CV. Satu Karya Muda
Izin Operasional Biro Perjalanan Wisata (BPW) • Dinas Pariwisata Belitung
NIB: 0220208221876 • KBLI: 79121 (Aktivitas Biro Perjalanan Wisata) & 79111 (Aktivitas Agen Perjalanan Wisata)
SK Menkumham: AHU-0012891-AH.01.16 Tahun 2023 • NPWP: 61.849.201.5-305.000

OFFICIAL TOUR CONTRACT & LEGAL BOOKING CHARTER

Terms of Service & Booking Conditions

Official terms and conditions for tour package reservations, traveler rights, and CV. Satu Karya Muda operational guidelines.

NW-LEGAL-TERMS-v2.5 | Last Updated: October 26, 2026 | Version: v2.5 | Status: Active & Legally Binding | Jurisdiction: Republic of Indonesia

Deposit & Final Payment

Min. 30% DP (50% peak season & corporate groups). Full settlement required D-3 or D-7 prior to departure.

Flexible Rescheduling

Zero penalty fee if rescheduled at least 7 days prior (D-7). Package credit valid up to 6 months.

Tiered Refund Policy

Cancellation >14 days: 70% DP refund. 7–14 days: 30% DP refund. <7 days: non-refundable.

Official Corporate Accounts

Payments valid exclusively to "CV. Satu Karya Muda" (BCA 889-052-1771).

📌 **Notice of Binding Legal Agreement:**
These Terms of Service constitute a legally binding agreement between you (the Traveler/Client) and CV. Satu Karya Muda (Nusataway). By placing a deposit payment or reserving any of our travel services, you acknowledge that you have read, understood, and agreed to all the provisions set forth herein.

SECTION 1 Definitions & Corporate Legal Entity

Key Essence: *Regarding our official operating license, mutual contractual standing, and company credentials.*

"Nusataway" is a registered travel brand and licensed tour operator legally owned and operated by CV. Satu Karya Muda, domiciled in Tanjung Pandan, Belitung Regency, Bangka Belitung Islands Province, Republic of Indonesia, holding Business Identification Number (NIB) 0220208221876, KBLI 79121 (Aktivitas Biro Perjalanan Wisata) & 79111 (Aktivitas Agen Perjalanan Wisata), Ministry of Law and Human Rights Decree No. AHU-0012891-AH.01.16 Tahun 2023, and Tax ID (NPWP) 61.849.201.5-305.000.

"Traveler", "Guest", or "Client" refers to any individual, family group, corporate entity, or organization reserving travel packages, issuing payments, or participating in itineraries organized by Nusataway.

"Tour Package" comprises all travel program variants organized by Nusataway, including Private Trips (exclusive closed parties and private charters), Corporate Gatherings, and Open Trips (scheduled small-group social departures with capped capacity), incorporating coordinated overland transit, island-hopping vessels, accommodation, certified tour leaders, meals, and scheduled itinerary experiences detailed in the official Booking Confirmation or Proposal.

SECTION 2 Reservations, Down Payment (Deposit), & Final Balance

> ***Key Essence:*** *Booking rules, mandatory deposit percentages, settlement deadlines, and official corporate accounts.*

Reservations are definitively confirmed upon receipt of a Down Payment (Deposit) of at least 30% of the total package value.

For corporate outings, private groups exceeding 20 participants, or bookings scheduled during Peak Seasons (Eid al-Fitr, National School Holidays, Christmas, and New Year holidays), a minimum 50% deposit is required.

The remaining final balance (70% or 50%) must be settled no later than 3 (three) days prior to departure for regular private groups, or 7 (seven) days prior for large corporate groups.

All payments are recognized exclusively when transferred to our official registered corporate bank account under the name "CV. Satu Karya Muda". Nusataway assumes no liability for funds remitted to unverified personal accounts without authorized written instruction.

VERIFIED OFFICIAL CORPORATE BANK ACCOUNTS

Bank Central Asia (BCA)	Bank Mandiri
889-052-1771	112-00-1928374-1
a.n. **CV. Satu Karya Muda**	a.n. **CV. Satu Karya Muda**
Rekening Operasional Utama	Rekening B2B & Corporate Gathering

⚠ Any transactions made to personal bank accounts not listed above are unauthorized and null & void.

