Twins Luxury Villas Bali

House Guide

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1. Shoes at the entrance

Please leave your shoes at the entrance. This is part of Balinese culture and helps keep the villa clean. Thank you for respecting this tradition. ■

In Balinese homes and villas, removing shoes before entering is a sign of respect and a daily courtesy. You'll notice this everywhere on the island — from temples and homes to many cafés and shops.

A shoe rack is placed by the entrance for your convenience. Slippers are provided if you prefer to wear something indoors.

2. Safety box

Please place passports, cash, jewelry, and valuables inside the safety box.

To lock:
1. Place your items inside.
2. Close the door.
3. Enter your personal 4–6 digit code.
4. Press LOCK / #.

To open: Enter the same code and press LOCK / #.

Please remember your code. For help, contact Sherly (Villa Manager) on WhatsApp at +62 852-3578-9719.

Management is not responsible for valuables left outside the safety box.

3. Kitchen

In the kitchen, you will find tea, coffee, sugar, and basic essentials for your stay.

If you use dishes or kitchen equipment, we kindly ask you to rinse or clean them lightly before housekeeping arrives the next day. You may also leave them neatly in the kitchen corner or near the sink, and our housekeeper will take care of them during cleaning.

As Bali is a tropical island, food smells can quickly attract ants and small insects during the night, so keeping the kitchen tidy really helps.

If you need anything for the kitchen during your stay, please feel free to ask the housekeeper, and they will be happy to assist you.

Thank you very much for your understanding ■

4. Air conditioning

The air conditioning units are professionally deep-cleaned every 3 months to keep them running smoothly, and weekly maintenance is normally carried out as well.

If you notice anything unusual or need assistance, please let us know right away, and we will help as soon as possible.

When leaving the room, we kindly ask you to turn off the air conditioning. Once you return, you can switch it back on, and it will normally take around 10–15 minutes for the room to become cool again.

While the air conditioning is running, please keep the doors closed to maintain the temperature and avoid unnecessary electricity usage.

Thank you very much for your understanding and for helping us save energy ■

5. Laundry

Our house staff will take care of it for you. Just place the laundry outside your door, and she will collect it.

You can choose normal service (next day) or express service (same day / day after) — just let us know your preference, and we will share the laundry bill with you afterward.

Typically, normal laundry is around IDR 200,000. Express service costs a bit more.

6. Iron & ironing board

There is an iron and ironing board available for you at the villa.

You can find them in one of the wardrobes in the bedrooms. If you have any questions or need help finding them, please feel free to contact us.

Sherly will be happy to assist you.

Best regards,

Sherly
Villa Manager

7. Towels & bedsheets

We normally change the bedsheets and towels every 3 days. To help protect the environment, we kindly ask guests to reuse towels and linens when possible.

If towels or bedsheets need to be replaced, please place them on the floor, and housekeeping will collect them for laundry. Otherwise, we would appreciate it if you hang them to dry so they can be used a little longer. Thank you for helping us save water and energy ■

8. Pool & villa staff access

Our staff normally enter the villa every day to make sure everything is in good condition. Even if you do not require cleaning on a particular day, they may still briefly enter to collect laundry, water the plants, check the villa, or handle small maintenance tasks before leaving again.

The pool maintenance team visits twice a week — every Wednesday and Saturday around midday — to clean the pool and check the water quality to ensure it stays safe and clear during your stay. Each service takes approximately 1 hour.

Standard housekeeping service is available Monday to Saturday, while Sundays are normally staff days off. If you would like additional cleaning or Sunday housekeeping service, this can also be arranged upon request with an extra payment directly to the cleaner.

Thank you very much for your understanding ■

9. Private in-villa BBQ

Enjoy a relaxed private BBQ evening at your villa, prepared and served by our team while you enjoy the pool, music and Bali atmosphere.

How it works: our team brings everything — shopping, preparation, BBQ setup, cooking, serving and cleaning afterwards. You simply relax and enjoy the evening.

Menu includes grilled chicken, beef skewers, fresh fish or prawns, grilled vegetables, corn on the cob, fried rice or roasted potatoes, fresh mixed salad, homemade sauces and a fresh tropical fruit platter.

Recommended guest price: IDR 550,000 per person (minimum 6 guests). Children under 10: IDR 300,000. Optional extras include chilled beer, wine/champagne, cocktails, birthday cake, flowers or a special table setup.

To book, use the booking form on the BBQ page or message Sherly on WhatsApp at +62 852-3578-9719 with your preferred date and guest count.

A quick reminder: please leave your shoes at the entrance — this is part of Balinese culture and helps keep the villa clean. ■

10. Trash & recycling

Please remember not to leave strong-smelling waste such as fruit, fish, or other food scraps inside the villa. Kindly place it in the outdoor trash bin.

In Bali, we try to help protect the environment by separating organic and non-organic waste. We would really appreciate your help with recycling and sorting the trash when possible. Thank you ■

11. House rules

The deposit covers any damages, missing items, or additional cleaning if required.

Additional cleaning fees may apply if the villa is left in an excessive or unreasonable condition beyond normal use.

This includes, but is not limited to:
• Stains on sofas, bedding, towels, or curtains (wine, makeup, oil, etc.)
• Excessive trash left throughout the villa
• Dirty dishes, kitchen left in poor condition
• Smoking inside the villa (odor removal required)
• Evidence of parties or events without approval
• Vomit, bodily fluids, or biohazard cleaning
• Mud, sand, or pool misuse causing unusual dirt levels
• Outdoor areas left in extreme condition

Additional cleaning will be charged based on actual cleaning cost and may be deducted from the security deposit. Starting at IDR 1,500,000 and up.

By confirming your booking, you agree to this policy.

A refundable security deposit is required for all stays.