

TERMS AND CONDITIONS

PT Bali Wisata Baik | visas-indonesia.com

Effective: 1 January 2026

1. About Us

The website visas-indonesia.com is operated by PT Bali Wisata Baik (referred to as "BWB"), a company registered in Bali, Indonesia. BWB provides information, content, and visa application assistance services to travelers visiting Bali and other destinations in Indonesia.

BWB may appoint a third-party partner to fulfill certain services where appropriate.

2. Our Service

1. BWB offers visa and legal permit application assistance (the "Service") to travelers ("Clients") inside and outside Indonesia. The Service includes:

- Receiving and reviewing visa applications and permit inquiries
- Collecting required documents and information from Clients
- Checking applications for completeness and compliance with regulations
- Submitting applications to Indonesian immigration authorities, directly or through a licensed third-party partner
- Providing sponsorship letters where required

IMPORTANT: BWB facilitates the visa application process only. BWB does not issue visas. Only the Indonesian Government has the authority to approve, issue, or reject visa and permit applications. BWB does not guarantee any outcome.

2. BWB and its partners follow Indonesian immigration rules and regulations. BWB shall not be responsible for delays or rejections resulting from changes in regulations by Indonesian authorities.
3. BWB may engage third-party partners to assist in the Service; however, BWB remains responsible for coordinating the application process. BWB shall not be liable for delays, decisions, or outcomes arising from third-party actions that are beyond BWB's reasonable control.
4. Clients authorize PT Bali Wisata Baik to act as their appointed representative for the purpose of submitting, processing, and managing their visa or permit application with the relevant Indonesian authorities, including the Directorate General of Immigration. This authorization is granted at the time of payment and remains valid until the application process is completed or terminated.
5. These Terms shall be governed by and construed in accordance with the laws of the Republic of Indonesia. Any disputes shall be subject to the exclusive jurisdiction of the courts of Denpasar, Bali.
6. BWB's total liability, under any circumstances, shall be limited to the total service fee paid by the Client. BWB shall not be liable for any indirect, incidental, consequential,

or special damages, including but not limited to loss of profits, travel expenses, or accommodation costs.

7. BWB provides legal and visa-related guidance based on current Indonesian regulations and practical experience; however, final interpretation and enforcement of the law remain solely with the Indonesian Government.
8. Clients acknowledge that visa approval is subject to the government's discretion.
9. Clauses relating to liability, indemnity, refunds, privacy, governing law, and dispute resolution shall survive termination or completion of the Service.
10. These Terms constitute the primary agreement between BWB and the Client; however, any additional terms expressly agreed in written email communication between BWB and the Client may supplement these Terms. Verbal or informal communications (including messaging applications) shall not be considered binding.

3. Client Declarations

By submitting your application, you confirm all of the following:

- I understand that the Indonesian immigration authority charges IDR 1,000,000 per day for overstaying.
- I have never been deported from Indonesia as a result of an immigration administrative action.
- I have never engaged with any multinational criminal organisation.
- I will not take a hostile stance toward the Indonesian Government or harm the reputation of Indonesia or its people.
- I will not violate public safety, order, or Indonesian moral, religious, or cultural norms during my visit.
- I will not carry out dangerous activities or violate Indonesian laws during my stay.
- I will not obtain a visa or stay permit using a false or counterfeit passport.
- I understand that misuse of a visa or permit may constitute a criminal offence under Indonesian Law No. 6 of 2011 concerning Immigration.

4. Your Responsibilities

By submitting an application through our Service, you agree to the following:

1. You must submit complete, accurate, and truthful information and documents. BWB is not responsible for any consequences resulting from inaccurate or incomplete information you provide.
2. You must comply with all Indonesian laws and regulations during your visit, including the specific conditions of your visa or permit. BWB shall not be held responsible for any violations of Indonesian laws, including immigration regulations or local customs;

and any resulting consequences, such as detention, fines, or deportation, along with all associated costs, shall be solely your responsibility.

3. You agree to indemnify and hold harmless BWB from any claims, damages, or legal actions arising from your violation of Indonesian laws or misuse of the visa.
4. You may be required to appear at an Indonesian Government office (such as an immigration office, police station, or local authority) for verification or to provide additional documentation. Failure to comply may result in the revocation of your visa or permit.
5. You must not use your visa or permit for purposes other than those it was issued for.
6. You must not submit falsified or misleading identity documents. If BWB discovers falsification, we reserve the right to report the matter to the authorities and terminate the Service without refund.
7. Overstay penalties are your responsibility. The Indonesian immigration authority charges IDR 1,000,000 per day for each day beyond your visa expiry.