SECTION 3 Rescheduling Policy

> ***Key Essence:*** *Procedures for adjusting travel dates without operator penalty fees.*

Clients are entitled to reschedule trip dates with zero operator administrative penalty fee from Nusataway, provided that written notice is submitted at least 7 (seven) days prior to the original departure date (H-7).

Clients may reschedule once (1×) within a maximum validity window of 6 (six) months from the initial booking date, subject to guide availability, boat charters, and hotel room allotments on the newly requested dates.

If the new chosen date falls within a designated High or Peak Season, or if partner hotels apply seasonal surcharges, the Client agrees to cover only the direct third-party price differentials.

Reschedule notices received less than 7 (seven) days before departure (< H-7) will be treated under cancellation terms, as non-refundable vendor commitments, boat charters, and hotel reservations have already been locked.

SECTION 4 Cancellation Policy & Refunds

> ***Key Essence:*** *Administrative deductions, milestone refund schedules, and cancellation guidelines.*

In the event of unilateral cancellation by the Client, refunds will be calculated based on the written notice receipt date as follows:

- **Client-Initiated Cancellation Timelines:**
  - More than 14 days prior to departure: 70% refund of deposit paid (30% retained for administrative and non-recoverable boat dockage deposits).
  - 7 to 14 days prior to departure: 30% refund of deposit paid.
  - Less than 7 days prior to departure: 100% deposit forfeiture (Non-refundable), as accommodations, charter vessels, and guide assignments are locked.

- **Operator-Initiated Cancellation:**
  - Should Nusataway cancel an excursion due to unforeseen internal operational failure, 100% of all remitted funds will be promptly reimbursed within 3 business days.

SECTION 5 Force Majeure, Maritime Safety, & Flight Disruptions

> ***Key Essence:*** *Weather protocols, Belitung Harbor Master (KSOP) directives, and airline schedule changes.*

Force Majeure refers to unpredictable events beyond reasonable control, including severe tropical maritime storms, high ocean swells, earthquakes, port or airport closures, epidemics, civil unrest, or official governmental restrictions.

For Belitung Island Hopping (Lengkuas Island, Sand Island, Sailing Rock, etc.): Passenger safety is our paramount priority. If the Belitung Port Authority / Harbor Master (KSOP) issues a sailing prohibition or our licensed captain deems sea conditions hazardous, sea routes will be adjusted.

Under official maritime restrictions, maritime island hopping for that day will be substituted with curated cultural, scenic, and culinary overland tours across Belitong UNESCO Global Geopark.

If a traveler declines substituted overland activities, the unused boat and marine park fee portion will be reimbursed on a pro-rata basis; hotel accommodation and completed transport remain non-refundable.

Airline Disruptions & Flight Delays: In case of flight delays or flight rescheduling by commercial airlines into/from H.A.S. Hanandjoeddin Airport (TJQ) Tanjung Pandan, Nusataway will flexibly adjust the itinerary sequence without extra service fees. However, rebooking fees or cancellation costs incurred directly by airline companies remain outside Nusataway's liability.

SECTION 6 Belitung UNESCO Geopark Conservation, Drones, & Code of Conduct

> ***Key Essence:*** *Marine ecosystem protection, geosite conservation rules, drone regulations, and guide authority.*

Belitung Island is internationally recognized as a UNESCO Global Geopark. All Nusataway guests agree to uphold environmental conservation and local respect.

▸ Marine & Geological Conservation Standards:

- Stepping on, touching, or damaging coral reefs while swimming or snorkeling is strictly prohibited.
- Removing starfish from seawater for photography or any other purpose is strictly prohibited to preserve marine wildlife.
- Taking or carrying away white beach sand, granite geosite rocks, or marine flora/fauna is strictly prohibited.
- Littering across islands or into the ocean is strictly forbidden; all waste must be gathered in designated waste receptacles onboard.

▸ Drone Flight Regulations:

- Operating recreational drones around the Lengkuas Island Lighthouse must comply with Ministry of Transportation Navigation District safety rules and guide instructions.
- Loss, salt water submersion, or drone crashes resulting from pilot error, loss of signal, or maritime gusts are solely the owner's responsibility.

▸ Tour Guide & Boat Captain Authority:

- Nusataway guides and captains reserve the right to caution guests, restrict activities, or take preventive steps if any individual poses a danger to others, possesses illicit substances, or damages natural habitats.

