceptions, you will be fully charged for a class you sign-up for and do not attend, or the class will be removed from your package. Members with unlimited packages will be charged the single drop-in rate for no-showing to a class under these terms.
- Workshop and event cancellations must be made 24 hours before the reserved workshop or event starts. If you do not attend or cancel within 24 hours of the start time, you will be fully charged for the workshop and will not be able to use the credit for a future workshop.
- Workshops, events, and training are non-refundable.
- Credits will not be provided for enrolments cancelled by the participant.
- Please cancel if you are unable to attend a class or workshop to make your space available to others.

Yoga Classes

- Gear to bring: water bottle. Yoga mat, bolster, and block. Water can be filled in your water bottle for free from our filtered cooler.
- No shoes are allowed in the yoga studio space.
- No cell phones are permitted in the yoga studio space.
- Please review Studio Etiquette in advance.

GIFT CARDS

- Gift cards can be redeemed for classes, workshops, programs, account credit, and/or retail purchases.
- Gift cards can be purchased and sent electronically by email and WhatsApp.
- Gift cards are non-refundable and not redeemable for cash.



HEALTH SUITE

Opening Hours

Health Suite opening hours are from 09:00 to 21:00. Arriving 15 minutes earlier allows you to make the most of your time with us. A confidential consultation form will be required to fill out for new guests before treatments begin to check for possible contraindication of any treatments.

AGE

Only guests aged 17 or above can be allowed to use the Health Suite facilities.

Valuable

We recommend that no jewellery is to be worn at Health Suite. The management and staff accept no responsibility for the loss, damage, or stolen valuables of any kind brought into the spa premises.

Gift Certificate

Gift an indulgent wellness experience offered by The Bali Eden. Choose from our varies wellness treatments, facilities with our customizable gift certificate. The gift certificate can be purchased in person or through email here: hello@gdasbali.com

PRIVACY STATEMENT AND ACKNOWLEDGEMENT

In the course of establishing a Contract with you and during the term of that Contract, we will obtain access to certain sections of your personal information (such as information concerning your health and your financial position).

The Bali Eden will only use, disclose or deal with such information in accordance with our Privacy Policy.

The Bali Eden is committed to preserving our customers' privacy. Please read the following privacy policy to understand how we use and protect the information that you provide to us.

Information that we collect from you.

When you contact us you may provide us with information including your name and address, your email address and telephone numbers. This information allows us to process your request.

We will collect this information and store it in a database. We will also collect this information through the use of cookies (see below). We will not disclose any of the information that you provide to us about yourself to any third parties.

We reserve the right to disclose your information if the law requires us to do so.

We will use your personal information to



- Supply and manage the service we provide to you.
- Better understand our customer base with the view to providing both better products and services.
- Keep in touch with you on an occasional basis.
- If you would rather not receive further communication from us, please send an email to hello@gdasbali.com
- We will keep your information for as long as necessary and will take steps to ensure that it is kept up to date. Please contact us if your details change.

SAFETY & HYGIENE

Our member's safety during the COVID-19 pandemic is our main priority and we have introduced a number of measures in The Bali Eden to help protect members and staff. Please follow our COVID-19 operating procedures. (Link)

It is necessary that all members and guests of The Bali Eden wear appropriate, clean attire and footwear when using the studio and gym.

If you feel dizzy, faint, unwell or feel any unusual pain then you must stop exercising and inform a member of staff immediately.

Members cannot train in the club without a hand towel. In the interest of hygiene, members must wipe down each piece of equipment after use. We are providing hygiene wipes sanitary inside the gym.