5. Pricing and Payment

1. All service fees are published on the website and must be paid in full before BWB begins processing your application.
2. Fees are stated in Indonesian Rupiah (IDR/Rp). Payment in other currencies may be available through selected bank accounts. Any bank transfer fees, conversion fees, or administration fees charged by your bank or payment provider are your responsibility.
3. If the Indonesian Government increases fees or introduces additional charges while your application is in process, BWB will notify you. You will be required to pay these additional amounts to complete the Service. If you choose not to pay, BWB may suspend or terminate the application without refund.
4. The Service shall be considered initiated once payment has been received and processing has begun, and shall be considered completed upon submission of the application to the Indonesian government authority.
5. Clients agree not to initiate any chargeback or dispute without first contacting BWB. Any unjustified chargeback may result in legal action or recovery proceedings under these Terms.

6. Processing Times

1. Processing begins only after full payment has been received.
2. Standard and express processing times are stated on the relevant product pages. Processing times are counted in business days, excluding weekends and Indonesian public holidays.
3. BWB aims to submit your application to the relevant authority within one business day of receiving complete payment and documentation, subject to operational conditions and circumstances beyond our control.
4. BWB is not responsible for delays caused by immigration office closures, public holidays, system outages, or other circumstances outside our control.

7. Cancellations and Refunds

IMPORTANT: Once your application has been submitted to the Indonesian immigration authority, it cannot be cancelled and no refund can be issued. Please read this section carefully before purchasing.

1. If you wish to cancel **before BWB has submitted your application to the immigration office**, you may request a cancellation. A 15% administration fee will be deducted from the refund.
2. No refund will be issued once the application has been submitted to the Indonesian immigration authority, regardless of the outcome, including but not limited to rejection, delay, or extended processing time, as visa decisions and timelines are entirely under the sole discretion of the Indonesian Government.
3. If the Government requests additional documents, fees, or guarantees after submission, you are required to provide them. If you do not, BWB cannot complete the Service and no refund will be given.
4. Refunds are issued in the same currency in which payment was received. Processing may take up to 14 business days depending on your payment method and/or banking system.

8. Government Decisions and Delays

BWB has no control over decisions made by the Indonesian Government. This includes but is not limited to:

- Rejection of visa or permit applications without a stated reason.
- Changes to visa regulations, fees, or procedures during processing.
- Delays caused by immigration office workloads or closures or internal decisions of the immigration office.

BWB is not liable for any losses, costs, or damages you incur as a result of a government decision or delay, including non-refundable travel bookings.

We strongly recommend that you do not book flights or accommodation until your visa or permit has been officially issued.

9. Our Liability

1. If a delay or error is directly caused by BWB or its partners, you have the right to request a full refund or a new application at BWB's cost. A full refund of the service fee paid or a new application at BWB's cost shall be the Client's sole and exclusive remedy for any delay or error directly caused by BWB.
2. BWB is not liable for any indirect losses, damages, or additional costs you incur as a result of any delay or cancellation, whether caused by BWB, a government authority, or circumstances beyond our control.

3. If you breach any Indonesian laws or the conditions of your visa or permit, BWB and any sponsoring parties reserve the right to withdraw support and take legal action.

10. Data and Privacy

1. BWB keeps your personal data confidential. Your information will only be shared with: licensed legal or notary professionals involved in your application; our third-party visa processing partners; Indonesian immigration authorities and other relevant government bodies.
2. BWB may be required by law to disclose your personal information to authorities including police, courts, prosecutors, or intelligence agencies. By using our Service, you consent to this where legally required.
3. All official correspondence from BWB is sent from: visa@bali.com. Communications claiming to be from BWB from any other email address should be disregarded.

11. Force Majeure

1. During a force majeure event, BWB's obligations and timelines shall be suspended for the duration of the event, and no refund or compensation shall be due unless otherwise required by the laws of the Republic of Indonesia.
2. Neither party is in breach of these Terms if failure to perform is caused by events beyond reasonable control, including but not limited to: natural disasters, war, civil unrest, terrorist acts, fire, government regulation changes, pandemics, or criminal acts.
3. The affected party must notify the other in writing within 3 business days of the force majeure event occurring. Failure to notify may mean the event is not recognised as force majeure.
4. Both parties will work together in good faith to resolve any issues arising from a force majeure event.