SECTION 7 Age Policies: Infants, Children, & Senior Travelers

> ***Key Essence:*** *Fares, amenities, and supervision guidelines for babies, minors, and elderly guests.*

Infants (under 2 years old): Free of Charge. All special infant nutrition, diaper supplies, and nursery items remain the accompanying parents' responsibility.

Children (2 to 9 years old): Eligible for adjusted child rates (extra bed or no bed sharing options) as specified in official quotation proposals.

Senior Travelers (above 60 years old): Must be accompanied by a capable adult family member and be in reasonable physical condition for gentle coastal activities.

SECTION 8 Traveler Health Conditions & Travel Insurance

> ***Key Essence:*** *Medical disclosures, mandatory life vest protocols, and primary care limitations.*

Travelers must notify Nusataway prior to departure of any pre-existing medical conditions, including cardiovascular illness, severe asthma, epilepsy, seafood allergies, or high-risk pregnancies.

During all boat transit and open-water snorkeling activities, all travelers must properly wear the standard safety life jackets provided by Nusataway.

Nusataway maintains standard First Aid Kits across all vehicles and charter vessels. Medical expenses at hospital facilities arising from pre-existing conditions are the traveler's sole responsibility.

Travelers are strongly encouraged to purchase comprehensive personal travel insurance covering trip interruption and medical evacuation prior to departure.

SECTION 9 Personal Luggage & Limitation of Liability

> ***Key Essence:*** *Safekeeping of electronics, drones, jewellery, and travel documents.*

Travelers maintain full and exclusive custody of their personal valuables, including jewellery, cash, mobile devices, cameras, drones, and identification passports.

Nusataway, its crew, and guide personnel assume no liability for loss, theft, water damage, or ocean dropping of personal electronic devices caused by personal mishandling.

Items accidentally left behind in vehicles or boats will be safely stored by our operations hub and returned via courier at the traveler's expense.

SECTION 10 Media Documentation, Intellectual Property, & Watermark Integrity

> ***Key Essence:*** *Complimentary photography, intellectual property ownership, 'Property of Nusataway' watermark protection, commercial anti-theft rules, and guest privacy rights.*

Nusataway includes complimentary action camera documentation (e.g. underwater GoPro) on selected packages, delivered directly to guests via private cloud storage links post-trip for their personal collection.

Visual Copyright & Intellectual Property (Property of Nusataway): All photographic works, aerial drone videos, graphic designs, and visual media produced by Nusataway personnel or published on nusataway.com are the exclusive intellectual property of CV. Satu Karya Muda, protected under Indonesian Copyright Law No. 28 of 2014.

Strict Prohibition of Commercial Misuse & Watermark Tampering: Third-party travel agencies, tour operators, digital aggregators, and commercial platforms are strictly prohibited from downloading, reproducing, modifying, removing/cropping watermarks, or deploying Nusataway media for commercial promotion without prior express written authorization. Infringements will be prosecuted pursuant to applicable statutory civil and criminal law.

Personal Guest License: Registered guests featured in our documentation hold a perpetual, royalty-free personal license to store, print, and share their vacation memories across personal, non-commercial social media platforms.

Opt-Out & Right of Erasure: Guests wishing to exclude their likeness from public portfolio showcases or website galleries may opt out before departure or submit a prompt take-down request at any time post-trip via our official concierge channels.

SECTION 11 Governing Law & Dispute Resolution

> ***Key Essence:*** *Jurisdiction under Indonesian civil law and commitment to amicable consensus.*

These terms and conditions are governed by and construed in accordance with the substantive laws of the Republic of Indonesia.

Any dispute or discrepancy arising from services provided shall first be resolved through good-faith amicable negotiation between the parties.

Failing amicable resolution, the dispute shall be submitted to the exclusive jurisdiction of the District Court of Tanjung Pandan (Pengadilan Negeri Tanjung Pandan), Belitung Regency.

SECTION 12 Special Provisions for Open Trip Programs (Boutique Social Trip)

> ***Key Essence:*** *Minimum participant quota, cancellation mitigations, meeting point protocols, room-sharing standards, and group etiquette.*

This section applies specifically and exclusively to travelers booking our Open Trip packages (scheduled small-group social departures / Boutique Social Trips) with Nusataway. All general terms from Section 1 through Section 11 remain in effect unless explicitly modified herein.

1. Minimum Participant Quota & Confirmation Milestone (H-7):

- Nusataway Open Trip departures operate on an intimate small-group model (capped at 12 participants per batch) with a minimum operating quota of 6 (six) adult participants.
- Guaranteed departure status will be officially verified and communicated by the Nusataway concierge team no later than 7 (seven) days prior to the departure date (H-7).
- If the 6-participant minimum quota is not reached by the H-7 milestone, travelers are entitled to choose one of three consumer protection solutions with zero administrative penalty:
- • Option 1 (Private Trip Upgrade): Upgrade to a 100% Private Trip with an economical rate adjustment based on the registered party size.
- • Option 2 (Complimentary Reschedule): Transfer reservations to any subsequent confirmed Open Trip batch with no rescheduling surcharge.
- • Option 3 (100% Full Refund Guarantee): Receive a complete 100% refund of all deposited funds without deduction, reimbursed within 3 business days.

2. Meeting Point Logistics, Arrival Time, & Individual Flight Delays:

- The official Open Trip rendezvous is at the Arrival Hall of H.A.S. Hanandjoeddin Airport (TJQ) Tanjung Pandan on Day 1 (Friday) no later than 10:30 AM WIB.
- Because land vehicles (Toyota HiAce) and island-hopping vessels are shared among all batch participants, the airport pickup grace period is capped at a maximum of 45 (forty-five) minutes from the scheduled arrival window.
- If an individual participant experiences personal flight delays exceeding the 45-minute window, the main group will proceed according to the scheduled itinerary to protect the time and experience of on-time travelers.
- Delayed participants will be assisted by our ground concierge with alternative transfer coordination to rejoin the group; however, any supplemental private transfer costs (airport taxi or private charter) remain the traveler's responsibility.
- Missed attractions, sightseeing spots, or meals resulting from individual flight disruptions cannot be redeemed, rescheduled, or refunded.

3. Twin-Sharing Rooming Standards & Single Supplements:

- Standard Open Trip packages feature Twin Sharing accommodation (2 guests per room in twin beds). Solo travelers are matched strictly with roommates of the same gender (gender-paired rooming).
- In the event of an odd number of solo travelers within a gender cohort, Nusataway will furnish a comfortable Triple Room setup (with extra bed) or absorb the single supplement cost without billing unexpected surcharges to the traveler.
- Solo travelers desiring complete personal privacy during lodging must select the Single Supplement room plan at the stated differential tariff.
- Roommates must observe common courtesy: smoking inside air-conditioned hotel rooms is strictly forbidden, outside unauthorized visitors are not permitted into guestrooms, and mutual privacy and quiet hours must be respected.

4. Seat Transfers & Participant Name Substitution:

- If an Open Trip participant is unable to travel due to sudden personal emergencies, the participant is entitled to transfer their seat reservation to a colleague or family member up to 3 (three) days before departure (H-3) without administrative penalties.

- The booking party must immediately submit government photo identification credentials of the replacement guest to update the KSOP maritime safety manifest and hotel registries.

5. Shared Cloud Storage Media & Group Etiquette:

- Mirrorless photography and aerial drone footage recorded during the Lengkuas Island excursion will be archived into a shared Google Drive cloud repository accessible to all travelers registered in that specific batch.
- All travelers must strictly honor designated assembly times (call-times) scheduled by the Tour Leader in hotel lobbies and scenic sites to preserve itinerary flow.
- Nusataway fosters a cordial, inclusive, and safe travel atmosphere. Tour leaders possess full authority to caution, restrict, or dismiss any participant found engaging in harassment, discrimination, verbal abuse, substance abuse, or disruptive misconduct toward fellow guests or local crew.

OFFICIAL ENDORSEMENT & DOCUMENT VALIDATION

This document is officially promulgated by the executive management of CV. Satu Karya Muda as an authoritative operating agreement. All covenants set forth herein are legally binding under the laws of the Republic of Indonesia.

DITERBITKAN & DISETUJUI SECARA SAH OLEH:

CV. SATU KARYA MUDA
OFFICIAL VALIDATED

Triono Hidayat
Founder & Managing Director
Digital Signature • UU ITE No. 11/2008

Scan for Digital Verification

Layanan Bantuan Resmi:
WhatsApp: +62 877-8808-4441
Email: halo@nusataway.com
Website: nusataway.com
Tanjung Pandan, Belitung 33412

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